



Hewlett Packard
Enterprise

HPE Operations Bridge Reporter

Software Version: 10.02

Windows® and Linux operating systems

Release Notes

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HPE Operations Bridge Reporter Release Notes

for the Windows® and Linux operating systems

Software version: 10.02

Publication date: May 2017

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

- ["Installation Prerequisites" on page 7](#)
- ["Installing HPE OBR 10.02 Patch" on page 8](#)
- ["Uninstalling HPE OBR 10.02 Patch" on page 14](#)

Hardware and Software Requirements

For information on hardware requirements for HPE OBR, see the *HPE Operations Bridge Reporter 10.01 Performance, Sizing and Tuning Guide* from the link: [OBR 10.01 Performance, Sizing, and Tuning Guide](#).

For the list of supported operating systems and software, see the *HPE Operations Bridge Reporter 10.01 Support Matrix* from the link: [OBR 10.01 Support Matrix](#).

The support matrix includes the following information:

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

Contents of the HPE OBR 10.02 Patch

HPE Operations Bridge Reporter 10.02 patch contains the following:

- ["Fixed Defects in this Release" on page 19](#)
- ["Enhancement Requests Included in this Release" on page 23](#)

Installation Prerequisites

Following are the prerequisites for installing HPE OBR 10.02:

- You can install HPE OBR 10.02 only on an HPE OBR 10.01 system.
- Take a backup of the HPE OBR database, SAP BusinessObjects, and HPE OBR system before installing HPE OBR 10.02.

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

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

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

- Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).

Installing HPE OBR 10.02 Patch

In a distributed environment, install HPEOBR10.02 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system.

Note: Ensure that you complete all the installation prerequisites, before you begin to install HPEOBR10.02 patch. For information, see ["Installation Prerequisites" on the previous page](#).

In a Vertica cluster, install OBR10.02 patch only on the primary node.

For steps to install HPE OBR 10.02 patch, see the following sections:

- ["On Linux" below](#)
- ["On Windows" on page 10](#)

On Linux

To install HPE OBR 10.02 patch on your Linux system, follow these steps:

1. Download the OBR1002LIN_00001.zip file from [HPE Software Support Online \(SSO\)](#).
2. Log on to shell prompt as a root user.
3. Run the following command to extract the contents to a temporary directory on the HPE OBR 10.01 system:

```
unzip OBR1002LIN_00001.zip
```

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

- installPatch.pl
- rollbackPatch.pl
- OBR_10_02_Release_Notes.pdf
- OBR1002LIN_00001.rpm

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

4. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).

5. Using the `cd` command, go to the directory where you have extracted the HPE OBR 10.02 patch files.
6. To install HPE OBR 10.02 patch, run the following command:

```
perl installPatch.pl
```

To verify successful installation of HPE OBR10.02 patch, follow these steps:

 - a. Go to `$PMDB_HOME/./` directory.
 - b. Open the `BSMRVersion.prp` file and check if the 10.02 version details is displayed.
7. On successful installation of HPE OBR 10.02 patch, start the HPE OBR services.
For information, see ["Starting OBR Services" on page 17](#).

HPE OBR 10.02 Patch Install in a High Availability Cluster Environment

If you have already installed and configured HPE OBR in a High Availability Cluster Environment, to install HPE OBR 10.02 patch, perform the following steps on the **active node**:

Note: In a Vertica cluster, install OBR10.02 patch only on the primary node.

1. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.
2. Remove `#` from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).
5. Go to the directory where you have extracted the HPE OBR 10.02 patch files.
6. Run the following command:

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

To verify successful installation of HPE OBR 10.02 patch, follow these steps:

 - a. Go to `$PMDB_HOME/./` directory.
 - b. Open the `BSMRVersion.prp` file and check if the 10.02 version details is displayed.
10. On successful installation of HPE OBR 10.02 patch, start the HPE OBR services.
For information, see ["Starting OBR Services" on page 17](#).

