



Universal CMDB

Software Version: 10.30

Release Notes

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HPE Universal CMDB and HPE Universal Discovery Release Notes

Software version: 10.30

Publication date: October 2016

This document provides information about version 10.30 of the HPE Configuration Management System, which consists of HPE Universal CMDB 10.30 (UCMDB) and HPE UCMDB Universal Discovery 10.30 (UD). It contains important information that is not included in books or Help. You can find information about the following in this document:

["HPE UCMDB Deployment" on page 6](#)

["Known Problems, Limitations, and Workarounds" on page 7](#)

["Enhancements Requests" on page 36](#)

["Fixed Defects for UCMDB and UD 10.30" on page 44](#)

Note: Before you deploy Content Pack 21.00, you must install version 10.30 on the UCMDB server, and deploy version 10.30 Data Flow Probes. Do not deploy Content Pack 21.00 while you are still updating the Data Flow Probes.

For information about HPE UCMDB Universal Discovery Content Pack 21.00, see the *Release Notes* for HPE UCMDB Universal Discovery Content Pack 21.00.

Note: Version 10.30 of the HPE Configuration Management System does not include a new release for UCMDB Configuration Manager (CM). The latest release of CM is version 10.22 CUP3, you can use it (or a later CUP on top of version 10.22) in tandem with version 10.30 of Universal CMDB.

HPE Universal CMDB and Universal Discovery 10.30 Files/Components

HPE Universal CMDB (UCMDB) and Data Flow Probe10.30 are provided with the following files:

	Included Files
Windows	<ul style="list-style-type: none"> • HPUCMDB_Server_10.30.305.exe. Launches the installation of the version 10.30 HPE UCMDB Server for the Windows platform.

	Included Files
	<ul style="list-style-type: none"> • HPUCMDB_DataFlowProbe_10.30.305.exe. Launches the installation of the version 10.30 HPE Universal Discovery Data Flow Probe for the Windows platform. This installer can also be used to install the Universal Discovery Inventory Tools in a standalone installation. • *.sha256. Checksum files.
Linux	<ul style="list-style-type: none"> • HPUCMDB_Server_10.30.305.bin. Launches the installation of the version 10.23 HPE UCMDB Server for the Linux platform. • HPUCMDB_DataFlowProbe_10.30.305.bin. Launches the installation of the version 10.30 HPE Universal Discovery Data Flow Probe for the Linux platform (for integrations only). • *.sha256. Checksum files. • *.sig. Linux code signing files. For detailed instructions about how verify the code signatures, see HPE GPG or RPM Signature Verification. <p>Note: The current key used in this release is B564A643.</p>
Both	<ul style="list-style-type: none"> • Deployment_Guide. Contains the Interactive Deployment Guide files, including launch file. <ul style="list-style-type: none"> ◦ Launch_Deployment_Guide.htm ◦ Hardening Guide (HardeningGuide.pdf) ◦ Upgrader Reference (Upgraders.pdf) ◦ Database Guide (DatabaseGuide.pdf) • Support Matrix (Support_Matrix.pdf) • Read Me (Read_Me.txt) • What's New (Whats_New.html) • UCMDB Open Source Third Party License Acknowledgements (Third_Party_Agreements.html)

Note: HPE UCMDB Universal Discovery Content Pack 21.00 and UCMDB Browser 4.10 are included with UCMDB version 10.30.

System Requirements

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

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

The table below describes supported upgrade paths for the HPE CMS products:

Supported Upgrade Paths		CMS product supporting upgrades			
From	To	UCMDB	Configuration Manager ^[2]	Data Flow Probe ^[1]	UCMDB Browser ^{[1][3]}
10.01 or later (with or without a CUP)	10.30	Yes	No	No	No
10.1x (with or without a CUP)	10.30	Yes	No	No	No
10.2x (with or without a CUP)	10.30	Yes	No	No	No
10.21/10.22 (with or without a CUP) + FIPS	10.30 + FIPS	Yes	No	No	No

1. Data Flow Probe and UCMDB Browser do not support upgrades. You need to run version 10.30 installer for Data Flow Probe or UCMDB Browser to perform a fresh install.

2. Version 10.30 of the HPE Configuration Management System consists of Universal CMDB 10.30 (UCMDB) and Universal Discovery 10.30 (UD). It does not include a new release for UCMDB Configuration Manager (CM). The latest release of CM is version 10.22 CUP3, you can use it (or a later CUP on top of version 10.22) in tandem with UCMDB 10.30.

For supported upgrade path for Configuration Manager, check the [Release Notes for version 10.22](#). For documentation about Configuration Manager, see [HPE Universal CMDB Configuration Manager User Guide of version 10.22](#). To download the Release Notes for UCMDB 10.22 CUP3 (or a later CUP), go to [Overview of UCMDB 10.2x Releases](#).

3. UCMDB server version 10.30 (or later) does not support embedded UCMDB Browser versions older than 4.10. For more details, see "[Software Coexistence](#)" on page 1 .

Note: Due to Jython version upgrade, UCMDB version 10.30 requires CP21 to work properly.

HPE UCMDB Deployment

The HPE UCMDB installers are available on physical or electronic media.

1. For deployment instructions, launch the interactive *HPE Universal CMDB Deployment Guide* ([Deployment_Guide\Launch_Deployment_Guide.htm](#)).

Note: There is an issue in Google Chrome update Version 30.0.1599.69 that prevents opening the interactive *HPE Universal CMDB Deployment Guide*. Use a browser other than Google Chrome (for example, Internet Explorer or Mozilla Firefox) to open the guide.

2. In the interactive document select the relevant product set, and select your deployment options.
3. Click the **View** button to view your customized Deployment Guide, or click the **Print** button to print the customized guide.

Note: If you have a PDF print driver installed on your computer, click **Print** to create PDF documents that are customized according to your selections. PDF print drivers are available from several open source and third-party providers.

Known Problems, Limitations, and Workarounds

The following problems and limitations are known to exist in CMS 10.30 (or later software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem descriptions.

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

DDMI - Inventory Tools

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

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

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

UCMDB Browser

LIMITATION: The UCMDB server version 10.30 or later does not support embedded UCMDB Browser versions older than the UCMDB Browser 4.10. (QCCR1H106107)

Workaround: None for embedded UCMDB Browser versions older than the UCMDB Browser 4.10.

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

Workaround: Use a different supported Firefox version.

Configuration Manager

PROBLEM: Configuration Manager 10.22 CUP3 cannot connect to the UCMDB server 10.30.

Workaround: To resolve the issue, configure Configuration Manager by following the instructions in "[How to Configure Configuration Manager 10.22 to Connect to UCMDB Server](#)" on page 65.

Universal CMDB - General

PROBLEM: Displaying a specific view may crash the UCMDB server. This is because too many nodes were returned by the view that caused many more number of meta links generation and crashed the system with OutOfMemory error. (QCCR1H106088, QCCR1H100903)

Workaround: In addition to the fix provided in UCMDB 10.30, for views with huge number of nodes and relations, you may also increase the memory of the UCMDB server and the applet. For detailed instructions, see "How to Increase the Java Heap Memory Used by the UCMDB UI Java Applet" in the *HPE Universal CMDB Administration Guide*.

PROBLEM: There is a wrapper license key support issue for certain time zones, causing UCMDB Probe service unable to start. (QCCR1H105575)

Workaround: If you encounter such an issue, contact HPE Software Support to obtain new wrapper license keys, and then manually deploy the provided License keys on probe.

PROBLEM: When LDAP is enabled, UCMDB should not require password change anymore. However, after logging into UCMDB, users receive a page with the following message requiring them to change password: "Default or expired password detected. Please change your password." (QCCR1H106754)

Workaround: When LDAP authentication is enabled, users need to set the **Passwords must use default policy** infrastructure setting to **False**.

PROBLEM: If the Solr index folder is empty at the UCMDB server startup, UCMDB deletes it and Solr will recreate it again with the default files, which causes server errors, such as `HttpSolrClient$RemoteSolrException` and `NoSuchFileException`.

Workaround: If the problem still appears, manually delete the index folder and restart the server.

PROBLEM: Saving or updating a perspective based view with several perspectives (for example, seven perspectives), may cause performance issues and it also may get the UCMDB server stuck.

Workaround: In case you experience the above behavior and there is no other solution that can be used:

1. Go to the UCMDB JMX Console, locate the **setGlobalSettingValue** JMX method in the **UCMDB:service=Settings Services** category.
2. Provide the following parameter values:

name: **pbv.max.perspectives.to.start.use.remove.on.update**

value: Specify the number of perspectives used in the perspective based view which crashed the system.

3. Click **Invoke**.
4. Restart the UCMDB Sever.

LIMITATION: When starting Solr manually on a Windows machine by running **solr.bat start <port>** from the command line using the script **<UCMDB_Server_Home>\bin\solr.bat**, if the command line from which the Solr was started is closed, the Solr process is stopped. (QCCR1H109216)

Workaround: This is a Windows behavior and it has nothing to do with the Solr process or UCMDB. However, you can restart the UCMDB server, which will then start the Solr, and there will be no command line visible in Windows.

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

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

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

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

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

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

Workaround: None.

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

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

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

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

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

Workaround: None.

UCMDB Installation

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

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

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

UCMDB Upgrade

PROBLEM: Opening or accessing (for example, accessing through command) any of those folders or files during the upgrade may result in upgrade failure. During the upgrade, UCMDB server folders and files will be modified or overwritten by the installer wizard.

Workaround: Close all UCMDB Server folders and files before the upgrade, and DO NOT open or access any of those folders and files during the upgrade.

In case of such upgrade failure, to restore the server, copy the entire content of the **C:\hp\UCMDB\UCMDBServer\old** folder into the **C:\hp\UCMDB\UCMDBServer** folder. Then you can continue to use the server or perform another upgrade.

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

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

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

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

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

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

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

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

PROBLEM: When upgrading from UCMDB version 10.11 with a CP15 update to UCMDB 10.20 (or later), the UCMDB server cannot start after upgrade. This is caused by the fact that the current CP

version deployed on top of version 10.11 is higher than the CP version bundled in the 10.20 install media. (QCCR1H100431)

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

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

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

```
[ErrorCode [105005] Content pack downgrade is not allowed]
Trying to install CP version [15.00.123] which is older than the one already
installed [15.01.143] is not support.
```
3. Log in to the JMX Console and access **UCMDB:service=Settings Services**.
4. Locate the **getInternalSettings** method.
5. Enter customer ID and **cp.version** in the **key** value field, and then click **Invoke**.
The returned value should be **15.01.142**.
6. Replace the value with **15.00.123** and click **Set**.
7. After that the CP deployment should finish successfully. You can check the status in **mam.packaging.log**.
8. Access UCMDB UI and redeploy CP 15.01.142.
9. Check the CP version from menu **Help > About**. It should be **15.01.142**.

