



Operations Manager i

Software Version: 10.12

Release Notes

Document Release Date: 30 September 2016

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Operations Manager i Release Notes

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This document is an overview of the changes made to Operations Manager i (OMi) 10.12.

You can find information about the following in this document:

- "OMi 10.12 Installation " on the next page
- "New Features in OMi 10.12" on page 8
- "Changed Features in OMi 10.12" on page 11
- "Notes and Limitations" on page 12

Support Matrix

For information about supported environments and compatibility with other products, see the Operations Manager i 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/KM323488>

OMi 10.12 Installation

The Operations Manager i 10.12 installation files are provided as a service pack. The service pack is available on the Software Support Online portal.

For steps to install or update Operations Manager i, see the *OMi Installation and Upgrade Guide*:

1. Unpack the .zip file for the OMi 10.12 installation and documentation.
2. Open the Documentation folder.
3. Double-click `OMi_10.12_Installation_and_Upgrade_Guide.htm` to open the OMi 10.12 Installation and Upgrade Guide in a web browser.

Alternatively, download the *OMi Installation and Upgrade Guide* for OMi 10.12 from Software Support Online: [OMi 10.12 Installation and Upgrade Guide](#)

Note: With OMi 10.12, the JRE installed automatically as part of the server installation has been upgraded to version 1.8.0_102.

Upgrade: You can upgrade from OMi 9.25 or higher. Both in-place and side-by-side upgrade methods are supported.

For details on installation, upgrade, and update, and the hardware and software requirements for OMi, see the [OMi 10.12 Installation and Upgrade Guide](#).

Update BVD: You can update BVD 10.10 and 10.11 to BVD 10.12.

For details on the installation and update, see the [BVD Installation and Administration Guide](#).

Update OMi Performance Engine: If you are using OMi Performance Engine 10.11 and now want to use the 10.12 version, do the following:

1. Uninstall OMi Performance Engine 10.11.
2. Install OMi Performance Engine 10.12.

For steps to uninstall the old version of OMi Performance Engine and install OMi Performance Engine 10.12, see the [OMi Performance Engine Installation and Configuration Guide](#).

Management Packs: The following new Management Packs are available on HPE Live Network for installation:

- HPE OMi Management Pack for TIBCO 1.00
- HPE OMi Management Pack for Informix Database 1.00

For the complete list of Management Packs available, see [HPE Live Network](#).

New Features in OMi 10.12

OMi

Operations Manager i (OMi) is a simplified, unified, IT operations management software. OMi provides automated monitoring, fast root cause identification and prioritization, with automated remedial action.

- **Support for Microsoft SQL Server AlwaysOn Availability Groups** Starting with OMi 10.12, you can now use a SQL server with AlwaysOn as your database for OMi. AlwaysOn provides a high availability and disaster recovery solution for SQL server.

If you plan to use Microsoft SQL Server AlwaysOn Availability Group as your RTSM database, execute the following script on your RTSM database before putting it in an availability group:

```
<OMi_HOME>\AppServer\webapps\site.war\DataBases\SQL_Svr_DB_Utils\rtsm_set_db_parameter.sql
```

No extra steps are required for event or management databases.

For details on how to use SQL Server Availability Groups with OMi, see the *OMi Database Guide*.

For details on how to configure a Microsoft SQL Server Failover Cluster and Availability Groups, see the Microsoft SQL Server documentation.

- **CI Explorer.** OMi 10.12 introduces a new UI component, CI Explorer. It displays a list of CIs based on their CI type. This component is used for browsing CIs and is especially useful when browsing through CIs that belong to different views. It enables you to search directly for the CIs without switching between these views.

For details on the CI Explorer, see **User Guide > Introduction > CI Explorer** in the OMi Online Help.

- **Improved OMi - SiteScope performance.** OMi 10.12 improves the assignment and deployment of SiteScope Policy Templates in large environments.

For details on the SiteScope - OMi integration, see **Operations Manager i - HPE SiteScope Integration** in the *OMi Integrations Guide*.

