



Universal CMDB

Software Version: Content Pack 23.00 (CP23)

Release Notes

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Contents

HPE Universal CMDB Content Pack Release Notes	4
What's New in Content Pack 23	4
Updated Versions for Discovered Applications	4
Discovered Operating Systems	4
New and Extended Discoveries	4
Integrations	5
Others	5
System Requirements	6
Content Pack Installation	7
Discovery Knowledge Content	10
Accessing Content Pack Documentation	11
Known Issues, Limitations, and Workarounds	11
Service Manager Integration Known Issues and Limitations	17
Enhancement Requests	18
Fixed Defects	21
Send documentation feedback	28

HPE Universal CMDB Content Pack Release Notes

This document provides information about HPE Universal CMDB (UCMDB) and Universal Discovery (UD) Content Pack 23.

What's New in Content Pack 23

This section provides information about new features and enhancements to Content Pack 23.

Updated Versions for Discovered Applications

Added support for discovering the following application versions to the existing discoveries:

- IBM HTTP Server 9.0
- IBM WebSphere Application Server 9.0
- VMware ESXi 6.5
- VMware vCenter 6.5

Discovered Operating Systems

Added support for Universal Discovery agent, utilization plug-in, and scanner for the following operating systems:

- XenServer 6, 7

New and Extended Discoveries

Added support for the following discoveries:

- New capabilities of the existing Amazon Web Services Discovery job: Amazon EC2 Container Registry (Amazon ECR), Amazon EC2 Container Service (Amazon ECS), and Elastic Load Balancing (ELB) Discovery.
- Microsoft Azure Discovery
 - Changed the discovery mechanism: the current discovery is based on the mapping file configuration
 - Added new resources: MySQL, SQL Server, and Service Bus.

For more details, see the *HPE UCMDB Discovery and Integrations Content Guide - Discovery Modules*.

Integrations

- Added support for integrating the following application versions to the existing integrations:
 - Microsoft SCCM 2016
 - HPE NNMi 10.21
 - HPE OneView 3.0
- Added the Arxscan Arxview Integration. This integration only supports population from Arxscan Arxview. The population adapter pulls storage data from Arxscan Arxview, and then the data is sent to UCMDB. This integration supports Arxscan Arxview version 2.x.

For details, see the *HPE UCMDB Discovery and Integrations Content Guide - Third Party Integrations*.

Others

- The **Migrate DDMI Agent** job is no longer supported starting with CP23. If you need DDMI migration, use UCMDB 10.31 and CP22 instead.
- Added a new job **JEE Inactive WebSphere by Shell** to discover WebSphere inactive (cold standby) instances using Shell protocols.
- Added the following Discovered CITs to **VMware ESX Topology by VIM**, **VMware vCenter Topology by VIM**, and **Storage Devices Topology by CIM** jobs:

- iSCSI Initiator
- iSCSI Target
- LUN
- Added two job parameters **discoverPorts** and **discoverProcesses** to the **Inventory Discovery by Scanner** and **Inventory Discovery by Manual Scanner Deployment** jobs. The **discoverPorts** parameter specifies whether to discover TCP and UDP ports. The **discoverProcesses** parameter specifies whether to discover processes.

Note: If **discoverPorts** or **discoverProcesses** is enabled, UD Full (UDF) license is required instead of UD Inventory (UDI).

- The **Layer2 Topology by Shell** job can report Layer2 related data for Juniper EX and QFX series of switches.
- Scanner version: 10.32.000.172
- Universal Discovery Agent version: 10.32.000.172
- Inventory Discovery Knowledge version: 2017.04

System Requirements

- CP23 can be installed on:
 - UCMDB 10.22 CUP4 (or a later CUP)
 - UCMDB 10.30
 - UCMDB 10.31
 - UCMDB 10.32
- You must install UCMDB 10.22 CUP4 (or a later CUP), 10.30, 10.31, or 10.32 before installing CP23.