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

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

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

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

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

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

http://<machine name or IP address>.<domain_name>:1977/

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

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

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

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

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

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

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

Workaround:

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

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

Note: To upgrade customized class models, invoke the JMX method **updateClassModel**. For details, see [Invoke JMX Method updateClassModel](#) (workaround for QCCR1H97159).

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

Workaround: None.

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

Workaround: None.

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

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

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

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

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

UCMDB Browser

PROBLEM: (Embedded UCMDB Browser only) The port number of UCMDB Browser URL changes to **8143** when Configuration Manager 10.22 is connected to UCMDB Server 10.30, resulting that the UCMDB Browser is no longer available.

After Configuration Manager is installed, UCMDB Browser URL becomes **https://<server name or IP address>.<domain name>:8143/ucmdb-browser/**, which is the URL of the UCMDB Browser embedded in CM.

Workaround: After Configuration Manager is installed, make sure you change the port number of UCMDB Browser URL from **8143** back to **8443** (go to **UCMDB UI > Administration > Infrastructure Settings Manager**, locate the **UCMDB Browser URL** setting by searching **Name** with a keyword **Browser**, and then change the port number from **8143** to **8443** and save the change.

LIMITATION: UCMDB server version 10.30 or later does not support embedded UCMDB Browser versions older than the UCMDB Browser 4.10. (QCCR1H106107)

Workaround: None for embedded UCMDB Browser versions older than the UCMDB Browser 4.10.

Universal CMDB - UI

LIMITATION: Only HTTP protocol is supported when launching UCMDB UI from any web browser running on Mac OS X with JNLP enabled.

Workaround: None.

PROBLEM: UCMDB UI loads properly with HTTP, but it may not load with Safari on Mac OS when HTTPS is enabled.

Workaround: Switch the UCMDB Server back to HTTP protocol by changing the following setting in the `\UCMDBServer\conf\settings.override.properties` file to **true** and then restart the UCMDB server:

```
jetty.connections.http.enabled=true
```

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

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

To launch UCMDB UI from Chrome version 45 (or later), follow the instructions in "How to Launch UCMDB UI from Chrome 43+, Firefox 48+, IE 12+, Microsoft Edge, or Safari 10+" in the *HPE Universal CMDB Administration Guide* for version 10.30.

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

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

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

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

Workaround: None for this release.

Universal CMDB - Server

PROBLEM: When importing data packages into UCMDB through Package Manager, some data packages may fail to be imported.

Workaround: Check and make sure that the files you import into UCMDB are using the same encoding as defined in the XML. For example, if you export the XML files in UTF-8 encoding, then you should import files encoded in UTF-8 as well. The problem would occur if you import files encoded in UTF-8 BOM and the XML content specifies it is UTF-8.

PROBLEM: If the Solr search functionality is not enabled, even when **https://localhost:8983/solr** can be accessed or started from command line, any search activity from UCMDB Browser or JMX console may fail.

Workaround: If UCMDB server cannot start Solr for some reason after the server starts, just stop the UCMDB server, start Solr manually and start the UCMDB server again.

PROBLEM: (Linux only) OpenJDK may create a wrong server name on the status page if the machine hosting UCMDB Server is in a certain domain environment. (QCCR1H102136)

Workaround: If the problem appears, modify the **wrapper.conf** file as follows:

1. Open the `<UCMDB_Server_Home>\bin\wrapper.conf` file using a text editor.
2. Uncomment the line with `wrapper.java.additional.46`, and specify a server name or simply use the localhost name.

To find the localhost name in console, simply enter **hostname**.

PROBLEM: (Linux only) Statistics data collection does not work for Linux (program "ps" cannot run due to too many open files and failed to fetch statistics), which would create a lot of threaddump txt files, and then failed to run other applications, like applying a content pack or running license utility.

Workaround: In order to change the Linux Max Open files, you will have to increase the maximum number of open files system-wide and per process of a specific user:

- **System-wide:**

Set system-wide file descriptors (FD) limits by editing the `/etc/sysctl.conf` file, so that after reboot the setting will remain as it is:

- a. Locate and open the `/etc/sysctl.conf` file.
- b. Append a config directive as follows:

```
fs.file-max = 100000
```

- c. Save and close the file.
- d. Users need to log out and log back in again for the changes take effect, or just type the following command: `# sysctl -p`

- **User Level FD Limits:**

After setting system-wide FD limits, you can still limit **httpd** user (or any other users) to specific limits by editing the `/etc/security/limits.conf` file.

- a. Set **httpd** user soft and hard limits as follows:

```
httpd soft nofile 4096
httpd hard nofile 10240
```

- b. Save and close the file.

To view limits, enter:

```
# su - httpd
$ ulimit -Hn
```

```
$ ulimit -Sn
```

To check the limits of a process:

1. Get the PID number by entering:

```
- #ps aux | grep <process-name> #
```

2. Check the limits of a process:

```
- cat /proc/<PID>/limits`
```

PROBLEM: After adding a new UCMDB server to an High Availability (HA) cluster that has been reinstalled on a fresh operating system, the new server does not register as a cluster node. (QCCR1H106209)

Workaround: Manually set the network interface in the **wrapper.conf** file when you have more than 1 network interface. To do so,

1. On a UCMDB server instance in the HA cluster, open the **c:\hp\UCMDB\UCMDBServer\bin\wrapper.conf** file in a text editor.
2. Add a **wrapper.java.additional.nn** entry into the file, which looks similar to the following:

```
#wrapper.java.additional.27=-Djava.compiler=NONE
#wrapper.java.additional.28=-Xrunjdwpt:transport=dt_
socket,server=y,suspend=n,address=5005
wrapper.java.additional.30=-Djgroups.bind_addr=<ip-address>
```

where *<ip-address>* is the IP of the right interface to be used.

3. Save the file.
4. Repeat the above steps on each of the remaining UCMDB servers in the cluster, and use for each the right IP/Interface assigned for that server.
5. Restart all UCMDB servers.

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

Workaround: The problem can be resolved by improving the performance of the Garbage Collector by using G1 algorithm for the Garbage Collector. For enterprise environments where you have more than 16 GB of RAM allocated just for UCMDB (see the **wrapper.java.maxmemory** property value in the

..\UCMDB\UCMDBServer\bin\wrapper-platform.conf file), check and make sure you add the following settings to the **wrapper-custom.conf** file if they are not present:

```
#Enable the following parameters for JVM G1 garbage collector in enterprise environments
wrapper.java.additional.54=-XX:+ParallelRefProcEnabled
wrapper.java.additional.55=-XX:G1HeapRegionSize=32
wrapper.java.additional.56=-XX:InitiatingHeapOccupancyPercent=70
```

LIMITATION: You cannot not use the status page when the URM resources are not deployed at the first time a schema is created or modified.

Workaround: None.

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

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

Universal CMDB - Topology

PROBLEM: After updating a non-key attribute of a CI with enrichment rule, an unexpected new CI instance is created. This is only happening when populating attributes having a constant part and a dynamic part, in this case **CDoc+<node:name>**.

Workaround: The first time the enrichment is executed, it will have a full TQL query layout. If the enrichment rule is active and it is notified of a change, it will run on a partially TQL query layout. This is designed so for performance reasons.

To workaround the issue, you may take either of the following:

- Run enrichments on a scheduled notice. Nowadays it is not recommended to have many active enrichments.
- Split the enrichment into two parts, one does the CREATE of new CIs which will run periodically, one does the UPDATE which is active.

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

Workaround: None.

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

Workaround: None.

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

Workaround: None.

Universal Discovery - General

LIMITATION: (Probe installation) Probe cannot be started after installation if any of the following special characters are included in the PostgreSQL user account password: ? | &) %

Workaround: During probe installation, do not use these special characters for PostgreSQL user account password as they are regarded as sensitive characters: ? | &) %

Note: Available special character include the following: \ / . _ = + - , : [] (

LIMITATION: After upgrading UCMDB to version 10.30 without deploying the latest Content Pack (CP21), when the Content Pack version is CP17 (or earlier), and you upgraded your CP to version CP18, CP19, or CP20 manually, SNMP discovery jobs may fail to run due to the missing of a Sun library.

Workaround: If you manually upgrade an older CP to CP18, CP19, or CP20 when UCMDB is already on version 10.30, to enable SNMP discovery jobs to work properly, make sure you deploy an additional package corresponding to your target CP version.

The packages can be found in the <UCMDB_Server_Home>\tools\compatibility_patch folder:

CP version	Package
CP18	snmp-fix-for-10.30-installer-18.01.92.zip
CP19	snmp-fix-for-10.30-installer-19.01.97.zip
CP20	snmp-fix-for-10.30-installer-20.01.92.zip

For detailed instructions, see "How to Deploy a Package" in the *HPE Universal CMDB Administration Guide*.

LIMITATION: On a Windows machine where two Data Flow Probes are installed, both with Inventory Tools, after uninstalling one probe, the following three file types (.xsf, .aws, and .awcs files) lose their default opening programs and cannot be opened.

Workaround: Manually re-associate default opening programs for the three file types: Inventory Tools Viewer for .xsf files, and Inventory Tools Analysis Workbench for .aws files and .awcs files.

PROBLEM: (FIPS mode only) Failed to run Amazon Cloud discovery if setting JAVA_TOOL_OPTIONS for FIPS in the Environment Variables.

Workaround: None.

PROBLEM: When more than 1500 IP ranges are configured on each Data Flow Probe, the following performance issues might occur:

- Memory usage is huge on the UCMDB server side, which may cause OutOfMemoryError and the writer server restart.
- Modifying the IP ranges could take a while.

Workaround: Do not configure too many IP ranges and always keep the total number of IP ranges below 1500 per probe.

PROBLEM: When application names of existing records are changed in **master.zsai**, the records in **auto.zsai** are not updated automatically.

Workaround: Delete the **auto.zsai** file on all remote servers directly so that it will be automatically regenerated:

1. Delete the **auto.zsai** file on all of the remote servers.
2. Restart the XML Enricher.

PROBLEM: (Universal Discovery protocol only) When running a discovery job that uses the Universal Discovery protocol to push a large amount of CIs into another UCMDB server, the job fails with timeout errors, which causes data inconsistency issue and performance impact. (QCCR1H107794)

Workaround: The default connection timeout value of the Universal Discovery protocol is 20 seconds. If the command execution in your organization's discovery job takes some time, to ensure that the job runs successfully, increase the timeout value in both of the following places, for example, to 45 seconds:

- The **Connection Timeout** parameter value in the Universal Discovery Protocol Parameters dialog (go to **UCMDB UI > Data Flow Management > Data Flow Probe Setup > Domains and Probes > DefaultDomain(Default) > Credentials > Universal Discovery Protocol**)
- The **shellGlobalCommandTimeout** property value in the **globalSettings.xml** file (go to **UCMDB UI > Data Flow Management > Adapter Management** module, under **Resources > Packages > AutoDiscoveryContent > Configuration Files**)

PROBLEM: Version 10.10 probes appear to corrupt the PostgreSQL database under normal discovery loads. The root cause is that when Anti-Virus is scanning the PostgreSQL data folder, it could cause PostgreSQL tables to corrupt. (QCCR1H105604, QCCR1H105110)

Workaround: To resolve the issue, perform the following:

- Always make sure that the PostgreSQL install directory is added into the anti-virus software exclusion list. The exclusion of data files will not introduce any potential security risk.
- If you need to run weekly-based scan, monitor the **probeerror.log** file, and if a database error shows up (for example, a database error related to the **Discovery_result** table), do the following:
 - a. Clean the probe log folder.
 - b. Run **Clear Probe Results Cache** from **UCMDB UI > Data Flow Management > Universal Discovery > Discovery Modules/Jobs** to clean the problematic table.