OMi Business Value Dashboard

OMi Business Value Dashboard (BVD) brings your OMi data to life. Use BVD to create custom, flexible dashboards that visualize information from OMi and other sources in an informative and appealing way. Your BVD dashboards can be accessed anywhere, anytime, from any device. Incorporate your own graphics, add color to identify status, and receive real-time updates – so you always understand the value driven by your IT environment.

- **Clustering and scaling in BVD.** BVD 10.12 introduces clustering and scaling with the new cluster options during the BVD configuration. You can select to create a new cluster, or you can have BVD join an existing cluster as a node. This highly improves high availability and failover procedures, as all nodes in the cluster use the same external PostgreSQL database and no manual action is required should one of the nodes fail.

For details on configuring clusters in BVD, see **Installation and Configuration > Configuration** in the *BVD Installation and Administration Guide*.

- **Cluster management in BVD.** To support the improved clustering and scaling of BVD, you can use the new options in the `configure` command-line interface to manage your cluster nodes: display and replace the cluster key, remove nodes, or list the nodes that are part of the cluster.

For details on cluster management in BVD, see **Administration > Cluster Management** in the *BVD Installation and Administration Guide*.

OMi Performance Engine

OMi Performance Engine is an add-on component of Operations Manager i that provides streaming and visualization of custom metrics and system metrics in a large scale environment. OMi Performance Engine aggregates streamed data from Operations Agent or Operations Connector.

- **Change password.** To increase security and take measures if a password has been compromised, administrators can now change their passwords by using the `admintools` command-line interface.
- **Kafka TLS Support.** OMi Performance Engine now comes with Transport Layer Security (TLS) support for Kafka message bus. Kafka TLS provides additional security by authenticating connections to Kafka brokers from clients (OMi Performance Engine producers and consumers) and other brokers. It also encrypts the data transferred between brokers and clients, and between Kafka brokers. If required, you can disable Kafka TLS either during installation or post installation.

For more information about enabling and disabling Kafka TLS, see the *OMi Performance Engine Installation and Configuration Guide*.

- **OMi Performance Engine services run under a non-root user account by default.** OMi Performance Engine services are run under a non-root account to safeguard them against security threats. OMi Performance Engine now provides a profile file generator to automatically generate a profile file for a non-root user. During installation, you can run the profile file generator and provide the non-root user details (user name, group name, and BBC port number). A profile file is created for the non-root user based on the details provided in the profile file generator. Post installation, the OMi Performance Engine services run under this non-root user account. For more information, see the *OMi Performance Engine Installation and Configuration Guide*.

For details on how to change your password, install and set up an OMi Performance Engine server, see the *Performance Engine Installation and Configuration Guide*.

Changed Features in OMi 10.12

- **Online Help: new look and feel.** The OMi 10.12 online help has received a makeover - with improved mobile accessibility, you can now easily seek the information you need to use Operations Manager i to your full advantage.

View the new online help by clicking **General help** or **Help on this page** in OMi.

- **Monitoring Automation Web Service Interface to update auto-assignments.** The REST-based Monitoring Automation Web Service Interface was improved to enable updating auto-assignments to their latest version. Without using the user interface, you can now update your auto-assignments of management templates, aspects, or policy templates.

For details on the Monitoring Automation Web Service Interface, see **Extensibility Guide > Web Service Interfaces > Monitoring Automation Web Service Interface** in the OMi Online Help..

- **Performance Dashboard: OpsBridge Real Time Enhancement.** As soon as you enable the real-time feature, the real-time graph for the OpsBridge data store displays the data for the last 15 minutes. For HPE Operations Agent and SiteScope, real-time data is only displayed for the time after the feature was enabled.
- **REST APIs and ConfigWsTool options for managing view-related and automatic assignments.** You can now manage automatic and view-related assignments either from an external application by using the REST-based Monitoring Automation Web Service, or by using the newly introduced options of the ConfigWsTool CLI. The following functionality is available:
 - List all automatic assignments for a view
 - List all automatic assignments of a certain management template or aspect version
 - List all management templates or aspects assignable for a view
 - Create, update, and delete automatic assignments of management templates or aspects

For details on the REST APIs, see the *OMi Extensibility Guide*.

