



# Operations Manager i

Software Version: 10.60

## Release Notes

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# Operations Manager i Release Notes

**Software version:** 10.60

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This document is an overview of the changes made to Operations Manager i (OMi) 10.60.

You can find information about the following in this document:

- "OMi 10.60 Installation " on the next page
- "New Features in OMi 10.60" on page 6
- "Changed Features in OMi 10.60" on page 8
- "Notes and Limitations" on page 9

## Support Matrix

For information about supported environments and compatibility with other products, see the Operations Manager i Support Matrix. The support matrix may be updated between releases, and so is only available at the HPE Support web site:

<https://softwaresupport.hpe.com/km/KM323488>

## OMi 10.60 Installation

The Operations Manager i 10.60 installation files are provided as a .zip file. The package is available either as part of your installation files or on the Software Support Online portal.

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

1. Unpack the .zip file for the OMi 10.60 installation and documentation.
2. Open the Documentation folder.
3. Double-click `OMi_10.60_Installation_and_Upgrade_Guide.htm` to open the OMi 10.60 Installation and Upgrade Guide in a web browser.

Alternatively, download the *OMi Installation and Upgrade Guide* for OMi 10.60 from Software Support Online.

**Upgrade:** You can upgrade from OMi 10.01 or 10.1x. Both in-place and side-by-side upgrade methods are supported.

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

**Update OMi Performance Engine:** If you are using OMi Performance Engine 10.11 or 10.12 and now want to use the 10.60 version, do the following:

1. Uninstall the older version of Performance Engine.
2. Install OMi Performance Engine 10.60.
3. *Optional.* If you used a Vertica database with the older version of OMi Performance Engine, configure it with the newly installed OMi Performance Engine 10.60. The previously stored data in Vertica will be available for use with OMi Performance Engine 10.60.

**Note:** For information on uninstalling the old version of OMi Performance Engine and installing OMi Performance Engine 10.60, see the *OMi Performance Engine Installation and Configuration Guide*.

# New Features in OMi 10.60

## OMi

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

**HTML5 Event Browser.** A new HTML5 version of the OMi event browser component is available with new features, including a redesigned context panel, the ability to pin columns, and an event details pane with the most important attributes on one page. Some features that were part of the old event browser component are not yet available in the new HTML5 event browser, so the old Adobe Flash based event browser component is still available and used in all predefined My workspace pages. For more information, see the *OMi Administration Guide*.

**New Filter Manager.** The new HTML5 filter manager, used in the event browser and various administration interfaces, significantly improves the workflow of creating a filter. Just start typing, and automatic completion will help you to find the filter you're looking for. You can select an item by just pressing enter, and drag and drop items to rearrange them. Filters can now be shared based on categories, and you can copy filters from one area to another, or even into an email to send to another user. The new filter manager also enables you to filter for ETI values and custom attributes. For more information, see *the OMi Administration Guide*.

**HTML5 Administration User Interfaces.** Many key administration interfaces have now been implemented in HTML5, featuring a modern HPE look and feel, simplified appearance and workflows, and a faster and more fluid user experience. In particular, all of the service health user interfaces have been redesigned and reimplemented to improve usability. For more information, see *the OMi Administration Guide*.

**Service Health Status REST Web Service Interface.** The service health status REST web service interface enables integrators to remotely retrieve health information (CI status, HIs, and KPIs) for a CI or a view. The interface allows you to query with a single CI ID, a CI name, a view name, or a global CI ID. For more information, see the *OMi Extensibility Guide*.

**Documentation Web Portal.** The OMi online help, as well as the online help of other HPE software products, is now available on a new software documentation portal. To access the portal, visit [docs.software.hpe.com](https://docs.software.hpe.com). As before, all documentation is also available on Software Support Online.

**Operations Bridge Analytics Anomaly Events.** You can now configure Operations Bridge Analytics (formerly Operations Analytics) to send events to OMi when an anomaly is detected. For more information, see the *OMi Integrations Guide*.

**Operations Agent 12.02.** With OMi 10.60, the Operations Agent version 12.02 is automatically installed on management servers. The new OA features expanded platform coverage, and the ability to buffer install notifications when the OMi server is down.

**OMi supports Chrome as web browser.** Google Chrome is now officially supported as a web browser for OMi. Review the [Support Matrix](#) for the known limitations.

## OMi Performance Dashboard

**Real-time and historical data combined view.** Starting with OMi 10.60, you can use the OMi Performance Dashboard to view real-time and historical data simultaneously. You can switch on the combined view for each chart in every dashboard by clicking the real-time icon in the chart. To use this functionality, the real-time license on the agent must be enabled. For more information, see the *OMi User Guide*.

**Print to PDF.** OMi Performance Dashboard now provides you an option to open or save the dashboard in PDF format. The PDF includes details such as name of the dashboard, name of the CI from which it is launched, and creation date and time.