This should resolve the issue.

PROBLEM: After upgrading from UCMDB from version 10.11 CUP5 + CP15 to version 10.21 CUP1 + CP17 on Windows Server 2008 R2, users are unable to run any discovery job or integration job that uses an external process on the probe. For example,

- VMware discovery
 - VMware vCenter Connection by VIM
 - VMware vCenter Toplogy by VIM

- VMware vMotion Monitor by VIM
- XLS Import
- NNMi Integration


The discovery or integration job fails with an "Failed to execute remote process" error. This is because version 10.11 **dataflowprobe.properties** file was used in 10.21 probe and the incorrect class path value caused the error. (QCCR1H105538)

Workaround: To resolve the issue, append the missing **../lib/discovery-content-api.jar** to the value for the **remoteJVMClasspath** adapter parameter.

Note: When upgrade a probe by reinstall, do not copy the old **dataflowprobe.properties** file from the old probe to the upgraded probe directly, because the values of the properties might have been changed during the upgrade.

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

Workaround: Re-deploy the **ASM_Enhanced.zip** package after upgrade as follows:

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

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

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

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

Workaround: To modify the parameters in the service discovery activity template successfully, select a different row or click **Enter** to complete the change you made in the **Value** field of parameters. After that, click **OK** to save the changes. This ensures that the parameters values are saved successfully

and the communication log reflects the change properly, then the new parameter value can be used in discovery jobs correctly.

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

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

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

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

Workaround: To resolve the issue, do the following:

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

To do so,

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

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

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

- the probe is connected to the UCMDB server, invoke the **setInitString** JMX method on the UCMDB server side to enable automatic synchronization of the **initString** value.

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

LIMITATION: Probe discovery will result in duplicate node CIs (Windows/Unix) if re-imaging the Virtual Machine system with the same template, IP address, and hostname. This is because the unique calculation logic for the node is different between the UCMDB server and the probe.

(QCCR1H104153)

Workaround: Before re-imaging your Virtual Machine system, remove the CI instance of the old Windows/Unix system from UCMDB manually.

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

- Move this Management Zone from one folder to another folder.

This operation results in an error message and the Management Zone remains in the original folder.

- Move the folder that contains this Management Zone to another folder.

This operation moves the folder to the target folder successfully. However, an error message appears and this Management Zone is moved to the Root folder. If there are other Management Zones after this Management Zone in the tree, these Management Zones are also moved to the Root folder.

- Rename the folder that contains this Management Zone.

This operation renames the folder successfully. However, an error message appears and this Management Zone is moved to the Root folder.

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

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

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

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

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

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

changeBasicAuthenticationCredential

Change basic authentication credential.

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

Invoke

Note: Password must contain at least six characters.

3. Click **Invoke**.
4. Encrypt the password by using the JMX Console of the probe side as follows:
 - a. Open the JMX Console of the probe side, enter **getEncryptedKeyPassword** in the quick search field and click the link that appears.
 - b. Enter the password that you specified.
 - c. Click **Invoke** and then the encrypted password is generated.
5. Copy the encrypted password.
6. Edit the **DataFlowProbe.properties** file as follows:

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

7. Save the change and then restart the probe.

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

Workaround: To clear the data, run


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

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

Workaround: None.

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

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

1. Copy the **Basic_Authorization.zip** package from the **<UCMDB_Server_Home>\content\basic_packages** directory to the machine from where you will deploy the package.
2. Launch UCMDB UI and navigate to **Administration > Package Manager**, and click the **Deploy packages to server**  button.

In the popup dialog, select **Basic_Authorization.zip**, and then click **Deploy**.

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

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

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

LIMITATION: When the UD probe compiles a list of CIs to be scanned, it does not add CIs that are connected through VPN. This happens when there are two UCMDB servers available handling the

discovery of the client environments, but there is only one agent package with the same call home configured. (QCCR1H101777)

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

Universal Discovery - Probe Framework

PROBLEM: Probe database (PostgreSQL) size grows quite big (36 GB). Clearing probe cache resolves the issue, but it reoccur at regular interval. This issue is caused by the biggest table **ddm_discovery_results**, which is the main table that controls the result of all CIs discovered by the probe, but the table is used by multiple features. (QCCR1H105398)

Workaround: To resolve the issue, use the

C:\hp\UCMDB\DataFlowProbe\pgsql\bin\pgAdmin3.exe GUI to perform DB dump. Just right click the Data Flow Probe DB, and choose **backup**.

For example, from the **C:\hp\UCMDB\DataFlowProbe\pgsql\bin** directory, execute the following command:

```
pgsql.exe --username=postgres --command "VACUUM full verbose" --  
dbname=dataflowprobe
```

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

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

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

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

1. Locate the **UCMDB_Probe_DB** service in the Services window.
2. Right-click **UCMDB_Probe_DB** and select **Properties**.
3. In the **UCMDB_Probe_DB** Properties window, go to the **Log On** tab, and do either of the following:
 - (Recommended) Select the **Local System account** option.

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

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

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

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

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

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

4. Click **OK**.

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

Workaround: None.

Universal Discovery - Probe Upgrade

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

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

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

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

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

Integrations

LIMITATION: SiteMinder with AJP does not work any more starting from UCMDB 10.21, because Jetty does not support it. That is why after upgrading to UCMDB version 10.21, the UCMDB integration with SiteMinder with IIS as front-end will fail. (QCCR1H105818)

Workaround: None.

LIMITATION: Java adapters do not support the remote process feature. An integration job will fail with an error when the "Run as Separate JVM" option with the Java adapter is set to TRUE. (QCCR1H107699)

Workaround: None for this release.

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

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

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

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

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

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

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

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

Workaround: None.

PROBLEM: When creating an integration point using the Cmdb 9.x Adapter, after clicking the **OK** button to save the integration point, the saving operation may fail after working for some time. This is caused by the long-running task `DataAccessAdapterQueryGetSupportedClassConfigs`. (QCCR1H91379)


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

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

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

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

1. Update the value for **Object Root** from `managed_object` to `root`.
 - a. Log in to UCMDB with an administrator account and go to **Administration > Infrastructure Settings Manager**.
 - b. From the **Filter by column** drop-down list, click **Name**, type **Object Root** in the text box and double-click the **Object Root** entry that is displayed.
 - c. In the Properties dialog box, go to the **Current Value** field, change `managed_object` to `root`,

- and then click **Save**.
- d. Log out of UCMDB and log in to UCMDB again for the change to take effect.
2. Add the **discoverypattern_mdr_type** attribute to **Auto Discovery Pattern definition**.
 - a. Go to **Modeling > CI Type Manager > CI Types** pane > **Root tree > Data > Object > Configuration**, and click **Auto Discovery Pattern definition**.
 - b. In the right pane, click the **Attributes** tab and click the **Add**  button.
 - c. In the Add Attribute dialog box, type **discoverypattern_mdr_type** in the **Attribute Name** and **Display Name** fields, and click **OK**.
 3. If you already create an integration point, delete it and create it again.
 4. Open the Adapter Source Editor dialog box and click **Save**.
 - a. Go to **Data Flow Management > Adapter Management > Resources** pane, select the adapter that is related to your integration point.
 - b. Right-click the adapter, select **Edit adapter source**.
 - c. In the Adapter Source Editor dialog box, click **Save**.

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

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

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

Workaround: If you want to use the Integration Service to run a remote process, add the following jars to the **basic_discovery_minimal_classpath** setting in the **<UCMDB_Server_Home>\integrations\conf\DataFlowProbe.properties** file manually:

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

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

Workaround: None.

Tenant Owner Related Known Issues, Problems, and Workaround

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

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

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

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

- a. Remove the **ID_ATTRIBUTE** qualifier for the **TenantOwner** attribute on the **managed_object** CIT.
 - b. Remove the value of the **reconciliation.tenantaware.citypes** setting.
 - c. Reload the class model from persistency (go to the **JMX console > UCMDB:service=Class Model Services**, and invoke the **reloadClassModelFromPersistency** method).
 - d. Go to **JMX console > UCMDB:service=Model Services**, invoke the **recalculateID** method with **classname** field empty.
 - e. Go to **JMX console > UCMDB:service=Model Services**, invoke the **updateClasModel** method.
- **LIMITATION:** Enrichment is not invoking the Reconciliation on Update **OwnerTenant** via **Associate Tenant Rule**. As a result, you may have duplicated data in the system in case if you update the **OwnerTenant**'s CI to a tenant that already has this CI.

Workaround: None.

- **LIMITATION:** CIs with Identification rule would be duplicated in case if the user is updating the **OwnerTenant** CI to a tenant that already has this CI from **Update OwnerTenant** in the **Assign Tenants** module.

Workaround: None.

- **PROBLEM:** When adding Consumer Tenants to a CI, the System Default Tenant appears in the list of Consumers after saving, even if it was not selected. This issue occurs only when changing the Owner Tenant or the Consumer Tenant.

Workaround: None.

- **PROBLEM:** When removing all Consumer Tenants from a CI (from the IT Universe), an error is

thrown and the Owner Tenant is overwritten with the System Default Tenant.

Workaround: To avoid removing the System Default Tenant from the Consumer Tenants list, make sure you set the System Default Tenant as consumer.

Only when the System Default Tenant is not set as consumer, the Owner Tenant will be overwritten with the System Default Tenant when trying to save.

- **PROBLEM:** Error message received when setting up a tenant aware environment, for the OOTB enrichments which are adding CIs. (QCCR1H104949)

Workaround: If there are enrichments which are creating new CIs, after setting the environment as tenant aware, the attribute **Owner tenant** should be set for those CI Types which are being created through enrichments.

Enhancements Requests

The following table lists the enhancement requests that were implemented in HP UCMDB, UD, and CM 10.30.