Important Note:

- Starting with CP23, Content Pack is no longer compatible with UCMDB 10.11 (with or without a CUP on top of it).
- Before you deploy CP23 on top of version 10.3x, you must install version 10.3x of UCMDB and UD, and then deploy version 10.3x Data Flow Probes. Do not deploy CP23 while you are still updating the Data Flow Probes.

- Before you deploy CP23 on top of version 10.22, you must install version 10.22 on the UCMDB, UD, and (optionally) CM servers, and deploy version 10.22 Data Flow Probes. Do not deploy CP23 while you are still updating the Data Flow Probes.

For a complete list of system requirements, see the *Universal CMDB Support Matrix* document available from the UCMDB Online Help home page.

For more details, see the [Discovery and Integrations Content Guide - Support Matrix](#).

Content Pack Installation

The following procedure explains how to install Content Pack 23.00 for Universal CMDB.

Note: Rolling back the installation is not supported as it can lead to system inconsistencies. If you are upgrading from earlier versions of the content pack, it is strongly recommended to ensure that you have backed up your database.

1. Prerequisites

- The UCMDB Server must be running when you install the Content Pack.
- During installation, Setup may restart the Probe to load the new content jar file.
- Back up your database.

Note: If you have deployed the **ASM_Enhanced.zip** package, delete all Service Connection Point CIs and undeploy the package before you proceed with the installation.

2. Retrieve the Content Pack 23.00 ZIP file

The name of the installation file is **CP23_installation.zip**. This file is located on the [HPE ITOM Marketplace](#).

The ZIP file contains the following resources:

- Packages (**CP23.zip**)
- Online help
- The *HPE UCMDB Discovery and Integrations Content Guide* PDF files.
- Permissions.pdf

3. Extract packages from the Content Pack 23.00 ZIP file

Unpack the contents of the **CP23_installation.zip** file to **<UCMDB_Server_Home>**.

4. Back up existing packages

- a. Launch a Web browser and enter the following address:

https://localhost:8443/jmx-console

Log in using the JMX console authentication credentials.

Note: Starting with UCMDB version 10.30, by default the HTTPS protocol is enabled for UCMDB server, with the HTTP protocol being disabled.

If necessary, you can enable HTTP communication for UCMDB Server. For instructions, see "How to Enable HTTP Communication for UCMDB Server" in the *HPE Universal CMDB Administration Guide*.

- b. Click the **UCMDB:service=Packaging Services** link.
- c. On the JMX MBEAN View page, locate the following JMX function: **exportPackages ()**.

Note: The JMX function **exportPackages ()** exports packages that contain OOTB Jython scripts customized by the UCMDB administrator. The customizations will be lost after the CP23 deployment.

- In the **customerID** field, enter **1**.
 - In the **packagesNames** field, leave this field empty to export all packages.
 - In the **outputDir** field, enter the full path to a directory where UCMDB should place the backed-up packages, for example, **<UCMDB_Server_Home>\content\my_packages_backup**. The directory is created automatically.
 - In the **userOnly** field, select **False** to export all packages (and not only the user-created packages).
- d. Click **Invoke**.
- e. Verify that all relevant packages have been backed up to the folder mentioned in the previous step, and that there are no errors in the **mam.packaging.log** file, located in **<UCMDB_Server_Home>\runtime\log**.

5. Install Content Pack 23.00

You can install the Content Pack from the Universal CMDB user interface, using UCMDB JMX Console, or using UCMDB Browser standalone 4.12 or later.

Note: When you install a Content Pack, you may want to retain your customized resources separate from the installed Content Pack. Therefore, starting from UCMDB 10.31, the

functionalities of comparing and merging packages or Content Packs are introduced. For more details, see the "Compare and Merge Packages or Content Packs" section in the *HPE Universal CMDB Administration Guide*.