If installation fails,

- The HPE OBR installation automatically rolls back to HPE OBR 10.01 where the patch has been attempted to be installed.
- Run the following command if the automatic roll back fail:

```
perl rollbackPatch.pl
```

Log Files and Backup Files

- The installation log file is located at the \$PMDB_HOME/log/patches directory.
- The backed up data files are located at the \$PMDB_HOME/patches/.OBR1002LIN_00001_BCK/PMDB directory.

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

Post Patch Installation Steps

These steps are applicable only if you are migrating from HP SHR 9.x to HPE OBR 10.x.

1. Go to the \$PMDB_HOME/lib in the HPE OBR 10.02 system.
2. Copy cpDataMigrate.jar.
3. Paste the cpDataMigrate.jar in \$PMDB_HOME/Migration/lib. This folder will be available once you have extracted the OBR9x_10x_Migration_Binaries.zip. For more information, see *HPE Operations Bridge Reporter Migration Guide*.

Note: If you have not extracted the Migration binaries, extract the binaries and then copy the .jar to the \$PMDB_HOME/Migration/lib folder.

4. In the HP SHR 9.x system, paste the cpDataMigrate.jar in \$PMDB_HOME/Migration/lib. This folder will be available once you have extracted the OBR9x_10x_Migration_Binaries.zip. For more information, see *HPE Operations Bridge Reporter Migration Guide*.

Note: If you have not extracted the Migration binaries, extract the binaries and then copy the .jar to the \$PMDB_HOME/Migration/lib folder.

On Windows

To install HPE OBR10.02 patch on Windows operating system, follow these steps:

1. Download the OBR1002WIN_00001.zip file from the [HPE Software Support Online \(SSO\)](#).

2. Extract the contents to a temporary folder on the HPE OBR 10.01 system.

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

- installPatch.pl
- rollbackPatch.pl
- OBR_10_02_Release_Notes.pdf
- OBR1002WIN_00001.msi

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

3. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).

4. Kill the following processes from the Task Manager if they are still running and continue with the patch installation:

- abcStreamrunner.exe
- openStage.exe

5. Log on to the command prompt with administrator privileges.

6. Go to the directory where you have extracted the HPE OBR 10.02 patch files.

7. To install HPE OBR 10.02 patch, run the following command:

```
perl installPatch.pl
```

To verify successful installation of HPE OBR 10.02 patch, follow these steps:

- a. Go to %PMDB_HOME%\..\ directory.
 - b. Open the BSMRVersion.prp file and check if the 10.02 version details is displayed.
8. On successful installation of HPE OBR 10.02 patch, start the HPE OBR services. For information, see ["Starting OBR Services" on page 17](#).

HPE OBR 10.02 Patch Install in a High Availability Cluster Environment

If you have already installed and configured HPE OBR in a High Availability Cluster Environment, to install HPE OBR 10.02 patch, perform the following steps on the **active node**:

Note: In a Vertica cluster, install OBR10.02 patch only on the primary node.

1. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
2. Remove `#` from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).
5. Using the `cd` command, go to the folder where you have extracted the HPE OBR 10.02 patch files.
6. Run the following command:

```
perl installPatch.pl -ha
```
7. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
8. Add `#` to the `maintenance mode=true` parameter as `#maintenance mode=true`.
9. Save the file and exit.
To verify successful installation of HPE OBR 10.02 patch, follow these steps:
 - a. Go to `%PMDB_HOME%\..\` directory.
 - b. Open the `BSMRVersion.prp` file and check if the 10.02 version details is displayed.
10. On successful installation of HPE OBR 10.02 patch, start the HPE OBR services. For information, see ["Starting OBR Services" on page 17](#).

If installation fails,

- HPE OBR 10.02 patch installation automatically rolls back to HPE OBR 10.01.
- Run the following command if the automatic roll back fails:

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

Log Files and Backup Files

- The installation log file is located at the `%PMDB_HOME%\log\patches` folder.
- The backup data files are located at the `%PMDB_HOME%\patches\OBR1002WIN_00001_BCK\PMDB` folder.