Global ID	Problem	Solution
QCCR1H104929 QCCR1H97075	When there are many enrichments based on a query that has a Changed or Unchanged During 24 hours condition on some CI Types, each time the query gets calculated, because the starting point is a link and the number of links is huge, the calculation time is high due to a fuse. The fuse is broken when the starting point is being determined but the TQL query is calculated eventually with another starting point. Therefore, the following error is found in the error.log : "Query result exceeded size limit".	Implemented the enhancement by defining links for which an additional count of objects should be performed to throw the errors, thus reducing the calculation time. To enable this feature, invoke the setInternalSetting JMX method to set the dal.link.condition.citypes.to.count.for.max.result setting to the desired value with the name of the links for which to verify the count (comma separated values). For example, if the link name is membership , invoke setInternalSetting with name = "dal.link.condition.citypes.to.count.for.max.result" and value = "membership".
QCCR1H73910	This is a request to provide the possibility to configure multiple LDAP authentication.	Implemented the enhancement by adding support for multiple LDAP authentication. For details, see "How to Define LDAP Servers and Enable LDAP Authentication" in the <i>HPE Universal CMDB Hardening Guide</i> .
QCCR1H76881	This is a request to provide support for Microsoft SQL Server 2014 with high availability mode (AlwaysOn).	Implemented the enhancement to provide support for Microsoft SQL Server 2014 with high availability mode (AlwaysOn).
QCCR1H85251	This is a request for making the callhome port to be fully configurable, so that it would no longer occupy the hard-coded port 80.	Implemented the enhancement by adding possibility for changing port number for the agent Call Home functionality. For details, see "How to Enable Changing the Default Port Number for Call Home" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H89974	When migrating a DDMi server the new management zone, the MZ always starts with the old DDMi server name, for example, <DDMi	Implemented the enhancement by providing the capability for renaming management zones. For details, see "How to Rename Management Zones" and "How to Rename

Global ID	Problem	Solution
	<p>Server Name>_...</p> <p>This is a request for changing Management Zone names during the migration.</p>	<p>Activities" in the <i>HPE Universal CMDB Data Flow Management Guide</i>.</p>
QCCR1H90129	<p>This is a request for the ability to export and import management zones from one UCMDB instance to another. Currently it is only possible to replicate the configurations performed on one system to other systems manually.</p>	<p>Implemented an enhancement to the existing JMX methods getManagementZone and addManagementZone. Now you can export and import management zones easily from one UCMDB instance to another by using the JMX console, and it is possible for you to replicate the configurations performed on one system to other new instances.</p>
QCCR1H90623	<p>IP sub-ranges which were excluded from another IP range cannot be added back to the management zone again.</p>	<p>Implemented the enhancement by removing IP range conflict check from the management zone IP range definition panel, because there is no IP range type (client/data center) on management zone range, so there is no need to perform conflict check.</p>
QCCR1H90625	<p>Management Zone IP ranges should be in sync with the ranges from the Probe even if "Define partial ranges on Data Flow Probes" was set.</p>	<p>The new IP range setting on management zone Define partial ranges on domains allow users to define IP ranges at domain level, instead of at probe level, and the system would automatically dispatch discovery jobs to corresponding probes with valid IP addresses. Now in management zones, IP ranges are decoupled from probes. For details, see "Configure IP Ranges for Management Zones at Domain Level" in the <i>HPE Universal CMDB Data Flow Management Guide</i>.</p>
QCCR1H93791	<p>This is a request for providing support for installing two Data Flow Probe instances on the same Windows machine, and each of them reporting a different UCMDB server.</p>	<p>Implemented this enhancement to provide support for installing two Data Flow Probe instances on the same Windows machine. For details, see "How to Install a Second Data Flow Probe on a Windows Machine" in the <i>HPE Universal CMDB Data Flow Management Guide</i> and the section about installing Data Flow Probes in the <i>HPE Universal CMDB Deployment Guide</i>.</p>
QCCR1H96280	<p>This is a request for adding support for Microsoft SQL Server 2012 SP2.</p>	<p>Support for Microsoft SQL Server 2012 SP2 was already available starting with UCMDB version 10.22.</p>

Global ID	Problem	Solution
QCCR1H98070	This is a request to make the Reconciliation Engine multi-threaded.	Implemented an enhancement so that now multiple threads can be processed at the same time by checking if two bulks (two threads) are disjoint based on the identification result between them.
QCCR1H98130	Scheduler in management zone does not allow scheduling a discovery activity conveniently on a specific day.	Implemented the enhancement by refactoring the scheduler in management zone. Now the UI is the same as the scheduler in regular discovery jobs. You can schedule a zone-based discovery activity to run once, daily, weekly, or monthly, or run at the Cron expression you entered, like you schedule a regular discovery job. This enhancement offers the flexibility for you to configure more complicated schedule conveniently. For description of the scheduler user interface elements, see the Schedule Discovery page for the discovery activity of your interest in the <i>HPE UCMDB Discovery and Integrations Content Guide - Discovery Activities</i> .
QCCR1H100275	This is a request to have the possibility of configuring the UCMDB server so that it will always try to reconnect without giving up.	Added documentation about how to configure the UCMDB Server connection retries to the database. See "UCMDB Server Connection Retries to the Database" in the <i>HPE Universal CMDB Database Guide</i> .
QCCR1H100283	The current capacity limitation of 40 million CIs for Microsoft SQL Server as the UCMDB server database is causing additional TCO (total cost of ownership), also tremendously increasing the complexity of the discovery landscapes. The CI capacity of the UCMDB needs to be increased significantly for Microsoft SQL Server.	Implemented the enhancement to tune Microsoft SQL Server to increase the UCMDB CI capacity, including creating: <ul style="list-style-type: none"> • non-clustered indexes • non-composite index for ROOT tables
QCCR1H100332	For the agentless discovery corresponding credentials are required to be managed in UCMDB. An API is needed so that UCMDB server can look for the required password in a separate password store.	Enhanced the password vault integration framework so that it can be extended to a 3rd-party password store, and support users organization's password vault based on the enhanced framework.

Global ID	Problem	Solution
QCCR1H100853	The embedded 3rd-party components (for example, Jetty, Java JRE, PostgreSQL, OpenSSL, and so on) are out of date.	Upgraded the Jetty and Jython versions in 10.22. Upgrade the PostgreSQL version in 10.30.
QCCR1H101061	When using a time period of around one week for the CI Change Report, it seems like one of the end points does not exist in the history table, and the CI Change Report fails.	Implemented an enhancement to display an ERROR message in the log file that the CI Change Report contains inconsistent CIs. To display the ERROR message with IDs of inconsistent CIs, set loglevel=INFO in the <code>\conf\log\ui-server.properties</code> file.
QCCR1H101063	This is a request for providing support for RedHat Enterprise Linux 7.	Implemented the enhancement to provide support for RedHat Enterprise Linux 7.
QCCR1H101914	This is a request to add SSL support for the communications between the UCMDB Server and the Microsoft SQL Server database.	Implemented the enhancement by adding the SSL support for the communications between the UCMDB Server and the Microsoft SQL Server database. For details, see "Configure UCMDB to Connect Securely to Microsoft SQL Server" in the <i>HPE Universal CMDB Hardening Guide</i> .
QCCR1H102533	This is a request for providing support for configuring IIS 8.5 with UCMDB.	Implemented the enhancement by applying a code change. IIS 8.x is now supported using the pre-build ucmdb-api.jar .
QCCR1H104055	For a lot of users they cannot apply the existing workaround by enabling NPAPI on each chrome browser or disabling UCMDB Browser updates. They need an alternative option to log in to UCMDB on the latest version of Chrome and Firefox without using NPAPI.	Implemented the enhancement so that users are able to launch UCMDB UI application from Chrome 43+, Firefox 48+, or other web browsers without support for NPAPI plugins. For more details, see "How to Launch UCMDB UI from Chrome 43+, Firefox 48+, IE 12+, Microsoft Edge, or Safari 10+" in the <i>HPE Universal CMDB Administration Guide</i> .
QCCR1H104253	When the integration with Service Manager invokes the general Web service of UCMDB in SM to get the actual state of UCMDB CIs, the response content only has the enum key. This is a request for UCMDB web part to enhance so as to return enum value as well for the field (either by default, by configuration, or by parameter).	Implemented the enhancement by adding a new JMX method getCIsByldWithEnumValues , which returns the value of an enum property.

Global ID	Problem	Solution
QCCR1H104738	From April 2015 the Normalization and SAI rules are no longer shipped with the CP updates and they are shipped as separate UD packages on a monthly basis. It would be helpful to have this information displayed in the UI Help > About or somewhere in the JMX output of the ViewSystemInformation or any other similar.	Added a new JMX method displayDetailsAboutInventoryDiscoveryKnowledgePackage in the Packaging Service category to display Normalization and SAI rules version and build number.
QCCR1H105221	This is a request for the UCMDB application signature to include SHA1 hash checking on the CyberArk calling class.	Implemented the enhancement by adding annotation into classes for the CyberArk password vault to provide support for the application signature using annotation in CyberArk integration class.
QCCR1H105397	In HANA Enterprise Cloud environments it is a demand to have more IP address instances with the same IP addresses. The routing_domain validation is requested to be removed or to be implemented as an option for deactivating it from processing results of the discovery jobs.	Implemented the enhancement by applying a code change. Now the routing_domain validation is skipped when the skip.domain.validation switch is off. To turn off the skip.domain.validation switch, go to UCMDB server JMX Console and invoke setGlobalSettingValue with name = skip.domain.validation and value = true .
QCCR1H105399	This is a request for the ability to connect to Hana DB instances with Enforced Encryption.	Implemented the enhancement to provide support for connecting UCMDB to Hana DB instances with Enforced Encryption.
QCCR1H105579	The Windows scanner was enhanced to discover Windows device driver data, so the XML Enricher should also be enhanced to support it.	Implemented the enhancement by adding support for the Windows device driver data to the XML Enricher.
QCCR1H105734	This is a request to have the possibility to install OMi on a MS SQL database with Turkish Collation.	Implemented the enhancement to support Turkish Collation.
QCCR1H105969	This is a request to provide the possibility to configure multiple LDAP authentication.	Implemented an enhancement by adding support for multiple LDAP authentication.
QCCR1H106721	When trying to install OMi 10.01 on Windows Server 2012 with	Implemented the enhancement to update the related SQLs into Upper Case. Because in

Global ID	Problem	Solution
	Microsoft SQL Server Database with Turkish_CI_AS collation, the installation failed during profile db creation with SQLSyntaxErrorException error.	Turkish, turning the lower case "i" into upper case will not get the upper case "I", so when getting the SQLs with upper case, error occurred.
QCCR1H106790	The push engine is limited to 3 pushes to be scheduled automatically by UCMDB.	Added a new JMX setting (com.hp.ucmdb.synchronizer.manager.SynchronizerManagerFactory) for increasing the thread count for data push jobs. For details, see "How to Increase the Number of Threads for Data Push Jobs" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H107028	This is a request to provide support for SQL Server 2012 SP3.	Implemented the enhancement by providing support for SQL Server 2012 SP3 on the UCMDB server side.
QCCR1H107180	FQDN or URL used to access UCMDB components should not contain UCMDB reserved names like the ones described in the "Set Up High Availability Mode" of the interactive Deployment Guide. For example, mam-collectors , ucmdb-ui , ucmdb-browser , and jmx-console .	Added this information as a note to "Chapter 2: Logging In to UCMDB" of the <i>HPE Universal CMDB Administration Guide</i> .
QCCR1H107411	VMware VirtualCenter Topology by VIM jobs fails with reconciliation error: [SQLServer] Violation of PRIMARY KEY constraint 'PK_MERGED_CIS'. Cannot insert duplicate key in object 'dbo.MERGED_CIS'...	Enhanced the mechanism which ensures that the CIs from the MERGED_CIS table are consistent.
QCCR1H107794	(Universal Discovery protocol only) When running a discovery job that uses the Universal Discovery protocol to push a large amount of CIs into another UCMDB instance, the job fails with timeout errors, which causes data inconsistency issue and performance impact.	Enhanced the document by adding a workaround into the Release Notes. For details, see QCCR1H107794 .