For details on the ConfigWsTool CLI, see **Administration Guide > Monitoring > Command-Line Interfaces > ConfigWsTool Command-Line Interface** in the OMi Online Help.

Notes and Limitations

Problems and limitations are identified with a change request (QCCR) number. For more information about open defects, visit <http://softwaresupport.hpe.com>, or contact your HPE Support representative directly.

Upgrade / Update

Title: 404 not found when opening Performance Dashboard Mappings UI. (QCCR8D46341)

Description: In non-root user environment, while updating OMi 10.x to a higher version, a 404 error is displayed when opening the Performance Dashboard Mappings user interface.

Workaround:

To solve this issue, follow these steps:

1. Log in as root and install OMi 10.10 and then configure OMi 10.10 (select non-root during configuration).
2. Log in as non-root user and start OMi 10.10 and then stop OMi 10.10.
3. Log in as root and install OMi 10.11 Service Pack and then configure OMi 10.11 (select non-root during configuration).
4. Log in as non-root and configure Performance Dashboard in OMi 10.11 using the following command: `%OvInstallDir%\bin\configurePMI configure`
5. Start OMi 10.11 while still logged in as non-root user.

Title: Upgrade from OMi 9.25 to OMi 10.01 incorrectly sets the management server on the staging agents data processing server and gateway to that of production gateway. (QCCR8D39011)

Description: The upgrade incorrectly sets the responsible management server for the staging data processing server to that of the production gateway. The agent located on the data processing server cannot contact the new OMi system and therefore still contacts the old OMi server. Self-monitoring does not work.

Workaround:

Set the manager and certificate server on data processing server(s) after the side-by-side upgrade:

```
ovconfchg -ns sec.cm.client -set CERTIFICATE_SERVER <FQDNofDPS>
```

```
ovconfchg -ns sec.core.auth -set MANAGER <FQDNofLoadbalancerOrSingleGW>
```

Title: "Unable to load java rule class" after upgrade from 9.x to 10.x (QCCR8D49605)

Description: The OMi Health Status Event Browser reports critical errors messages with title "Unable to load java rule class" after 9.x to 10.x upgrade.

Workaround:

Business Rules reference a Java class that implements the rule logic. When a Business Rule is exported in a Content Pack, that class is not contained in the Content Pack. For predefined content, the associated classes typically ship with OMi. For custom, self-developed Business Rules, you have to ensure that the classes are installed on the target system(s).

This Marble error alerts you that Java class(es) could not be found. You'll find the class names in the log file, in the `java.lang.ClassNotFoundException` following the error message. With the class name, you can locate the corresponding Business Rule(s) in the "Business Rules" administrative user interface.

In case of a "Custom" Business Rule, you need to install the class(es) on the target system(s) to avoid future errors.

If the Business Rule is "Predefined", and you have installed Content Packs for BSM 9.x, or have upgraded your OMi 10 system from BSM 9.x, that Business Rule likely refers to modules that have been dropped by OMi 10. You then have the following options:

1. Ignore the error message. Inactive remainders of 9.x Content cause these, but do not negatively affect OMi 10.x.
2. Suppress the error message:
 - a. Under **Administration > Monitoring > Policy Templates**, go to **Policy Management > Template Groups > OMi Server Self-Monitoring** and edit the **"OMi Marble Logfiles"** template.
 - b. Under **/Rules**, select rule number 4 **"Unable to load java rule class"**, and change the Rule Type from "Event on matched rule" to "Suppress on matched rule". Alternatively, you can decrease the severity of the event.
 - c. Save the Policy Template, update the aspects containing that template, and update the auto-assignment in order to deploy the updated template to all OMi nodes.
3. Remove the invalid Business Rules. There is no mechanism to remove individual "predefined" artifacts, so this solution requires clearing all business rules and re-importing the correct ones.

- a. Log in to the JMX Console (<https://localhost:29000>).
- b. Navigate to `Topaz:service=repositories_manager`
- c. Execute method `java.lang.String cleanRepositoryTypeDBAndCache` with `customerID = 0` and `repositoryType = rulemap`
- d. Re-import all predefined Content Packs that contain Business Rules. Skip any outdated 9.x Content Packs. You can use the Content Manager (**Administration > Setup and Maintenance > Content Packs**) to list and check the installed Content Packs. You can also import with Content Manager, or use the Content Manager (.bat | .sh) command-line utility.