- **From Universal CMDB:**
 - i. Stop UCMDB.
 - ii. Make sure that **CP23.zip** is in the following directory:
<UCMDB_Server_Home>\content\content_packs
 - iii. Start UCMDB server.
 - iv. Log in to the UCMDB.
 - v. Access the **Package Manager (Administration > Package Manager)**.
 - vi. On the toolbar, click the **Install Content Pack** button.
 - vii. In the Install Content Pack dialog box that opens, select the CP23 version of the Content Pack and click **Install**.
- **Using UCMDB JMX Console:**
 - i. Log in to the UCMDB JMX-Console (<https://localhost:8443/jmx-console>).
 - ii. Open **UCMDB > Content Pack Services**.
 - iii. Invoke **displayAvailableContentPackVersions** to see available versions of the Content Pack.
 - iv. Enter the CP23 version in the version field, and invoke **installContentPack**.
- **Using UCMDB Browser standalone 4.12 or later**
 - i. Use the following URL:
<protocol>://<server_name>:<port_number>/ucmdb-browser/admin#panel=packagemanager

Note:

- You can also access the Package Manager from **UCMDB Browser > Administration Console > Package Manager** module. For details, see the "Logging In" section in the *HPE Universal CMDB Browser Installation and Configuration Guide*.
- The Package Manager requires UCMDB Browser standalone 4.12 or later, and UCMDB server 10.31 or later.

- ii. Click **Install Package**.
- iii. Click the **Content Pack** tab.
- iv. Click **Explore Content Pack**, select **CP23.zip**, and then click **Install Selected**.

Note: Make sure that **CP23.zip** is in the following directory:

<UCMDB_Server_Home>\content\content_packs

For more details on using UCMDB Browser standalone 4.12 or later, see the "How to Install/Deploy a Discovery and Integration Content Pack" section of the *HPE Universal CMDB Package Manager Guide*.

6. Verify installation

Verify that there are no errors in the **mam.packaging.log** file, located in **<UCMDB_Server_Home>\runtime\log**.

7. If you are installing the Content Pack on a High Availability system, copy all files from the following folder on the active UCMDB server to the same folder on the passive UCMDB server: **<UCMDB_Server_Home>\runtime\fcmdb\CodeBase**.

Discovery Knowledge Content

Starting from April 2015 to ensure more regular updates to the Normalization Rules and Software Application Index (SAI), the new Inventory Discovery Knowledge Packs are introduced on a monthly schedule.

Normalization Rules contain information to identify hardware devices in your environment.

Normalization Rules determine the device's operating system, application, device family, and model. Then, the Normalization Rules Engine assigns a device type to your device model.

SAI files contain information to identify applications on a discovered node. Universal Discovery employs a number of installed software application recognition techniques, including file-based recognition, version data, and installed package rule-based recognition. The data that is required for this recognition to work is stored in the application library files (SAI).

For details about Normalization Rules and SAI Updates, see *HPE UCMDB Inventory Discovery Knowledge Pack Release Notes* available on the [HPE ITOM Marketplace](#).

Accessing Content Pack Documentation

To read the latest versions of the relevant documents, access the following URLs:

- http://SERVER_NAME:PORT/ucmdb-ui/docs/DDMContent.jsp – Discovery and Integrations Content Guide
- http://SERVER_NAME:PORT/ucmdb-ui/docs/permissions.jsp – the Permissions document

Known Issues, Limitations, and Workarounds

Content Pack Installation

PROBLEM: If you have deployed the **ASM_Enhanced.zip** package before installing Content Pack (CP) 23, you may see the following error message in the Status Report: "ASM_Enhanced.zip: Package operation has failed".

Workaround: To avoid this error message, do the following:

1. Delete all CIs of the Service Connection Point CI type.
2. Undeploy the **ASM_Enhanced.zip** package.
3. Install CP23.

PROBLEM: If you deploy CP23 in UCMDB before you upgrade UCMDB to 10.22 (or later), the parent of the ConsumerProvider relationship does not change to Usage but remains as Dependency.

