



HPE UCA Automation

Release Notes for Linux (RHEL 6.4)

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Hewlett Packard
Enterprise

Notices

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Preface

About this guide

These Release Notes describe critical information related to the HPE UCA Automation product.

Product Name: UCA Automation

Product Version: 2.1

Read this document before installing or using this software.

Audience

This document is intended for the solution developers and software development engineers.

Software versions

The term UNIX is used as a generic reference to the operating system, unless otherwise specified.

The software versions referred to in this document are as follows.

Table 1: Software versions

Product version	Supported operating systems
UCA Automation 2.1	Linux Red Hat Enterprise Linux Server release 6.4

Conventions

Release	A Release is a software version that has been released. The release will then evolve with the addition of Patches.
Patch	A Patch is a software package solving one or more specific problems.
Update	An Update is a set of consistent packages bringing the software to an improved and validated quality level. It consolidates fixes brought by patches, and fixes to less critical problems or enhancements requested by customers. It is documented in the Release Notes. Updates are cumulative.
Discontinued	A list of products that are no longer shipped, but are still supported.
Obsolete	Features or products no longer shipped and no longer supported.

Typographical conventions

Fixed width text	It is used for filenames and their contents, computer inputs or outputs, program codes, and so on.
<i>Italic text</i>	It is used for labels, parameters, emphasized text, and replaceable text, citations and references
Bold text	It is used to indicate navigation options in the interfaces; for example, the text appearing in buttons and menu items. User interface controls, window titles, generic emphasis
<angle brackets>	Indicates generic variable names that must be substituted by real values or strings.

Associated documents

- UCA Automation Administration and User Interface Guide
- UCA Automation Installation Guide
- UCA Automation Integrator's Guide

Support

Please visit our HPE Software Support Online Web site at softwaresupport.hpe.com for contact information and details about HPE Software products, services, and support.

The software support area of the software Web site includes the following:

- Downloadable documentation.
- Troubleshooting information.
- Patches and updates.
- Problem reporting.
- Training information.
- Support program information.

Chapter 1

Release information

This section provides an up-to-date detailed description of what is new, has changed, or has become obsolete on HPE UCA Automation 2.1, compared with the previous release.

It also includes compatibility and developer information. The information is presented in a cumulative manner and therefore includes information provided in previous editions of these Release Notes.

1.1 Features

1.1.1 New features

New features brought by this release compared with previous releases.

- UCA Automation supports UMB

1.1.2 Features included from previous release

- Installation

UCA Automation can be installed as non-root user (Linux only)

- Audit all Automation actions

All Automation actions that are executed will be displayed in the Automation console and persisted in the configured database.

- Execution mode for Automation actions

Specify the execution mode (Synchronous and Asynchronous) for Alarm and Trouble ticket actions in the Graphical Orchestrator

- Improved Automation Actions Framework

A Configurable Automation action framework is made available to Integrators.

- Network and Service care—Resource and service trouble management

UCA Automation system provides both automatic and manual resource and service trouble management. The primary task which the administrator of the system is expected to perform is to identify all the problems in a specific domain and the corresponding automations associated with them. For building more complex resolutions in which the problem could span through different technologies and layers of network, he needs to design a decision tree based on his needs.

For more details, refer to the *HPE UCA Automation Administrator and User Interface Guide*.

- Decide, Act and Evaluate

In UCA Automation System, the process of problem resolution happens in the way depicted by the following diagram. The administrator or integrator of the system has the option to easily configure the decision tree without the need for any kind of programming. The decide-and-act

subsystems work based on this configuration. In case the administrator needs to make advanced decisions based on the results of the previous tests, the platform allows him to write his own rules in the evaluate block.

- Open/closed loop automation

The operator has the ability to choose certain resolutions to be fully automatic and certain resolutions to be manual depending on the need. In case of open loop or semi-manual tests, the operator has the ability to view and modify the resolution parameters. In addition, the operator also has the ability to approve or dis-approve a resolution action.

- Integrated login of Automation Console with UCA-EBC

The Automation console is launched from within the UCA-EBC UCA Foundation value pack.

- Graphical Orchestrator

This eclipse based plug-in enables the operator to create a decision tree to orchestrate the diagnostic process.

- Decision Tree Viewer

The user can view the decision Tree by launching the Graph Visualization Tool from within the Automation Console.