Global ID	Problem	Solution
QCCR1H107837	This is a request for adding hardware detection in Supportability.	Implemented the enhancement by adding hardware detection in the core Basic supportability handler. Every time the basic supportability handler is run, an Environment.properties file is created in the Supportability.zip file, recording all the hardware information about the target physical or virtual machine.
QCCR1H108011	cmdb10xadapter is deleting CIs whereas they are set to not to be deleted.	For data push integrations of multiple CMDBs using Cmdb10xAdapter, implemented the enhancement to enable users to protect CIs of specified CI Types from being deleted on the target CMDBs during data push. For detailed instructions, see "How to Protect CIs from Being Deleted on Target CMDBs during Data Push" in the <i>HPE Universal CMDB Data Flow Management Guide</i>
QCCR1H108127	This is a request for encoding licenses for ASM pack, ASM pack of 10, and ASM pack of 25 as valid in UCMDB.	Implemented the enhancement by replacing the old PD file with a new PD file, which will be used to encode the licenses for the ASM pack, ASM pack of 10, and ASM pack of 25 as valid in UCMDB.
QCCR1H109280	This is a request for Reconciliation Priority feature to also work for API-based integrations.	Documented the instructions about adding reconciliation priority for API-based integrations. For details, see "How to Add Reconciliation Priority for API-based Integrations" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H109926	This is a request to have more information regarding the following adapters: <ul style="list-style-type: none"> HistoryDataSource UCMDBDiscovery 	Implemented the enhancement by adding more information about the HistoryDataSource and UCMDBDiscovery adapters in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H110275	In what user context the push jobs run and what determines that user context? Can the user context be configured anywhere?	Documented the context in which a push job is run when Multi-Tenancy is enabled for UCMDB. For details, see "How to Work with Data Push Jobs" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H110369	The encrypted password does not work for UCMDB Browser's direct	Implemented the enhancement to support

Global ID	Problem	Solution
	links when LDAP authentication is performed.	encrypted password for LDAP users. Now the JMX method getEncryptedPasswordForURL works for LDAP users as well. Also the server authentication works with encoded password for LDAP users (if encrypted with the above method).

Fixed Defects for UCMDB and UD 10.30

The following table lists the defects that were fixed in HPE UCMDB and UD 10.30.

Global ID	Problem	Solution
QCCR1H90539	The testSuperIntegrationUser Credentials JMX method fails with the following error message: "Test connection: [userName = xxx, customerID=xxx] - Connection Failed."	Fixed the issue by implementing a code change. Now the testSuperIntegrationUser Credentials JMX method works properly.
QCCR1H90996	Errors found in the error log of the reader, including errors related to parsing management zone XMLs and some other stuff, which were caused by the invalid XML character "&" in the description.	Fixed the issue by implementing a code change to escape invalid characters in XML, including the following: &'<>"
QCCR1H93639	After invoking the rebuildModelDBSchema AndViews JMX method, the View Changes Summary section contains inaccurate information.	Fixed the issue by implementing a code change. Now the View Changes Summary section displays the correct information.
QCCR1H93805	Users logging in without any assigned permissions see blank screen instead of an error indicating no modules can be displayed due to a lack of permissions.	Fixed the issue by implementing a code change. Users without UI access permission are not allowed to log in and see blank page. Also added a warning message if the users have no access to any UI module. This is present as a general action for each role.
QCCR1H94032	For integrations importing data from Excel workbook, Enumeration/List attribute does not work when the input value imported from Excel Workbook is an integer instead of an enumeration value.	Fixed the issue for list of integers attribute by implementing a code change. For Enumeration/List attribute, also added a note as follows in the last step of "How to Set Up an Import File in Excel" in the <i>HPE UCMDB Discovery and Integrations Content Guide - Third Party Integrations</i> to limit the input type: <p>Note: It is not supported to enter an integer as an enumeration value. Replacing an enumeration value with an integer is also not supported. When defining CI attributes using the Enumeration/list option, make sure you</p>

Global ID	Problem	Solution
		specify the type of input values as enumeration, instead of integer.
QCCR1I116650	The View Builder from Business Service Management > Service Health Administration does not display any view due to a lack of permissions.	Fixed the issue by implementing a code change to adapt the UCMDB UI to the following change: removed the tasport usage from UCMDB UI and checked if the environment is distributed on server side and stored its value in the IS_DISTRIBUTED_ENVIRONMENT environment parameter.
QCCR8D44233	(OMi only) The OMi console crashes frequently with "Internal Server Error". When the problem happens, JBoss does not abort but consumes up to 50% CPU.	Fixed the issue by implementing a code change. Now the OMi console works properly.
QCCR8D46682	Connections to the database fail in case RTSM is running in FIPS mode and the conenction to the database is secured using SSL.	Fixed the issue by updating the drivers.
QCCR1H100026	When deploying Content Pack 14, some OOTB resources fail with the following error message: "Failed to deploy resource".	Fixed the issue by implementing a code change. Now Content Pack 14 can be successfully deployed.
QCCR1H100082	Some jobs are scheduled to send reports via email, the job history seems perfect, but the emails are not reaching the recipients.	Fixed the issue by implementing a code change. Now before sending an email to recipients, empty email addresses are removed, and then the email will be sent to the remaining email addresses.
QCCR1H100599	It is not possible to connect to the OMi 10 RTSM using the pre-built ucmdb-api.jar if OMi is installed with Microsoft Internet Information Services (IIS). IIS requires the content-length header to be set always. This is not implemented in ucmdb-api.jar .	Fixed the issue by applying a code change. IIS connection is now supported using the pre-built ucmdb-api.jar .
QCCR1H100613	The customized icons based on attribute values are not correctly displayed in UCMDB UI > Modeling > IT Universe > View Results tab.	Fixed the issue by implementing a code change to handle the customized icons properly.

Global ID	Problem	Solution
QCCR1H100637	A non-Server Administrator user is not able to create and edit packages, otherwise a null pointer exception is thrown.	Fixed the issue by implementing a code change to avoid the null pointer exception.
QCCR1H100903	Displaying a specific view crashes the UCMDB server. This is because too many nodes were returned by the view that caused much more number of meta links generation and crashed the system with OutOfMemory.	Fixed the issue by implementing a code change to calculate inter layer links only if the view's objects count is less then the maximum value that the map can show (Max Object Count GUI For TS). In case of views with huge number of nodes and relations, you may also increase the memory of the UCMDB server and the applet. For more details, see QCCR1H100903 .
QCCR1H101046 QCCR1H104303	There are a huge number of rows in the CCM_DISCOVERY_DESTS_RESULTS table as a result of not removing deleted CIs from UCMDB.	Fixed the issue by adding two JMX methods: showRedundantDataFromDiscoveryDestsResultsTable for checking redundant data, and cleanupRedundantDataFromDiscoveryDestsResultsTable for deleting redundant data.
QCCR1H101054	After saving a View using the Save as option, the view is not editable.	Fixed the issue by implementing a code change to drop the automatic open after save as action. Users can manually open the saved document without any problem.
QCCR1H101250	Data Flow Probe server fails to handle the scan log from Store and Forward server properly and generates the following message in the probe-error.log : "Bad request, invalid file name!".	Fixed the issue by implementing a code change to the XML Enricher, so that it can process the scan log properly.
QCCR1H101313	When using the Search module for simple search in UCMDB Browser 4.01, many errors are thrown in the UCMDB Server error.log. The search in UCMDB Browser works fine, and the parsing errors only appear in the logs.	Fixed the issue by setting search queries with empty class condition as invalid to filter them out. Now no errors are found in the logs as a result of valid search queries.
QCCR1H101449	Current examples for calling UCMDB web service API do not work, also need instructions	Fixed the issue by replacing the old examples with updated and working ones.

Global ID	Problem	Solution
	about how to query CIs via web service API.	
QCCR1H101782	(High Availability environment only) After upgrading UCMDB to version 10.11 CUP5, switching to the writer server from the JMX console fails with the following error message: "Can't initialize action jmx-console/HtmlAdaptor".	Fixed the issue by implementing a code change. Now switching to the writer server from the JMX console works properly.
QCCR1H101923	After switching the Data Flow Probe from MySQL to PostgreSQL, duplicate key violation error messages are shown in the probe logs.	Fixed the issue by implementing a code change so that when inserting data into the database, it will perform select first to judge whether current data already exists in the database, and that no error messages will appear in the PostgreSQL logs by default.
QCCR1H102136	(Linux only) OpenJDK may create a wrong server name on the status page if the machine hosting UCMDB Server is in a certain domain environment.	Fixed the issue by implementing a code change. Also, if the problem still appears, modify the <code>\bin\wrapper.conf</code> file by uncommenting the <code>wrapper.java.additional.46</code> line and specifying a server name or simply use the localhost name.
QCCR1H102349	UCMDB Patch Server installer with "Install Data Flow Probe" strings not translated on Japanese UI.	UCMDB Patch Server installer with "Install Data Flow Probe" strings are translated on Japanese UI.
QCCR1H102350	UCMDB Server Patch installer warning message is not translated on Japanese UI.	UCMDB Server Patch installer warning message could be displayed properly on Japanese UI.
QCCR1H102575	The Host Connection by Shell job fails with the ClassCastException error.	Fixed the issue by implementing a code change. Now the Host Connection by Shell job works properly.
QCCR1H102686	The Max Width in Asset Field Configuration is less than or equal to 255 , which is too small for multi-string registry.	Fixed the issue by implementing a code change to extend the max value to 2048 .
QCCR1H103058	The View Scan Debug Log button does not work in HTTPS UCMDB environment. The Probe is set to HTTPS, but the Probe	Fixed the issue by implementing a code change so that when the probe sends the <code>uploadScanFile</code> request, it chooses HTTP or HTTPS protocol according to the Probe