Workaround: To resolve this issue, follow these steps:

1. Extract the **ASM_Enhanced.zip** package from the CP23 package.
 2. Log in to UCMDB, and then go to **Administration > Package Manager**.
 3. Deploy the **ASM_Enhanced.zip** package that you just extracted.
-

Content Pack Upgrade

PROBLEM:

- When upgrading the Content Pack to CP23 in UCMDB 10.22 or earlier, you may see the following error messages: "CM1030PolicyAdapter.zip: Unsupported CMDB version" and "CM1030KpiAdapter.zip: Unsupported CMDB version".
- When upgrading the Content Pack to CP23 in UCMDB version 10.30 or 10.31, you may see the following error messages: "CMPolicyAdapter.zip: Unsupported CMDB version" and "CMKpiAdapter.zip: Unsupported CMDB version".

Cause: Two new CM adapters **CM1030KpiAdapter** and **CM1030PolicyAdapter** are added to CP23. These two new adapters can be deployed with CP only from UCMDB 10.30 or later. The old adapters **CMKpiAdapter** and **CMPolicyAdapter** can be deployed with CP only from UCMDB 10.22 or earlier.

Workaround: You can just ignore the error messages.

PROBLEM: When upgrading the Content Pack (CP), if the old CIM driver is not removed, the new CIM driver that is introduced in the new CP will not take effect, causing the Storage Management Initiative Specification (SMI-S) discovery jobs that need the new driver to fail.

Workaround: Manually remove the **sblim-cim-client.jar** file from the **<DataFlowProbe_Home>\content\lib** directory.

PROBLEM: After you upgrade from UCMDB 10.20 to 10.21, 10.22, 10.30, 10.31, or 10.32, the following jobs are moved to the **<<No module>>** group in the **Discovery Modules** tree.

- DB2 Dependencies
- F5 BIG0IP LTM Tunnel Job
- IIS Application dependencies via URL
- IIS Application dependencies via WebService
- J2EE Application Dependencies via Context Root
- J2EE Application Dependencies via JNDI
- J2EE Application Dependencies via WebService
- JEE WebSphere Connections by JMX for Top-down
- JMS Destination Dependencies via JNDI
- MessageQueue Dependencies via JNDI
- Next-Hop Provider for Running Software
- Next-Hop Provider

- Oracle Access Management Dependencies
- Oracle Dependencies
- Oracle Schema Dependencies
- Running Software Dependencies via TCP Connection
- Running Software Dependencies via URL
- SQL Server Dependencies
- Tomcat Application dependencies via URL
- URL Resolver
- Web Server Dependencies via URL

These jobs are not used any longer.

Workaround: You can either delete them manually or leave them in the **Discovery Modules** tree.

Universal Discovery - General

PROBLEM: If deploying the Universal Discovery agents from CP23 with a third-party tool, the UD agents may fail to communicate with Data Flow Probe if UCMDDB is deployed with CP22 or an earlier Content Pack.

Workaround: None.

PROBLEM: When running the **JEE Weblogic by JMX** job, all the CIs are reported normally; however, in the end an error message occurs to the job: "Failed to connect to remote process".

Workaround: To resolve the issue,

1. On the Data Flow Probe machine, open the **java.policy** file (in the **<DataFlowProbe>\bin\jre\lib\security** directory) using a text editor.
 2. Add the following permission:

```
javax.management.MBeanTrustPermission "register"
```
 3. Save the file.
 4. Restart the Data Flow Probe.
-

Universal Discovery - Content

LIMITATION: In UCMDB 10.30 and earlier versions, using multiple threads in the event-based discovery may cause the missing of events.

Workaround: It is recommended to upgrade UCMDB to 10.31 or a later version. For UCMDB 10.30 and earlier versions, setting **useMultiThreadForEventHub** to **false** in **globalsetting.xml**; however, this operation may affect the performance of event-base discovery jobs. For details about this setting, see the "globalSettings.xml File" section in the *HPE UCMDB Discovery and Integrations Content Guide - General Reference*.

LIMITATION: The NTCMD protocol password cannot contain the following special characters: ^&

Workaround: Do not use the following special characters in the NTCMD protocol password: ^&

LIMITATION: When running the Microsoft SQL Server Always On Failover Cluster Instances discovery on both real IP addresses and Cluster IP addresses, duplicate Microsoft SQL instances are reported.