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

Post Patch Installation Steps

These steps are applicable only if you are migrating from HP SHR 9.x to HPE OBR 10.x.

1. Go to the %PMDB_HOME%\lib in the HPE OBR 10.02 system.
2. Copy cpDataMigrate.jar.
3. Paste the cpDataMigrate.jar in %PMDB_HOME%\Migration\lib. This folder will be available once you have extracted the OBR9x_10x_Migration_Binaries.zip. For more information, see *HPE Operations Bridge Reporter Migration Guide*.

Note: If you have not extracted the Migration binaries, extract the binaries and then copy the .jar to the %PMDB_HOME%\Migration\lib folder.

4. In the HP SHR 9.x system, paste the cpDataMigrate.jar in %PMDB_HOME%\Migration\lib. This folder will be available once you have extracted the OBR9x_10x_Migration_Binaries.zip. For more information, see *HPE Operations Bridge Reporter Migration Guide*.

Note: If you have not extracted the Migration binaries, extract the binaries and then copy the .jar to the %PMDB_HOME%\Migration\lib folder.

Uninstalling HPE OBR 10.02 Patch

Uninstall HPEOBR10.02 patch first from the Remote Collector system, followed by Vertica system, remote SAP BusinessObjects system and HPEOBR system.

Note:

To uninstall HPE OBR 10.02 Patch in a High Availability Cluster Environment, follow these steps:

1. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` directory.
2. Remove # from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Uninstall the HPE OBR 10.02 patch:
 - ["On Linux" below](#)
 - ["On Windows" on the next page](#)
5. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
6. Add # to the `maintenance mode=true` parameter as `#maintenance mode=true`.
7. Save the file and exit.

On Linux

Caution: Any hotfix applied after the HPE OBR 10.02 patch installation will be removed when the patch is uninstalled.

1. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on page 16](#).
2. Run the following command:

```
perl rollbackPatch.pl
```

If the uninstallation fails,

```
rpm -qa | grep OBR1002
```

An output is displayed: `OBR1002LIN_00001-10.02.000-1.x86_64`

3. Run the following command using the output:

```
rpm -ev OBR1002LIN_00001-10.02.000-1.x86_64
```
4. Start the HPE OBR services. For information, see ["Starting OBR Services" on page 17](#).

On Windows

Caution: Any hotfix applied after the HPE OBR 10.02 patch installation will be removed when the patch is uninstalled.

To uninstall HPE OBR 10.02 patch on Microsoft Windows 2012 Server system, follow these steps:

1. Stop the HPE OBR services. For information, see ["Stopping OBR Services" on the next page](#).
2. From the **Start** menu, click **Control Panel**.
3. Select **Programs and Features**.
4. Right-click **HPE Operations Bridge Reporter OBR1002WIN_00001 Patch** and then click **Uninstall**.

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

5. Start the HPE OBR services. For information, see ["Starting OBR Services" on page 17](#).

Stopping and Starting OBR Services

This section provides instructions to stop and start OBR services.

Stopping OBR Services

On Linux

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

On OBR Server:

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

On SAP BusinessObjects Server:

- `service SAPBOBJEnterpriseXI40 stop`

On Remote Collector:

- `service HPE_PMDB_Platform_Collection stop`

On Windows

Follow these steps to stop OBR services:

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

On OBR:

- HPE_PMDB_Platform_Administrator
- HPE_PMDB_Platform_Collection
- HPE_PMDB_Platform_DB_Logger
- HPE_PMDB_Platform_IA
- HPE_PMDB_Platform_IM
- HPE_PMDB_Platform_NRT_ETL
- HPE_PMDB_Platform_Orchestration
- HPE_PMDB_Platform_PostgreSQL
- HPE_PMDB_Platform_Timer

On SAP BusinessObjects:

- Business Objects Webserver

On Remote Collector:

- HPE_PMDB_Platform_Collection

Starting OBR Services

On Linux

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

On OBR Server:

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

On SAP BusinessObjects Server:

- `service SAPBOBJEnterpriseXI40 start`

On Remote Collector:

- `service HPE_PMDB_Platform_Collection start`

On Windows

Follow these steps to start OBR services:

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

On OBR Server:

- HPE_PMDB_Platform_Administrator
- HPE_PMDB_Platform_Collection
- HPE_PMDB_Platform_DB_Logger
- HPE_PMDB_Platform_IA
- HPE_PMDB_Platform_IM
- HPE_PMDB_Platform_NRT_ETL
- HPE_PMDB_Platform_Orchestration
- HPE_PMDB_Platform_PostgreSQL
- HPE_PMDB_Platform_Timer

On SAP BusinessObjects Server:

- Business Objects Webserver

On Remote Collector:

- HPE_PMDB_Platform_Collection

Fixed Defects in this Release

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

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

Title: remotepollerutility help message is less descriptive (QCCR8D36521)

Description: The remotepollerutility help message is less descriptive.

Resolution: Added required help messages for remotepollerutility.

Title: VM/VC ETL not handling commas in data (QCCR8D38110)

Description: VC reconciliation fails with Corrupted data set found error if the source data contains comma.

Resolution: VCenter Collection is modified to handle commas in the source data.

Title: Datasource Readiness Tool: Mandatory field attribute list should be updated with the supported properties (QCCR8D43363)

Description: Datasource Readiness Tool: Mandatory field attribute list should be updated with the supported properties.

Resolution: Datasource Readiness Tool: Mandatory attribute list is updated.

Title: VC Collector fails to connect when configured to a remote collector (QCCR8D44358)

Description: VC Collector fails to collect when configured to a remote collector.

Resolution: Enhanced VC Collector to support collection station configuration from Remote collector.

Title: LWSSO with SHR InfoView and proxy hostname (QCCR8D45012)

Description: LWSSO with proxy hostnames for OBR Application server and BO server does not work.

Resolution: LWSSO code is modified to optionally take proxy hostnames for BO and OBR servers from %PMDB_HOME%/data/config.prp.

Title: Days to threshold (DTT) value is shown as 99999 even if the capacity value reaches to threshold. It should be shown as Zero (0). (QCCR8D46857)

Description: Days to threshold (DTT) value is shown as 99999 in case of slope is zero (0) and the utilization value reaches or crosses threshold.

Resolution: Issue with Days to threshold (DTT) values has been addressed.

Title: OBR: Downtime not working properly for past data (QCCR8D47647)

Description: Downtime utility is not able to abort the streams, hence resulting in failure to re-process downtime information.

Resolution: The issue has been addressed. The downtimeutility is modified to use abcAdminUtil to abort the streams.

Title: OBR: Orchestration module is not detecting when the steps reaches or goes beyond its max execution time. (QCCR8D47771)

Description: ABC Orchestration module is not detecting the execution status when the steps reaches or goes beyond its max execution time.

Resolution: Enhanced the ABC Orchestration module to check the execution status of the steps and update the stream status.

Title: Few of shr_utility commands are failing for OBR (QCCR8D48093)

Description: Few *shr_utility* checks are not working for OBR.

Resolution: This issue has been fixed. The *shr_utility* now performs the specified checks and dumps the required files in the specified location.

Title: Migration Utility Calculator shows incorrect values when the data ranges in TBs (QCCR8D48411)

Description: Migration Utility Calculator shows incorrect values when the data ranges in TBs.

Resolution: Enhanced the Migration Utility Calculator to support data ranges in TBs.

Title: RTSM Topology collection fails abruptly if any of the views are not available in topology source (QCCR8D48437)

Description: After upgrading to OBR 10.01, the RTSM topology collection is failing when the topology view that does not exist is queried.

Resolution: RTSM Topology collection skips the views that are not present at the source and logs the same in the *topologycollector.log* file.

Title: OBR: vCenter Collection failing with NullPointerException. (QCCR8D48600)

Description: OBR: vCenter Collection failing with NullPointerException.

Resolution: Enhanced the VC Collector to handle null returned by the VMWare SDK when the VM is not properly deleted from the VCenter.