**OpsBridge Data Store support for CI Comparison.** You can now use the CI Comparison feature to compare metrics that are stored in the OpsBridge data store.

## Changed Features in OMi 10.60

**Simplified monitoring of processes and services.** The service process monitor policy template now supports using instance parameters as a process name. At the time of assignment, you can define what processes should be run, and how many times. For more information, see the *OMi Administration Guide*.

**Event Web Service.** It is now possible to filter for the originating server and the sending server when querying the event web service. For information, see *the OMi Extensibility Guide*.

**User Engagement no longer supported.** OMi user engagement features, including badges and expert boards, are no longer supported in OMi 10.60. However, the Discover OMi page is still available.

**IIS as OMi Web Server no longer supported.** IIS is no longer supported as an OMi web server. The Apache web server installed with OMi is now used automatically.

## Notes and Limitations

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

### Upgrade / Update

**Title:** Upgrade to OMi 10.60 from a system that has had OMi version 10.11 IP1 installed fails (even if a newer version, like OMi 10.12, was installed on top of OMi 10.11 IP 1). (QCCR8D52227)

**Description:** OMi systems that were patched with OMi version 10.11 IP1 fail to upgrade to OMi 10.60, even when newer version and patches of OMi have been installed on top of 10.11 IP1.

**Workaround:** To upgrade an OMi 10.11 IP1 system to OMi 10.60, perform the following:

1. Run the upgrade script, which will uninstall all 10.x patches. The removal of OMi 10.10 fails.
2. Delete all folders contained in <OMi\_HOME>/Uninstall/.
3. Fix the inventory file installation/dat/product.xml by replacing the following two lines:

```
<current_version>10.11</current_version>  
<previous_version>10.11</previous_version>
```

with

```
<current_version>10.10</current_version>  
<previous_version>10.10</previous_version>
```

4. Rerun the upgrade script.

---

**Title:** ODB fails to start during upgrade from OMi 10.10 to 10.60 with Postgres remote. (QCCR8D51891)

**Description:** When upgrading OMi 10.10 to 10.60, ODB cannot be started. The log odb\_boot.log shows the following line repeatedly:

```
SEVERE: postgresql_rtsm: failed removing row 1: java.io.EOFException; please delete it manually
```

**Workaround:** When executing the upgrade wizard, do the following before you start OMi:

1. Connect to the PostgreSQL rtsm/odb database. You can use the PostgreSQL CLI `psql` to do this.
2. When connected, execute the following SQL statements:

```
DELETE FROM HA_WRITER;  
  
DELETE FROM JGROUPSPING;
```

3. Disconnect from the database, and continue the upgrade process by starting OMi.

---

**Title:** Upgrade wizard: RTSM history DB should not be mentioned on the side-by-side Database preparation page (QCCR8D51968)

**Description:** In the OMi 10.60 Upgrade Wizard during a side-by-side upgrade, the Database Connection step lists the "history RTSM schema" as one of the schemas that need to be backed up manually.

As an upgrade from BSM 9.2x to OMi 10.60 is not supported, the RTSM history schema is irrelevant for OMi upgrades, and no backup is required.

---

**Title:** Upgrade: only 4 HAC services in status=stopped on primary DPS (QCCR8D51890)

**Description:** After upgrading an HA environment from OMi 10.12 to 10.60 only 4 HAC services are shown on the primary DPS with status = stopped.

**Workaround:** On the primary data processing server, do the following:

1. List the high availability servers:

```
root@bsm-dps4 BSM]# opr/support/opr-jmxClient.sh -s localhost:4447 -r -bean  
'Topaz:service=hac-backup' -m listServers  
RMI URL = 'service:jmx:remoting-jmx://localhost:4447'  
<PRE>listServers result:</PRE><TABLE BORDER="1" STYLE="font:normal normal  
normal 10pt Arial" BORDER="1"><TR><TH>Server</TH><TH>Backup Server</TH></TR>  
<TD>bsm-dps4</TD><TD>bsm-dps3</TD></TR>  
</TABLE>
```

2. Move customer services from one server to another:

```
[root@bsm-dps4 BSM]# opr/support/opr-jmxClient.sh -s localhost:4447 -r -bean  
'Topaz:service=hac-backup' -m moveServices -a 0 bsm-dps3 bsm-dps4 ""  
RMI URL = 'service:jmx:remoting-jmx://localhost:4447'  
Operation finished. Return value is 'true'  
[root@bsm-dps4 BSM]#
```

## OMi

**Title:** Create schema action fails if SQL database version contains CUs. (QCCR8D52490)

**Description:** OMi 10.60 fails to install when an SQL Server containing a CU (cumulative update) is used as the database.

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

---

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

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

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

---

**Title:** Recipients page does not open / Recipients cannot be added or modified. (QCCR8D38263)

**Description:** The Recipients page does not open, or the recipients page opens, but recipients cannot be added or modified.