Workaround: Exclude the cluster IP addresses of Microsoft SQL AlwaysOn Cluster from the discovery range.

LIMITATION: ASM does not support multiple domains in UCMDB 10.31.

Workaround: None.

LIMITATION: ASM does not support discovering the running software and its related ConsumerProvider relationships on a Solaris Local zone.

Workaround: None.

PROBLEM: (**db2_ipse_only** trigger query only) The **DB2 Universal Database Connection by SQL** job returns "No credentials defined for the triggered IP" error. The triggered CIs that are triggered by the **db2_ipse_only** trigger query have no associated database instance, which is required to establish a connection. Then the job will get a database name from the DB2 credential. When no database name is defined in the DB2 credential, the job returns the error. (QCCR1H99802)

Workaround: When using the **db2_ipse_only** trigger query, it requires a database name in the DB2 credential. Make sure you define a database name in the DB2 credential.

PROBLEM: When running the **Mainframe topology by SNMP** job and the Mainframe by EView discovery jobs, the zOS and Mainframe Logical Partition CI types that are discovered get merged. (QCCR1H97603)

Workaround: Do not use the **Mainframe topology by SNMP** job when you run the Mainframe by EView discovery jobs. If you have run the Mainframe topology by SNMP discovery before installing the EView mainframe agent, HPE recommends you to deactivate this discovery and delete any CIs that are created by this discovery.

LIMITATION: Child CIs are no longer included in reconciliation rules when considering identification for Business Applications. An optional identifier based on the ID (App_ID) can be used to uniquely identify each Business Application CI. Business Applications that are synced from external sources must have a unique name or ID in order to be included during data synchronization. Note that multiple Business Applications with the same name and no ID will not be synchronized.

Additional CI types for which child CIs are no longer included in reconciliation rules are Business Process, Business Service, CI Collection, Business Transaction Flow, and Dynamic Node Group. No optional identifier can be specified for these CI types.

Workaround: None.

LIMITATION: The **vCloud Director by vCloud API** and **vCloud Director URL by vCloud API** jobs do not automatically discover VMware vCloud, because the **httpcore.jar** and **httpclient.jar** files no longer exist in the **<Probe>/content/lib** folder.

Workaround: To fix this issue, copy the **httpcore.jar** and **httpclient.jar** files from the **<Probe>/discoveryResources/http** folder to the **<Probe>/content/lib** folder.

HPE Integrations

PROBLEM: On the first synchronization from Service Anywhere to UCMDB, you may see an error message displayed similar to the following:

```
Integration Point doesn't exist. No adapter for given target.
```

Workaround: To remedy this, do the following:

1. Log in to the UCMDB instance.
2. Go to **Data Flow Management > Integration Studio**.

3. Right-click the integration point: **<endpoint name>_<tenant id>**, and click **Edit**. The Edit Integration Point dialog box is displayed.
 4. Deselect **Is Integration Activated**.
 5. Click **OK**.
 6. Reselect **Is Integration Activated**.
 7. Click **OK**.
 8. Go to the job in UCMDB and run a full synchronization.
-

Third Party Integrations

PROBLEM: In UCMDB 10.22 (or later), after deploying the **ServiceNow_pull_integration_patch.zip** patch, the ServiceNow integration does not work anymore.

Workaround: When deploying the **ServiceNow_pull_integration_patch.zip** patch on UCMDB 10.22 (or later), do not overwrite the existing files **httplib.py** and **urllib2.py** in the **<DataFlowProbe_Home>/jython/lib** directory. This is because Jython is upgraded to version 2.7 in UCMDB version 10.22.

LIMITATION: Data population into UCMDB using ServiceNow integration jobs fail because a package called "suds" is missing.