Title: After an update from OMi 10.11 to OMi 10.12, log in to OMi is not possible because of a Workspace page with an apostrophe (') or quotation mark (") in the title. (QCCR8D49603)

Description: After an update from OMi 10.11 to OMi 10.12, it is not possible to log in to OMi because a Workspace page has an apostrophe (') or quotation mark (") in the title. For example, if you had a page called John's Browser, log in to OMi is no longer possible after the upgrade.

Workaround: In your management database, go to **Table UIM_Pages > <Column Name>** and remove the apostrophe (') or quotation mark (").

OMi

Title: Port conflict after installing HealthView server coexisting with OMi 10. (QCCR8D48345)

Description: There are coexistence problems when installing the Operations Agent 12.01 HealthView (HV) server on a OMi 10.11 server. The `ovtomcatB` component that is installed by HV uses port 8444 for HTTPS. This port conflicts with the HTTPS RTSM port for client authentication.

Workaround: To solve this issue, switch to another HTTPS port for `ovtomcatB`:

1. Run the following commands:

```
ovconfchg -ns NONOV.TomcatB -set HTTPSPort 18444
ovc -restart ovtomcatB
```

2. Restart the OMi server.

Title: Firefox sometimes crashes with OMi 10.10. (QCCR8D43157)

Description: With older versions of Firefox and Java, Firefox sometimes crashes when OMi 10.10 is running.

Workaround: This problem is a result of known defects in Firefox and Java, and as such cannot be fixed by HPE. To avoid problems, always update your Firefox to the latest supported Extended Support Release (ESR) version and Java 8 versions to the most up-to-date version available. For details on the defects, see:

The defect as tracked by Firefox: https://bugzilla.mozilla.org/show_bug.cgi?id=1140616

The defect as tracked by Java: <https://bugs.openjdk.java.net/browse/JDK-8133523>

Title: CLI tool "ContentManager" fails to create content snapshot due to not valid artifact of type "Propagation label: MTTR KPI of any CI to Service Level Agreement CI (SLM)". (QCCR8D45465)

Description: When configuring OMi and enabling all OOTB Management Packs for upload during the OMi configuration, creating a content snapshot with the ContentManager CLI tool fails with an error.

Workaround: A hotfix is available through Hewlett Packard Enterprise Software Support.

Title: OMi 10.11 APM integration: Topology synchronization does not work. (QCCR8D47115)

Description: When creating an APM connected server in OMi 10.12, the Topology synchronization fails with an error.

Workaround: Edit the Data Flow Probe properties file to solve this issue:

1. Edit `<DFP>/conf/DataFlowProbe.properties`
 2. For the line containing
`appilog.agent.local.process.result.filterRedundant.filterIgnoredCIs`, set the value to `false`
 3. Restart the Data Flow Probe: `<DFP>/bin/gateway.bat stop / start`
 4. Restart the topology synchronization in Integration Studio.
-

Title: Agent is sometimes not started on DPS. (QCCR8D47298)

Description: When installing OMi 10.12, the Operations Agent is sometimes not started on the data processing server.

Workaround: Run `ovc -start` after the OMi 10.11 installation.

Title: OMi processes take a long time to stop when internal TLS is enabled and when using SQL server database with Windows authentication. (QCCR8D49517)

Description: OMi 10.11 and 10.12 take a long time to stop (more than 30 minutes) when internal TLS is enabled and when using an SQL server database configured with Windows authentication.

Workaround: Shutdown time can be restored to normal by editing the `<OMi_Home>\bin\setup_shutdown_vm_params` script. In this script, add `-Djava.library.path=%PRODUCT_HOME_PATH%\bin` to the `VMPARAMS` variable, preferably before the classpath ("`-cp`"). In the case of a distributed setup, this should be done to every `setup_shutdown_vm_params` script on every affected server.

Management Packs

Title: Existing OO flow shipped with Management Packs does not reconcile with Operations Orchestration 10.x.