**Workaround:** This error occurs if the default templates for recipients were not loaded when OMi was installed. Do the following to fix this issue:

1. Access **Administration > RTSM Administration > Package Manager**.
2. Click **Deploy packages to server (from local disk)**.
3. Click **Add**, select the `BSMAalerts.zip` file and click **Open**. Deploy the package.

You may have to copy the `BSMAalerts.zip` file from the OMi system to your local system.

**Note:** Recipients that were create before `BSMAalerts.zip` was redeployed have no valid notification template and must be deleted and added again.

---

**Title:** Newly created event filters cannot be added directly to an event forwarding rule. (QCCR8D51918)

**Description:** After creating a new event filter for a forwarding rule, the event filter is selected in the Manage Event Filters panel but clicking **Select** does not add it to the forwarding rule.

**Workaround:** After the creation of the new filter, close the Manage Event Filters side panel and select the filter from the Event Filter drop-down list in the Create New Event Forwarding Rule dialog box.

**Title:** Downtime Management: user who has view permissions for the "Downtime Management" UI gets "not authorized user" error message. (QCCR8D51917)

**Description:** There are two types of permissions for the Downtime Management: view permission, and Full Control permission.

When logged on as a user with view permission, the Downtime Management UI does not open, and an "unauthorized" error message is displayed.

**Workaround:** Log on as a user with Full Control permissions for the Downtime Management UI.

---

**Title:** OMi 10.60 integration with OO 10.70 fails. (QCCR8D52023)

**Description:** The integration between OMi 10.60 and HPE Operations Orchestration 10.70 does not work.

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

---

**Title:** Launch Runbook is missing in context menu of the new HTML Browser. (QCCR8D52363)

**Description:** The Launch Runbook option is not available in the new HTML Event Browser.

**Workaround:** Use the Launch Runbook option in the classic Event Browser (not the HTML Event Browser).menu, use the

---

**Title:** SiS Integration: integration of OMi with non-hardened SiS 11.33 does not work. (QCCR11124015)

**Description:** When setting up a SiteScope 11.33 server (non-TLS setup) as a connected server in OMi 10.60 (TLS setup), the connected server status is failed.

Multiple errors are logged into the SiS error.log, for example:

```
2017-01-13 07:52:34,307 [http-bio-8080-exec-5] (ApacheHttpUtils.java:488) ERROR -
problem while sending data to URL: https://<host>:443/topaz/topaz_api/api_
invoke.asp error: URL: https://<host>:443/topaz/topaz_api/api_invoke.asp, host:
<host>, port: 443, UsingProxy: false, isHTTPS(SSL): true,
javax.net.ssl.SSLHandshakeException: Remote host closed connection during
handshake, currentRetry: 0
```

**Workaround:** The non-HTTPS SiteScope tries to communicate with HTTPS OMi 10.60 via SSLv3, which is not allowed due to OMi 10.60's TLS configuration, so the apache aborts the connection attempts.

As a workaround, allow SSLv3 on apache:

1. Open `<OMi_install_dir>\WebServer\conf\extra\httpd-ssl.conf` and alter the following configuration line:

```
SSLProtocol all -SSLv3 -TLSv1 -TLSv1.1
```

Change the line as follows:

```
SSLProtocol all -TLSv1 -TLSv1.1
```

2. Restart the apache web server and recreate the connected server.
- 

## OMi Performance Engine

**Title:** Data loss in PE after adding new node to the cluster and performing rebalance operation (QCCR1A188544)

**Description:** If a new node is added to the OMi Performance Engine cluster, streamed data is either delayed or lost after submission.

**Workaround:** To solve this issue, restart the PE Listener service on all the nodes after the rebalance operation. Follow these steps:

1. Log into the OMi Performance Engine node using `ssh` or `telnet`.
2. Execute the following command:

```
/opt/OV/bin/ovc -restart pelistener
```

3. Repeat step 1 and step 2 on all the nodes in the cluster.
- 

## Operations Agent

**Title:** Service-process monitoring policy, assigned with more than 1 value of instance parameter, mixes values of different instances when triggered (QCCR8D50703)

**Description:** When an instance parameter in a service-process monitoring policy is assigned more than one value, the values are mixed when the policy is triggered.

**Workaround:** Instead of using the 'default' tab within the policy in order to set the message attribute, use the override default actions functionality within the policy rule in order to set the event attributes.

---

**Title:** No error message available as to why the instance parameter policy does not work (QCCR8D50613)

**Description:** A service-process monitoring policy with instance parameters does not react when the monitored Windows service is stopped. However, the same policy with a simple parameter does react to this change. There is no error message why the policy with the instance parameters does not work.

**Workaround:** The workaround for the problem in the description is to not use passwords as message attributes. To find other policy usage errors, consult the log files.

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## Localization

HPE supplies Operations Manager i 10.60 localized software in these languages:

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



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We appreciate your feedback!



Go OMi!