Workaround: To fix this issue, download and install a patch on the Data Flow Probe to supply the missing package as follows:

1. Download the **ServiceNow_pull_integration_patch.zip** file from the **<UCMDB_Server_Home>\DataFlowProbe\runtime\probeManager\discoveryResources\Service-Now-Pull** folder.
 2. Extract the patch archive into the Data Flow Probe's installation folder. As a result, the **<DataFlowProbe_Home>/jython/suds** folder is created, and two files (**<DataFlowProbe_Home>/jython/httplib.py** and **<DataFlowProbe_Home>/jython/urllib2.py**) are updated. You do not need to restart the Data Flow Probe.
-

FIPS Mode

LIMITATION: When the FIPS mode is on, the Universal Discovery Agent cannot start on the non-FIPS compliant HP-UX HPPA platform. Therefore, the FIPS mode for the Universal Discovery Agent is turned off in order to run the Universal Discovery Agent on the HP-UX HPPA platform.
(QCCR1H100684)

Workaround: None.

Inventory Discovery

PROBLEM: When setting the **enableSSHSharedHomeDir** parameter to **true**, running the agentless **Inventory Discovery by Scanner** job fails on Linux platforms. (QCCR1H100769)

Workaround: To run the agentless **Inventory Discovery by Scanner** job successfully on Linux platforms,

1. On your Linux instance, locate and open the **/etc/exports** file.
2. Add the **no_root_squash** parameter to the shared directory information.

For example, if you have the following line in the file:

```
/home *(rw)
```

where **/home** is shared directory, ***** means that everyone has access to it.

Then, add **no_root_squash** into the line as follows:

```
/home *(rw,no_root_squash)
```

3. Save the change.
-

Service Manager Integration Known Issues and Limitations

Global ID	Description	Workaround
QCCR1E118141	Cannot disable a field that does not have a mapping entry configured in the federation configuration file (smFedConf.xml).	None
QCCR1E119726	Structure fields are not supported for pushing CIs from UCMDB to Service Manager.	None

Global ID	Description	Workaround
QCCR1E119141	The 'Ignore on null' option is not supported for data push from UCMDB to Service Manager.	None
QCCR1E117760	The Visual Mapping tool is not disabled for some out-of-the-box XML mapping scripts in which the external class cannot be displayed in the External Class Model pane. Such out-of-the-box mapping scripts include: <ul style="list-style-type: none"> • CLIP Downtime Population mapping script • Relationship push and population mapping scripts • Federation mapping scripts 	None
QCCR1E118871	If a TQL query has different exposed fields for the child CI types of the root, the Visual Mapping tool cannot display all of the exposed fields. As a result, you cannot configure mapping for fields that are not displayed by using a drag and drop in the Visual Mapping interface.	Configure mapping for the fields directly in the XML editor. Alternatively, split the query into multiple ones and then use the Visual Mapping tool.
QCCR1E119548	CI relationship deletions cannot be synchronized to UCMDB through population.	

Enhancement Requests

This release includes the following enhancement type fixes.

Global ID	Problem	Solution
QCCR1H104956	The DB2 by EView job discovers multiple DB2 Databases. UCMDB creates three identical DB2 Database CIs for three different Mainframe subsystems. In reality, there is only one DB2 Database.	Changed the root container of MainframeDB2Database from MainframeSubsystems to Db2DatasharingGroup . Note: As a result of this change, if duplicate MainframeDB2Databases occur, clean up MainframeDB2Database CIs from UCMDB and rerun the DB2 by EView job.