- UCA Automation can operate in zero touch mode (Automatic mode) or manual mode

- Fine grained control over Problem scenarios

Switch off automation for specific scenarios

Delay the trigger of automation

Override the global operation mode

- Retry failed action execution

- Protection switch to shield external systems from alarm flood.

In order to protect external systems viz Trouble Ticket or Information management systems accessed by UCA Automation when there is flood and alarms in the zero touch mode (Automatic mode), a concept called Protection Switch has been introduced. Automation switches over to manual mode till all the existing Alarms are processed. New incoming Alarms require user intervention to trigger the automation process

- Multiple Resource instances in the Problem Alarm

- Improved Customer Care

Ability to model customer care scenarios based on a decision tree

1.2 Supported hardware and operating systems

1.2.1 Supported hardware

The following are the minimum hardware required to install and deploy UCA Automation software.

- X86-64 based system
- RAM size—At least 4 GB

- Database—Oracle 12c or a PPAS 9.2. Requires at least 4 GB memory for product data.

1.2.2 Supported server platforms

The following are the supported server platforms for UCA Automation software.

- Red Hat Enterprise Linux 6.4
- UCA-EBC 3.3 and latest patches
- HPE SA V7.0-1A
- NOM 7.2
- UMB 1.0 and latest patches

1.2.3 Supported software

- HPE UCA-EBC
 - UCA for Event Based Correlation Server Version V3.3
 - Java JRE/JDK 8 - 1.8.0.XX
 - Red Hat Enterprise Linux Server release 6.4
- HPE Service Activator
 - HPE Service Activator version 7.0 – V7.0-1A
 - Red Hat Enterprise Linux 6.4 for x86-64 and all available patches
 - The ksh shell and X11
 - Java SE update 71 JDK or later (version 7).
 - Oracle 12c or Postgres Plus Advanced Server 9.2. The database may be installed on the same server or may be accessed remotely (but it must be located in the same subnetwork). You may also use an existing database that is already used by another application. In that case, you need to create a new database user (if Oracle is used) or a new database instance (if Postgres Plus Advanced Server is used) for exclusive use by Service Activator and UCA Automation. Ensure that PPAS is configured to run in the “Oracle” mode during its installation
- NOM
 - RedHat Enterprise Linux Server release 6.4
 - TeMIP Channel Adapter: if your solution involves TeMIP
 - NOM Basic SMX Components
 - OSS Open Mediation V7.2
 - UCA for Event Based Correlation Channel Adapter V3.3
 - Java SE update 71 JDK or later (version 7)
- UMB
 - RedHat Enterprise Linux Server release 6.4
 - TeMIP UMB Adapter if your solution involves TeMIP
 - Java JRE/JDK 8 - 1.8.0.XX

– Service Activator UMB Adapter

1.2.4 Web client

- Mozilla Firefox 36
- Google Chrome 41
- Microsoft Internet Explorer 8 or later

The UCA for EBC User Interface works better with Internet Explorer 8.0

Internet Explorer 9, 10 and 11 must be set with the “Browser Mode” set to “Internet Explorer 8 Compatibility view” mode.

Internet Explorer compatibility mode can be set from the following menu:

Tools -> F12 Developer Tools -> Browser Mode

Chapter 2

Known limitations and problems

This section provides an up-to-date status of the known limitations and problems for UCA Automation 2.1. This status corresponds to the Release or to the latest patch level, if any.

It includes known problems already documented in previous versions, if they are still known problems in this new version of the product. If this new version fixes a problem known in a previous version, this problem is removed from the list of known problems.

Table 2: Known problems

Reference/Severity	Component	Problem Description
CR#12227 Medium	UCA Automation	After receiving a Clear Alarm, the corresponding Diagnostic Action is not stopped. Workaround None.
CR#12206 Medium	Orchestrator	An option to delete a decision tree for a specific service is not available. Workaround Delete the specific branch using the command line utility.
CR#12334 Medium	UCA Automation	When you start UCA_Automation_Foundation_UCA value pack, the UCAAutomation tab that displays the Automation console does not appear. Workaround <ol style="list-style-type: none"> 1. Reload the UCA-EBC console. 2. Click the UCA_Automation_Foundation_UCA link on the left navigation pane.