Global ID	Problem	Solution
	still sends uploadScanFile request using HTTP.	configuration.
QCCR1H103282	The discovery domain concept does not work as expected. IP addresses are assigned to an incorrect probe or domain just because they belong to that probe ranges, even though the IP addresses are discovered in a totally different region and on a totally different Data Flow Probe.	This issue is caused by incorrect usage of the product. It is the product design instead of a defect. IP addresses should be created according to the domain configuration.
QCCR1H103317	When probe saving discovery result data failed, it causes the auto deletion service to delete InstalledSoftware CIs mistakenly.	Fixed the issue by implementing a code change to interrupt the execution of workflow when probe saving discovery result data failed.
QCCR1H103374	Without granting the user the Administration rights, the user could not see the scheduler tasks in the Scheduler. It is empty.	Fixed the issue by implementing a code change, now a user without the Administration rights is able to view the Scheduler and the scheduled tasks.
QCCR1H103623	Probe installation setup unable to inherit file system permissions.	Fixed the issue by implementing a code change to check whether the initialization was performed when starting the probe. Otherwise, perform the initialization in local system.
QCCR1H103977	Users can no longer create jobs with a name start with character "_" after upgrading to 10.21 (or later). The same behavior is present in 10.20 as well. However, the Data Flow Management Guide for 10.21 states that job names can contain underscore (_).	Fixed the issue by updating the document so that it states "Job names must not start with a digit or an underscore (_)". Also removed the last bullet "Job names must be limited to a length of 50 characters" in naming convention for discovery jobs in Chapter 13 of the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H103978	The AM Push job fails on some probes from time to time during execution, with the ProbeAdhocTaskPickup TimeoutException error.	Fixed the issue by implementing a code change. Now when the Probe picks up the Ad Hoc task and executes it properly, no error message will be thrown in the log file.
QCCR1H104234	Users see many handlers.SecurityHandlers Exception messages in the	Fixed the issue by implementing a code change so that the handlers.SecurityHandlers Exception messages are not shown in the

Global ID	Problem	Solution
	probe-error.log for one of their probes.	probe log anymore.
QCCR1H104245	The direct link does not open the Impact Analysis report generated from Impact Analysis Manager > Run Impact Analysis > Generate Report .	Fixed the issue by implementing a code change so that now the direct link opens the correct information.
QCCR1H104373	When suspending a probe in a multi-probe scenario, discovery jobs are still reaching the probe and send result vectors to the server. The probe suspend/resume mechanism is unclear.	Enhanced the document by adding description of the suspend feature.
QCCR1H104584	In the Discovery Status, total and detailed counts for warnings and errors do not match, more errors are in the main view than in the detailed view.	Fixed the issue by implementing a code change to display correct amount of errors.
QCCR1H104730	The Inventory Discovery by scanner job cannot be triggered, and there is no Inventory Discovery by Scanner job in the ViewJobStatuses output in the UCMDB UI. The root cause for the issue is that incomplete CIs are imported into UCMDB Server.	Fixed the issue by implementing a code change to allow the Inventory discovery by scanner job to trigger properly.
QCCR1H104793	The UCMDB-SM integration is not bringing federated CIs if the reconciliation CIT is not specified in serviceDeskConfiguration.xml .	Fixed the issue by implementing a code change. Note: For the fix to work properly, make sure you add the following line into the serviceDeskConfiguration.xml file: <pre><reconciliationClassCon figuration> ucmdbClassName="nt" </reconciliationClassCon figuration></pre>
QCCR1H104917	Saving a view with a new name results in loss of Report Layout	Fixed the issue by implementing a code change to keep the report layout while saving

Global ID	Problem	Solution
	for Group by CI Type.	a view.
QCCR1H104977	WebService API method AddCisAndRelations() invocation fails with the "Not supported: indent-number" exception on UCMDB server side.	Fixed the issue by implementing a code change so that the WebService API works properly.
QCCR1H105023	The UCMDB error.log often shows the "Unauthorized access at entry point" error (but not only for this user). However the user is not aware of any user authentication related problems.	Fixed the issue by implementing a code change. Now all users have the necessary access right if they passed the authentication.
QCCR1H105064	When using Push Adapter on a UCMDB instance on Oracle database, NET8 Error message is received due to the Oracle library being used.	Fixed the issue by updating the JDBC Oracle driver.
QCCR1H105080	The non-heap memory is not properly monitored and sized on UCMDB 10.21, and the jvm_statistics.log does not log properly the non-heap memory usage.	Fixed the issue by logging proper Metaspace memory usage.
QCCR1H105087	Inter-Layer relationships are set by default on Inter-Layer and this causes errors on the save of perspective based views.	Fixed the issue by setting the default value of any view to NONE.
QCCR1H105100	Pattern Based Model errors occur after upgrading to UCMDB CUP6.	When a Pattern Base Model is created, UCMDB also creates a BusinessViewEnrichment. This enrichment will run based on the TQL you used to define the Pattern Base Model to link the CIs from the TQL result with your Model CI (for example, BusinessApplication). When the aging deletes the BusinessApplication CIs and the enrichment is not deleted, this will leave the system in an inconsistent state. Due to the fact that the enrichment is linked to the TQL that cannot be selected again when creating another Pattern Base Model.
QCCR1H105103	(OMi 10.01) OMi-UCMDB	Fixed the issue by implementing a code

Global ID	Problem	Solution
	integration fails on port 80. This is because the DefaultSessionTenant header is missing from the message causing OMi JBoss to reject the messages.	change to add the DefaultSessionTenant header to the message.
QCCR1H105110	Version 10.10 probes appear to corrupt the PostgreSQL database under normal discovery loads. The root cause is that when Anti-Virus is scanning the PostgreSQL data folder, it could cause PostgreSQL tables to corrupt.	Documented the workaround for the issue in the Release Notes. For details, see QCCR1H105110 .
QCCR1H105162	Universal discovery license is consumed twice when using a UCMDB population job.	Fixed the issue by filtering out the problematic attributes.
QCCR1H105229	TQL result count calculated in the Server UI does not match the calculation made through JMX or SM data push.	Fixed the issue by implementing a code change to the calculation logic. Now the TQL result count calculated in the Server UI matches the calculation made through JMX or SM data push.
QCCR1H105257	Users experience deteriorated overall performance, especially Generic Database Adapter (GDBA) integrations running in full synchronization mode take extremely long time to finish.	Fixed the issue by implementing a code change to improve and enhance the performance.
QCCR1H105266	The Inventory Discovery by Scanner job should use the primary IP address of the server or device instead of other IP addresses for scanning.	The Inventory Discovery by Scanner job now uses the primary IP address of the server or device for scanning. It only works as expected in the environment of UCMDB 10.30 and CP21 or higher version, both of which are indispensable.
QCCR1H105269	Slow performance with scheduled reports. If the client and the server are in different time zones then the reports are wrongly inserted in the Job List Window.	Fixed the issue by adding a new method for properly converting server time zone into client time zone.
QCCR1H105294	Running multiple AM computer	Fixed the issue by implementing a code change to made the binder thread safe.

Global ID	Problem	Solution
	push jobs in parallel completes with failure rate of 6% to 8%, while less than 1% failure rate on running a single push job at a time. Most of the failures are caused by the <code>java.lang.RuntimeException</code> error.	
QCCR1H105315	The Show Properties button is available even although the Properties Menu Item is disabled in Roles for that CI Type in some UI modules.	Fixed the issue by implementing a code change to ensure that the Show Properties button is disabled if the user does not have the right permissions for the selected CI.
QCCR1H105331	Cannot change reconciliation rules of child classes because they inherit key attributes from parent.	A procedure for the child classes not to inherit the parent class key attribute was documented.
QCCR1H105380	On UCMDB 10.21 with CP16, it is impossible to populate ip_subnet CIs with non-existent routing_domain attribute value. Population between UCMDB servers fails with the following error message: "Caused by: <code>java.lang.RuntimeException</code> : Could not find domain: XXXXX". ---	Fixed the issue by changing the logic that will not recalculate the Data Flow Probe name when the CI is ip_subnet .
QCCR1H105510	By default, scheduled SM population jobs synchronize changes only. Setting full-population-days-interval to 0 in the SM adapter XML has no effect – only changes are synchronized.	Fixed the issue by implementing a code change so that it is possible to schedule full SM populations by setting full-population-days-interval to 0 in the SM adapter XML.
QCCR1H105538	After upgrading from UCMDB from version 10.11 CUP5 + CP15 to version 10.21 CUP1 + CP17 on Windows Server 2008 R2, users are unable to run any discovery job or integration job that uses an external process on the probe. For example, <ul style="list-style-type: none"> • VMware discovery 	Documented the workaround for the issue in the Release Notes. For details, see QCCR1H105538 .

Global ID	Problem	Solution
	<ul style="list-style-type: none"> ◦ VMware vCenter Connection by VIM ◦ VMware vCenter Toplogy by VIM ◦ VMware vMotion Monitor by VIM • XLS Import • NNMi Integration 	
QCCR1H105569	<p>After running a job in the Discovery Analyzer, no results or communication logs are returned, and the following error appears: "[ERROR] [communication Listener] (DiscoveryAnalyzer.java:614)".</p>	<p>Fixed the null point exception so that now the Discovery Analyzer works properly.</p>
QCCR1H105575	<p>There is a wrapper license key support issue for certain time zones, causing UCMDB Probe service to be unable to start.</p>	<p>Documented the workaround for the issue in the Release Notes. For details, see QCCR1H105575.</p>
QCCR1H105593	<p>The getDestinationDataMap method of the Environment interface introduced for content validators to access job parameters did not work correctly.</p>	<p>Fixed the issue by implementing a code change to fix the logic. Now the getDestinationDataMap method of the Environment interface works as expected.</p>
QCCR1H105623	<p>When trying to create a VMware Host Report, it fails with a NullPointerException and the report is not generated.</p>	<p>Fixed the issue by implementing a code change. Now the VMware Host Report can be properly generated.</p>
QCCR1H105639	<p>Once started running the host resources discovery jobs, the HPROF files started to be created. The History service tried to log a huge size of hash map which caused JVM OutOfMemoryError.</p>	<p>Fixed the issue by implementing a code change, now the OutOfMemoryError message will not appear in the log and the HPROF files will not be created anymore.</p>
QCCR1H105666	<p>Once a default or expired password is detected, UCMDB allows users to type a new password. However, the UCMDB UI does not restrict</p>	<p>Fixed the issue by implementing a code change so that an error message will be displayed on UI when users change password with invalid characters.</p>

Global ID	Problem	Solution
	special character @ or any other unsupported character.	
QCCR1H105668	The expectation is to allow UCMDB administrator to change UCMDB Integration service to listen on a different protocol or port.	UCMDB Integration service will not listen on port 80 when it starts. UCMDB administrator is allowed to change UCMDB Integration service to listen on a different protocol or port.
QCCR1H105680	When pushing the data from UCMDB to OMi, if the data is larger than the chunk size, invalid CIs are pushed to OMi and fail to be reconciled.	Fixed the issue by implementing a code change, so that related topologies are sent properly in different chunks.
QCCR1H105717	When trying to display the probe status from the Data Flow Probe Status page, there is no results for some probes, and the following error is found with the DiscoveryDestDAO.getDisplayLablesForTriggerIds() method in the error.log : 'ORA-01795: maximum number of expressions in a list is 1000'.	Fixed the issue by implementing a code change to split the SQLs if the number of expressions exceeds 1000.
QCCR1H105817	The IP Service Endpoint CIs are not deleted when their Root Container CIs are deleted.	Added two JMX methods (findIsolatedIpServiceEndpoints and deleteIsolatedIpServiceEndpoints) for finding and deleting the isolated IP Service Endpoint CIs.
QCCR1H105821	(Oracle database only) Duplicated Java processes are found after running the discovery job.	Fixed the issue by implementing a code change to increase the oracle DB type.
QCCR1H105855	The integration between UCMDB servers creates IP addresses without names or GIDs. Because of the TQL query calculation on graph, the layout is loaded without checking the properties for the sent CIs.	Fixed the issue by adding a check for the properties in layout and removing the one without properties.
QCCR1H105901	There is a custom rule that creates Membership relation between Location and Node CIs based on a custom attribute	Fixed the issue by implementing a code change to improve the data import so that the correct CI type name is used by the enrichment.