Title: Staging failed with exception SEQUENCE START WITH should be between MINVALUE and MAXVALUE (QCCR8D49250)

Description: Data staging is failing with an exception SEQUENCE START WITH should be between MINVALUE and MAXVALUE.

Resolution: This issue has been addressed and there is no restriction with the record sequence.

Title: Support for parameterization in daily aggregation frequency setting (QCCR8D49299)

Description: Support for parameterization in daily aggregation frequency setting.

Resolution: Introduced parameterization property for setting daily aggregation frequency.

Title: VariableDepthProcessor is failing with class not found exception (QCCR8D49484)

Description: VariableDepthProcessor is failing with class not found exception.

Resolution: VariableDepthProcessor support has been implemented in transformation module.

Title: SSL certificate exchange between OBR and Sitescope is failing (QCCR8D49625)

Description: Integration between Sitescope and OBR fails with certificate related errors when the communication is using https protocol.

Resolution: The issue with SSL certificate exchange between OBR and Sitescope has been resolved.

Title: Issue with BSM/OMi data-source configuration page after upgrading to 10.01 (QCCR8D49952)

Description: Unable to edit and add new data sources from Administration Console BSM/OMi Page in 10.01.

Resolution: This issue has been addressed.

Title: For RTSM Source (https) testConnection, the default shr.truststorepassword parameter is wrong (QCCR8D50023)

Description: For RTSM Source (https) testConnection, the default shr.truststorepassword parameter is wrong.

Resolution: The default *shr.truststorepassword* parameter is set to correct password.

Title: Platform stream: downtime and custom group is getting loaded without any pre check (QCCR8D50267)

Description: Platform stream: downtime and custom group is getting loaded without any pre check or delay.

Resolution: Introduced a scheduled frequency of 6 hours. The streams will execute in a frequency of 6 hours.

Title: Test connection is failing in Vertica Generic DB configuration from Administration Console (QCCR8D50304)

Description: Test connection is failing with error "Failed to load class com.vertica.jdbc.Driver" during Vertica Generic DB configuration from Administration Console.

Resolution: This issue has been addressed using latest vertica-jdbc.jar for test connection.

Title: Sybase data not importing in HPE OBR Vertica server (QCCR8D50373)

Description: Data that is exported from SHR does not get imported properly by migration utility on OBR 10.01 with Vertica 3 node cluster.

Resolution: The migration utility is enhanced with a fix to check the Deployment scenario.

Title: Records not loading from K_Location_ to K_Location (QCCR8D50868)

Description: Unable to correctly populate K_Location via location enrichment.

Resolution: The LocationEnrichment process hanging issue is fixed.

Enhancement Requests Included in this Release

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

Title: Support required for custom data load with special characters escaped with "" (QCCR8D50117)

Description: Load custom data with special characters escaped with "" into Vertica.

Resolution: Use csvtool to convert data into a format that will get loaded to Vertica.

Title: PostgreSQL as a datasource for SA (QCCR8D50399)

Description: Enhance the SA configuration page to support PostgreSQL as a data source.

Resolution: SA configuration page enhanced to support PostgreSQL as a data source.

Title: Enhancement for Generic PA collection with configurable frequency (QCCR8D50455)

Description: OBR Agent collector should support all aggregation levels exposed by agent to query data. Currently it collects only raw and 5-minute summarized data.

Resolution: OBR Agent collector now supports all the aggregation levels supported by the OA/PA agents.

Title: Enhancement for formation of Relation CSV from neighboring CI (QCCR8D50457)

Description: Referred CI (neighboring CI) attribute value is dumped as "NotFound" with OBR 10.01 RTSM Collection.

Resolution: The issue with referred CI (neighboring CI) attribute value dumped as "NotFound" is addressed and it now dumps proper value of the referred CI attribute.

Send Documentation Feedback

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

Feedback on Release Notes (Operations Bridge Reporter 10.02)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docfeedback@hpe.com.

We appreciate your feedback!