Description: The OO flows shipped by OMi Management Pack can only be used in deployment scenarios where the application is monitored by Smart Plug-ins managed by an HP Operations Manager (HPOM) server.

OMi Performance Dashboard

Note: The minimum recommended screen resolution for the OMi Performance Dashboard is 1280x1024.

Title: Import Graph-Table graph showing same metric values for all instances. (QCCR1A183471)

Description: If you are defining multiple instances that have the same metric, the charts are not updated correctly with the metric values and labels.

Workaround: By default, the label of the chart is defined as `@[METRIC]`. If you are defining a chart with a metric for different instances of a class, then the chart legend is duplicated with the same metric name, and chart data is not updated correctly. If you are creating a chart for different instances of a class, it is recommended to differentiate the chart legend by specifying an instance name in the label of the chart. You can update the label of the chart as `@[METRIC] - @[INSTANCENAME]`

Title: CI Type tree shows different information than details and Content Packs show unresolved content. (QCCR8D43630)

Description: The content manager shows some warnings about missing content. In addition, the Performance Dashboard Mappings show no mappings for some CI types.

Workaround: To resolve this problem, perform the following steps on the **OMi Gateway Server**:

1. Launch OMi in a browser.
2. Open a new tab in the same browser and launch `http://<OMi_Gateway_Server>/OVPM/rest/1.0/admin/clearcache/all`
3. Click **Clear Cache**.
4. In OMi, go to **Administration > Operations Console > Performance Dashboard Mappings**.
5. Check if that the Performance Dashboard Mappings screen loads without errors or warnings.

Title: For imported graph templates, chart title is not updated when you switch between the CIs. (QCCR1A184311)

Description: If you are importing graph templates and specifying the system name in the title of the chart, the title of the chart is not updated correctly when you switch between CIs.

Workaround: If you are importing graph templates, do not specify the system name in the title of the chart.

Title: For a SiteScope CI, graphs are displayed for other SiteScope instances. (QCCR1A186996)

Description: In CI Comparison, if two or more SiteScope CIs are selected and you choose only one instance, graphs are drawn for instances of other CIs as well.

Title: Performance Dashboard is unable to draw the graph when HPE Operations Agent is in non-root mode. (QCCR1A187122)

Description: If Operations Agent is running in non-root mode, the bbc port should not be set to the default port 383. This is because Performance Dashboard is unable to establish the connection to the Operations Agent.

Workaround: Restart the OMi services.

Operations Connector

Title: SNMP Interceptor pattern matching issue causing incorrectly resolved CMAs. (QCCR1A185419)

Description: When creating SNMP policies with CMAs, the Custom Message Attribute value that is retrieved is wrong. When the trap messages have user defined variables, opctrapi is not replacing the variables with appropriate strings.

Workaround: A hotfix is available through Hewlett Packard Enterprise Software Support.

OMi Business Value Dashboard

Title: BVD configuration: Corrupted counters in Firefox. (QCCR8D46788)

Description: When accessing BVD in Firefox on a virtual Windows 2012 and 2012 R2 machine, the counters look like a horizontal bar and are therefore unusable. They look fine when Firefox is used on a physical system or other virtual operating systems. This applies to all number entry fields in the configuration wizard and the dashboard editor.

Workaround: This is a known bug in Firefox: [Bug 1158435](#).

Title: BVD configuration wizard in Firefox: Apply sporadically loses connection to server. (QCCR8D46997)

Description: After clicking Apply in the Summary page of the configuration wizard, the Apply Configuration page opens but no configuration process is displayed. The browser console displays the error "Lost connection to server".

Workaround: This is a known bug in Firefox: [Bug 712329](#). The problem is planned to be fixed for Firefox 48. Two known workarounds are available, but both of them are not guaranteed to work with the latest versions of socket.io.

Title: Embedded PostgreSQL database does not start after reboot on Linux. (QCCR8D49773)

Description: If BVD is configured to run under a non-root user account on Linux with an embedded PostgreSQL database, the database does not start automatically after a reboot of the machine.