Global ID	Problem	Solution
	(building) in CIT Node. But after the enrichment runs, no relationship is generated.	
QCCR1H105928	UCMDB to UCMDB pushback global Ids is disrupting the aging on the low level UCMDB by updating the Last Access Time value.	Fixed the issue by implementing a code change to disable the aging mechanism on the pushback flow.
QCCR1H105947	In the UCMDB 10.22 Release Notes, the Supported Upgrade Paths section on page 6 says that there is a UD stand-alone full installer, however it does not exist.	Fixed the documentation issue by replacing UCMDB with UCMDB Server and UD with Data Flow Probe.
QCCR1H105984	Probe start services sequence is not correct, and the probe crashes when AM integration is run.	Fixed the issue by implementing a code change to correct the probe start services sequence.
QCCR1H106039	When loading the Integration Studio, if there are many integration points, the system takes a very long time to display the user interface.	Fixed the issue by implementing a code change to build cache for queries to reduce query execution.
QCCR1H106092	After implementing manual High Availability Cluster (HAC) failover of platform, an HTTP 503 Issue (Service Unavailable) was received. The HAC services successfully moved and started on the backup DPS server (and RTSM service as well), but RTSM on gateway still tried to connect to the primary DPS which was no longer running HAC services (RTSM was down).	Fixed the issue by implementing a code change to provide support for manual HAC failover.
QCCR1H106141	There is no date template "EEE MMM dd HH:mm:ss zzz yyyy" for date values, thus the Solr engine is unable to parse such date format.	Fixed the issue by implementing a code change to add "EEE MMM dd HH:mm:ss zzz yyyy" date parser for logging unparsable dates for search purpose.
QCCR1H106209	After adding a new UCMDB	Provide detailed instructions for manually

Global ID	Problem	Solution
	server to an HA cluster that has been reinstalled on a fresh OS, new server does not register as a cluster node.	binding ip-address in wrapper.conf in the Release Notes. For details, see QCCR1H106209 .
QCCR1H106243	When searching in modeling template for a custom CI Type, no results are displayed, although there are matching CI instances.	Fixed the issue by implementing a code change. Now, searching in modeling template for a custom CI Type returns the correct results.
QCCR1H106327	When any integration job execution causes links to be deleted, link deletion occurs but deletion status of the links is not displayed in the integration job statistics pane.	Fixed the issue by implementing a code change. Now the integration job works properly without causing any unexpected deletion.
QCCR1H106365	When pushing software utilization information into AM, some AM push jobs fail with "Java heap space" error.	Fixed the issue by limiting the logging messages to 1000 elements and to display a short message instead.
QCCR1H106371	When the node is discovered by the Host Connection by Shell job, it sets the flag for the host_iscomplete attribute to true, and then when the Host Resources/Applications by Shell job is run, it changes this attribute to false. This is a problem for the Breakdown report that takes this attribute into consideration.	Fixed the issue by implementing a code change to remove the host_iscomplete condition from the Breakdown Report TQL query.
QCCR1H106398	When multiple threads try to modify the same domain document concurrently, credentials mappings saved in the domain document might get removed.	Fixed the issue by implementing a code change to fix the logic.
QCCR1H106428	Data Flow Probe JMX Console should pop up again asking for correct credentials instead of an HTTP 500 error when the password is wrongly entered.	Fixed the issue by implementing a code change so that the probe JMX Console pops up again asking for correct credentials when the password is wrongly entered.
QCCR1H106436	Java fails to finish downloading	Fixed the issue by implementing a code

Global ID	Problem	Solution
	the Java applet before passing the 30 seconds timeout limit.	change to set the Idle Timeout in the JettyManager.class class for each server connector to -1 .
QCCR1H106754	When LDAP is enabled, UCMDB should not require password change anymore. However, after logging into UCMDB, many users receive a page with the following message requiring them to change password: "Default or expired password detected. Please change your password."	When LDAP authentication is enabled, users need to set the Passwords must use default policy infrastructure setting to False . This note is also documented.
QCCR1H106760	Application server is using an optimization technique that is holding static content file handles open. This is preventing UD Content Pack documentation files to be updated while UCMDB server is running.	Fixed the issue by implementing a code change to disable the optimization for the UD Content Pack documentation context.
QCCR1H106774	DB connections from the pool manager are removed, causing many DB statement to be idle. In the end the number of threads increases and the UCMDB system becomes unresponsive.	Fixed the issue by implementing a code change to handle the DB connections from the pool manager properly and not removing them when they should not be.
QCCR1H106779	After invoking the startHistoryDB JMX method, the HDM_XXXXXX_UNIX_1 and HDM_XXXXXX* tables are not dropped.	Fixed the issue by implementing a code change. Now, invoking the startHistoryDB JMX method deletes all the history data by dropping the tables, and then the history data is initialized based on the existing CIs.
QCCR1H106880	History operation "hist query: get data changes" does not close its attached transaction in the multi-tenancy environment.	Fixed the issue by implementing a code change to the flow for the transaction to be committed and adding more logging to catch similar issues easier in the future. Now the history transaction when viewing CI history can be properly handled in the context of multi-tenancy.
QCCR1H106978	When a non-sysadmin normal LDAP user schedules a topology report, and the user's login name is different from the display	Fixed the issue by implementing a code change to replace the getDisplayName method with the getLoginName method.

Global ID	Problem	Solution
	name, then the report fails to be generated because the user could not be found.	
QCCR1H106990	The installer did not check if there is an UCMDB installed while choosing New Installation .	Added a note in the <i>Installing UCMDB server</i> section of the Deployment Guide, asking users to check and uninstall any existing UCMDB instances.
QCCR1H107107	A few hours after the UCMDB server restarts, it slows down, then stops functioning properly. The only way to get it working again is to restart the server. Performance issues encountered in the following aspects: Data-in/Discovery, Enrichments/PBMs, UI access, and Data consumption/Reports.	Fixed the issue by implementing a code change to address the performance issues in all aspects.
QCCR1H107236	The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. This activity causes performance issues and blocks the database. Currently there is no method to identify which TQL queries are blocking the database.	Fixed the issue by adding error messages in the logs when a TQL query blocks the database.
QCCR1H107256	Aging fails with error "Oracle JDBC Driver Invalid parameter binding(s)" because 3 parameters are provided instead of 4. In certain scenarios the number of parameters is not properly provided to aging related SQL statement.	Fixed the issue by implementing a code change to provide correct number of parameters to aging related SQL statement.
QCCR1H107363	Threads updating History get stuck, the Complement Layout Operation was running in timeout due to massive changes.	Fixed the issue by implementing a code change to increase Timeout to 4h and add it as explicit for this operation.
QCCR1H107369	The CMDB is too slow to update credentials. This is because the live discovery updates the domain range document every	Fixed the issue by implementing a code change. The domain range document will not be updated frequently.

Global ID	Problem	Solution
	day even if there are no changes.	
QCCR1H107371	Trigger IP cannot be added to WMI Discovery jobs, thus IP could not triggered properly.	Fixed the issue by implementing a code change so that IP could be properly triggered.
QCCR1H107458	When creating a push integration point, the writer VIP details should be provided instead of the balanced URL. This is not documented anywhere.	Added a note to the documentation about using writer VIP URL for the remote UCMDB machine in HA environment.
QCCR1H107462	UI Packaging is losing selected TQLs due to long loading time, and the Save button is enabled before all resources are loaded.	Fixed the issue by implementing a code change to disable the Save button until all the resources are loaded. While loading is in progress the Save button has a tooltip to inform the user why it is still disabled: "Please wait, some resources are still loading...", which disappears after the resources are successfully loaded.
QCCR1H107517	The TopologyModificationBulk Java API does not work.	Fixed the issue by implementing a code change so that now the TopologyModificationBulk Java API works properly.
QCCR1H107590	The SM-UCMDB integration ignores class conditions and throws exceptions when two or more TQL queries matching a same CI are found.	Fixed the issue by implementing a code change. Now the SM-UCMDB integration filters class conditions when multiple TQL queries matching a same CI are found and executes those multiple TQL queries.
QCCR1H107669	Users cannot log in to the UCMDB 10.22 when the login name is an email address.	Fixed the issue by implementing a code change so that now the user can successfully log in to the UCMDB 10.22 when the login name is an email address.
QCCR1H107675	Users are unable to create an enrichment, the dialogue always says that you need to enter a valid rule name even when a valid name is entered. When creating a new enrichment, a list with TQL queries is retrieved from the UCMDB server for a unique and a correct name. However, because of some corrupted TQL queries, the UCMDB server throws an	Fixed the issue by applying a code change to catch the exception. Now users are able to create new enrichments successfully.

Global ID	Problem	Solution
	exception that was not caught.	
QCCR1H107699	The integration job fails with an error when the Run as Separate JVM option for the Java adapter is set to TRUE .	Documented this limitation in the Release Notes, see QCCR1H107699 .
QCCR1H107745	When processing discovery results, all data-in operation failed with <code>java.lang.StackOverflow Error</code> , causing UCMDB Server restart.	Fixed the issue by implementing a code change. Now there is no such UCMDB server performance issue.
QCCR1H107843	The reconciliation rules that were introduced for authorized state cause CM authorization issues.	Fixed the issue by removing the reconciliation rules for authorized state.
QCCR1H107852	Records that are deleted in UCMDB can sometimes leave a "stub" record that can get produced in the AM push adapter. When this record pushes, it creates a blank amInventModel record in AM.	<p>Fixed the issue by implementing a code change. The empty or stub record will not be pushed from UCMDB to AM.</p> <p>By default, this feature is not enabled. To enable this feature, need to add the following to the adapter setting:</p> <pre><adapter-setting name="am.ignore.error"> true</adapter-setting></pre>
QCCR1H108025	The reports listed in the Job List dialog box are ordered randomly each time the Refresh button is clicked.	Fixed the issue by implementing a code change so that now the scheduled reports are by default sorted by their names.
QCCR1H108128	Several times a day the UCMDB server becomes unavailable and the following message appears: "Connection to server has been lost".	Fixed the issue by setting the default value of the tql.optimization.structure.optimizer.enabled setting to False.
QCCR1H108223	After upgrading UCMDB to version 10.22 CUP1, the Is Candidate for Deletion status cannot be synchronized with the Push Flow.	Fixed the issue by applying a code change to detect the Data Push Flow and to ignore the setting of Is Candidate for Deletion . Now the Is Candidate for Deletion status can be synchronized with the Push flow.
QCCR1H108238	After running the clearProbeData.bat script, the	Fixed the issue by implementing a code change so that now the Data Flow Probe

Global ID	Problem	Solution
	Data Flow Probe does not start. This is because the Probe cannot download the IIS.xml identification file.	starts after running the clearProbeData.bat script.
QCCR1H108252	While users perform troubleshooting, suddenly all credentials disappear from the Universal Discovery console. This is caused by multiple threads trying to access domain probe data object at the same time.	Fixed the concurrent modification exception by implementing a code change. Now UCMDB server works properly when updating credentials.
QCCR1H108369	Users cannot change the default CallHome port. Data Flow Probe listens to port 80.	Now users can configure the CallHome port in the DataFlowProbe.properties file. For detailed instructions, see "How to Enable Changing the Default Port Number for Call Home" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H108522	Requesting a fix for PostgreSQL vulnerabilities CVE-2016-0766 and CVE-2016-0773 in a patch, as the workaround available is not sufficient for the IT security team.	Fixed the issue by upgrading the embedded PostgreSQL version to 9.4.8.
QCCR1H108541	UCMDB does not consider APM root context in case of distributed environment.	Fixed the issue by implementing a code change, so that the system takes into account root context.
QCCR1H108557	After upgrading to UCMDB version 10.11 CUP 7 with Content Pack 18, many jobs get stuck on a regular basis.	Fixed the issue by implementing a code change so that now the jobs don not get stuck anymore.
QCCR1H108605	Whenever starting any SM 9.41 population job's full sync, it causes the Data Flow Probe to loop and load the population xml files over and over again; nothing else happens but that loading consumes a lot of CPU. There are no errors or even warnings in the WrapperProbeGw.log , all seems to be fine, except that Data Flow Probe loops forever.	Fixed the issue by implementing a code change. Now the SM 9.41 Integration population job's full sync will not cause the Data Flow Probe to loop.

Global ID	Problem	Solution
QCCR1H108609	Importing a new version of the user.zsai file from the UCMDB Server Web UI while accessing the server Web UI from the client machine fails with the following error message: "An error occurred during the import of files SAI : user.zsai".	Fixed the issue by implementing a code change so that now the user.zsai file can be successfully imported.
QCCR1H108623	Job History tables are not created if the administrator enables/disables the automatically adjust clock for daylight saving time setting on the UCMDB server, around the time when the hour changes.	Fixed the issue by documenting the impact of the automatically adjust clock for daylight saving time setting, and by adding proper messages.
QCCR1H108758	When testing the basic authentication with the Data Flow Probes on top of SSL. In WrapperProbeGw.log , the following error message keeps repeating over and over: "No credentials available for BASIC 'BasicAuthRealm'".	Fixed the issue so that the system will not show such an error in the basic authentication mode.
QCCR1H108791	The enrichment rule name does not appear correctly in the Updated By attribute when the name is too long.	Fixed the issue by adding a new setting enrichment.name.updatedby.size for updating the maximum number of characters of the enrichment rule name. The default value is 50.
QCCR1H108823	Sometimes ArrayIndexOutOfBoundsException or NullPointerException exception occurs when jobs are running.	Fixed the ArrayIndexOutOfBoundsException or NullPointerException issue by implementing a code change.
QCCR1H108933	In a distributed environment, when the maximum number of Active TQL quota is exceeded, one cannot save an active Enrichment rule based on a new query, and no message is displayed.	Fixed the issue by implementing a code change. Now, when saving an active Enrichment rule based on a new query and the maximum number of Active TQL quota is exceeded, an error message is displayed.
QCCR1H108983	When more than 1500 IP ranges are configured on each Data	Documented this as a problem in the Release Notes with the following workaround: Do not

Global ID	Problem	Solution
	Flow Probe, the following performance issues might occur:- Memory usage is huge on the UCMDB server side, which may cause OutOfMemoryError and the writer server restart. - Modifying the IP ranges could take a while.	configure too many IP ranges and always keep the total number of IP ranges below 1500 per probe.
QCCR1H109065	OMI server's CPU usage keeps at 100% due to HPBSM_RTSM.exe's high CPU usage.	Fixed the issue by changing the Log level for printing stack trace from INFO to ERROR .
QCCR1H109108	When a List type attribute of an existing node is updated with an invalid value, Java API does not throw any error, and all the node's attributes are emptied.	Fixed the issue by implementing a code change so that now when a List type attribute of an existing node is updated with an invalid value, Java API throws an error.
QCCR1H109129	The DISCOVERY_UNRECOGNIZED_FILE table on Data Flow Probe returns no data.	Fixed the issue by increasing the FILE_DESCRIPTION and FILE_PRODUCT_NAME length of the DISCOVERY_UNRECOGNIZED_FILE table.
QCCR1H109213	Saving or updating a perspective based view with several perspectives (for example, seven perspectives), may cause performance issues and it also may get the UCMDB server stuck.	Fixed the issue by adding a new setting in the JMX console pbv.max.perspectives.to.start.use.remove.on.update . For details, see the "Perspectives" section in the <i>HPE Universal CMDB Modeling Guide</i> .
QCCR1H109260	When using the NTLM authentication, the MSSQL Server Connection by SQL job fails with a java.sql.SQLException.	Fixed the issue by upgrading the ntlmauth.dll file from 32-bit to 64-bit.
QCCR1H109318	Value of the Is_touched column is always Y after rerunning a job which caused Last Access Time always updated with touch interval.	Fixed the issue by implementing a code change. Now the value of the Is_touched column is updated from Y to N after touch.
QCCR1H109377	The UCMDB GUI freezes when saving a modification of a specific custom perspective-based view.	Documented the issue as a warning note with workaround in the <i>HPE Universal CMDB Modeling Guide</i> :

Global ID	Problem	Solution
		<p>Caution: Saving or updating a perspective based view with several perspectives (for example, seven perspectives), may cause performance issues and it also may get the UCMDB server stuck.</p>
QCCR1H109484	After CP18 is deployed in several environments, the results are inconsistent and different in terms of deployed resources in different environments, and due to inconsistencies, many integrations stop running. This is because the system does not compare the version number.	Fixed the issue by implementing a code change so that the version number can be updated.
QCCR1H109521	Nodes consume licenses even when users do not log in to discover information.	Fixed the issue by implementing a code change. Now the ip_domain node will not consume licenses even when the IP address is configured.
QCCR1H109573	The OutOfMemory error occurs when exporting the Oracle LMS report.	<p>If the OutOfMemory error occurs when exporting the Oracle LMS report through UCMDB UI, run the JMX method exportOracleLMSDataWithChunks to export the Oracle LMS report.</p> <p>Note: You can export the Oracle LMS report through UCMDB UI at the maximum capacity of 1.4 GB.</p>
QCCR1H109804	Unplanned restart of the UCMDB server due to heap space consumption.	Fixed the issue by introducing a new setting -Dcache.usage.id.generation.enabled in the wrapper.conf file for enabling/disabling caching of generated IDs for CIs, jobs, and URM resources. For details, see "How to Disable Caching of Generated IDs for CIs, Jobs, and URM Resources" in the <i>HPE Universal CMDB Administration Guide</i> .
QCCR1H109876	After upgrading to UCMDB 10.22, the UCMDB sever crashes and generates memory dump.	Fixed the issue by implementing a code change so that now the UCMDB server works properly.
QCCR1H110659	In UCMDB Browser, the following error message occurs:	Fixed the null point issue by implementing a code change. Now the report is displayed

Global ID	Problem	Solution
	“Failed to load Report: MQ Topology”.	properly.
QCCR1H111271	There are a lot of "Error {0} encountered during parsing of CI" erros in the UCMDB server error.log.	Fixed the issue by implementing a code change. Now time format with EEE MMM dd HH:mm:ss zzz yyyy in OS not-en language can be parsed.

How to Configure Configuration Manager 10.22 to Connect to UCMDB Server

Version 10.30 of the HPE Configuration Management System consists of Universal CMDB 10.30 (UCMDB) and Universal Discovery 10.30 (UD). It does not include a new release for Configuration Manager. The latest release of Configuration Manager is version 10.22 (it is recommended to have CM 10.22 CUP3), you can use it in tandem with version 10.30 of Universal CMDB.

In case you encounter any issue connecting Configuration Manager 10.22 CUP3 (or with a later CUP on top of version 10.22) to UCMDB server 10.30, configure CM as follows:

1. Copy **server.keystore** from the **C:\hp\UCMDB\UCMDBServer\conf\security** directory to the **C:\hp\CM_10.2.0.0\java\windows\x86_64\lib\security** directory.
2. Edit the **C:\hp\CM_10.2.0.0\servers\server-0\conf\server.xml** file.


Find the line with connector **8143**, replace the line with the following and save the file:

```
<Connector port="8143" protocol="HTTP/1.1" SSLEnabled="true"
maxThreads="150" scheme="https" secure="true" keystoreFile="C:/hp/CM_
10.2.0.0/java/windows/x86_64/lib/security/server.keystore"
keystorePass="hppass"/>
```

3. In a web browser, enter the URL of the UCMDB server:
https://<server name or IP address>.<domain name>:8443
where **<server name or IP address>.<domain name>** represents the fully qualified domain name (FQDN) of the HPE Universal CMDB Server.
4. Find the icon that indicates a secure connection, click it, and export the certificate with the name **hpcert.cer**.
5. Copy the just exported certificate into the **C:\hp\CM_10.2.0.0\java\windows\x86_64\bin** folder.
6. From the **C:\hp\CM_10.2.0.0\java\windows\x86_64\bin** folder, run the following:

```
keytool -import -alias hp -file hpcert.crt -keystore "C:\hp\CM_10.2.0.0\java\windows\x86_64\lib\security\cacerts"
```

Note: The password is **changeit**.

7. Change the CM URL in the UCDMB Server for CM to work with HTTPS.
 - a. Log in to UCDMB Server.
 - b. Go to **Administration > Infrastructure Settings Manager > General Settings**.
 - c. Locate the **Configuration Manager URL** setting, and change its value to **https://<CM_SERVER>:8143/cnc**.
 - d. Click **Save** .
 - e. Log out and log in to UCDMB Server again for the change to take effect.

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Feedback on Release Notes (Universal CMDB 10.30)

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