Workaround: The database does not start because OVCtrl is started under the root user account instead of non-root after the reboot. Perform the following steps to successfully reboot your machine:

1. Execute the following commands:

```
/opt/OV/bin/ovconfchg -ns ctrl.sudo -set OV_SUDO_USER <BVDNonRootAccount>  
/opt/OV/bin/ovconfchg -ns ctrl.sudo -set OV_SUDO_GROUP <BVDNonRootAccount>  
/opt/OV/bin/ovconfchg -ns eaagt -set MODE MIXED  
/opt/OV/bin/ovconfchg -ns eaagt -set NPU_TASK_SET EVENT_ACTION
```

2. Reboot the machine.

Title: Link to dashboard does not work. (QCCR8D45432)

Description: Hyperlinks to other dashboards in BVD do not work in Internet Explorer.

Workaround: This issue is caused by a known bug in Internet Explorer 11 on Windows 7. Microsoft fixed this issue for Windows 8 and 10, but has no intention to fix it for Windows 7. As a workaround, right-click the widget and select **Open link**.

Documentation Errata

BVD

Title: Wrong configuration wizard commands for reconfiguring external PostgreSQL settings (BVD Installation and Administration Guide)

Description: When reconfiguring external PostgreSQL settings, there are additional actions required on BVD side, which are described in the section “Reconfigure external PostgreSQL settings”. However, the documentation describes incorrect configuration wizard commands.

Workaround: All the commands described in part "b" of the workflow work with two dashes instead of one:

- To create a new database user: `configure.[sh|bat] --dbuser`
 - To change the database user password: `configure.[sh|bat] --dbpassword`
 - To move the database to another host: `configure.[sh|bat] --dbhost`
 - To move the database to another port: `configure.[sh|bat] --dbport`
 - To rename the database instance: `configure.[sh|bat] --dbname`
-

OMi

Title: Tool parameters not documented in Tool topic in the OMi Administration Guide (QCCR8D49902)

Description: Tool parameters are not documented in the Tool topic in the OMi Administration Guide. The tool parameters determine which characters are considered invalid while running a tool. The MSSQL Management Pack includes the backslash (\) character in a tool argument, which is an invalid character by default in the tool parameters. It is not mentioned in the Tool topic in the OMi Administration Guide that the tool parameters must be changed to be able to include certain characters in a tool argument.

Workaround: To change the tool parameters, do the following:

In OMi, go to **Administration > Setup and Maintenance > Infrastructure Settings**. Select **Applications** and use the drop down menu to select **Operations Management**. Scroll down to **Operations Management - Tool Parameters Settings**. Edit the Illegal Tool Parameters for Commands and Illegal Tool Parameters for Scripts.

Title: Management Pack links in help are shown even when the MP is not installed -- 404 error when clicked (QCCR8D49414)

Description: In the OMi help topic Administration Guide > Management Packs > Management Pack Documentation, the links to the Management Pack Online Help sets are not disabled if the management pack is not installed. If a management pack is not installed and you click a link to its respective help set, you receive a 404 error.

Workaround: You can download the help for management packs, including management packs that you do not have installed, on HPLN: <https://hpln.hpe.com/content> (type Management Pack in the Search Content field and select Operations Bridge as solution).

Title: Step 3 in the "Enable OMi to use IPv6" section is incorrect (OMi Installation and Upgrade Guide)

Description: In the OMi Installation and Upgrade Guide, the third step in the section "Enable OMi to use IPv6" includes outdated information.

Workaround: Follow the steps below to enable the use of IPv6 manually:

1. Make sure the local hosts file contains the following line:

```
127.0.0.1 localhost
```

2. Run the following commands in sequence:

```
ovconfchg -ns sec.cm.server -set IsIPv6Enabled TRUE
```

```
ovc -kill
```

```
ovc -start
```

3. If OMi uses IPv6 on a host system that has only the IPv6 protocol stack configured, to enable its communication with non-OMi host systems that have both IP protocol stacks configured, configure your DNS server so that it resolves host names only to IPv6 addresses.
-

Localization

HPE supplies Operations Manager i 10.12 localized software in these languages:

- English en
- French fr
- German de
- Japanese ja
- Korean ko
- Russian ru
- Simplified Chinese zh_CN
- Spanish es

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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 Manager i 10.12)

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