Global ID	Problem	Solution
QCCR1H108841	The DB2 by EView job misses the attributes Product Name , Vendor , and Product Version . This is because improper values are assigned to the expected ones.	Added a new query to get the version for the DB2 by EView job.
QCCR1H109675	Need to discover APPL ID for Mainframe CICS discovery. This is because CICS is referred in customer's environment using APPL ID.	Added a new attribute Application ID to the CICS Region CI type. Application ID can be discovered by the Mainframe CICS discovery.
QCCR1H110337	Need to enhance HPE OneView integration to support OneView version 2.0.	Updated the attribute mapping and API version. HPE OneView versions 2.0 and 3.0 are supported.
QCCR1H110508	HPE Network Automation (NA) Integration fails because some hardware boards cannot be inserted into UCMDB.	Changed the reconciliation rule and the hardware board can be inserted into UCMDB properly.
QCCR1H110511	The Citrix NetScaler by SNMP job does not return all the IpServiceEndpoints when NetScaler does not have direct IP address related to the service.	Enhanced the Citrix NetScaler by SNMP job as follows: <ul style="list-style-type: none"> • Report Vserver if IP address is 0.0.0.0 and port is 0 • Link the Vserver to other content switching Vserver
QCCR1H110613	The Serial Number field is not discovered for Blue Coat Proxy devices using the Host Connection by SNMP job.	Added a new normalization rule for serial_number_oid .1.3.6.1.4.1.3417.2.11.1.4.0 of Blue Coat Proxy devices. <p>Note: This normalization rule is included in the HPE UCMDB Inventory Discovery Knowledge Pack 2017.03.</p>
QCCR1H112414	Need support to issue the D M=CORE command on systems with SMT enabled to get the CPU information by the LPAR Resources by EView job.	Implemented the logic to issue the D M=CORE command on systems with SMT enabled.

Global ID	Problem	Solution
QCCR1H112418	The WebSEAL discovery does not find the back-end hosts. This causes ASM jobs not to proceed further than the WebSEAL servers, and therefore the WebSEAL discovery does not discover the correct topology.	Added support for WebSEAL Virtual Host Junctions. Added a new attribute Virtual Host Name to the ISAMJunction CI type to represent the Virtual Host Junctions' name. The discovery flow is updated accordingly.
QCCR1H112511	Need support for Juniper devices in Layer2 discovery jobs.	The Layer2 Topology by Shell job can discover Juniper EX and QFX series of switches.
QCCR1H112699	The Interface Alias information needs to be discovered by the Host Connection by WMI job.	Added a command parameter to get the Interface Alias. The Host Connection by WMI job can report Interface with the Alias information.
QCCR1H112867	The Universal Discovery of Veritas Cluster is supposed to report Execution_Environment relationships between Clustered Software CI and Cluster Resource Groups CI; however, just Ownership relationships are reported. This is because the Veritas Cluster topology was not in sync with the generic clustering models, in particular, there is no information regarding the actual run-time state.	Enhanced the Veritas discovery flow by adding a new command to get the run-time status of Cluster Resources and Groups.
QCCR1H113104	When VMware ESX server connects two storage devices, the LUN relationships are missed for each Virtual Machine under this EXS server.	Supported the full identification for LUN. Added the following Discovered CITs to VMware ESX Topology by VIM , VMware vCenter Topology by VIM , and Storage Devices Topology by CIM jobs: <ul style="list-style-type: none"> • iSCSI Initiator • iSCSI Target • LUN
QCCR1H113298	Some Brocade devices are wrongly categorized as Node CI type rather than Switch CI type.	Brocade devices are discovered as Switch CI type properly.

Global ID	Problem	Solution
QCCR1H113299	The Brocade virtual switches do not have the Node is Virtual tag.	SMI-S Brocade namespace discovery can discover the Node is Virtual tag.
QCCR1H113883	The Serial Number field is not discovered from the private MIB of Polycom devices.	Added a new normalization rule for <code>serial_number_oid</code> .1.3.6.1.4.1.13885.101.1.1.5.0 to discover the serial number of Polycom devices. Note: This normalization rule is included in the HPE UCMDB Inventory Discovery Knowledge Pack 2017.03.
QCCR1H113988	HPE OneView version 3.0 is not supported.	Changed the API version to support HPE OneView 3.0.
QCCR1H114107	Some duplicate Clustered Software instances occur after users run the Merge Clustered Software job.	Added the <i>Troubleshooting and Limitations – Merge Clustered Software</i> section to <i>HPE UCMDB Discovery and Integrations Content Guide - Discovery Modules</i> .
QCCR1H114628	Need to disable the Automated Service Modeling (ASM) licensing check and hide ASM license report in UCMDB 10.32.	Enhanced the ASM license model. Starting with this release, ASM license is not needed to leverage the ASM model (UD license is needed for any discovered OSI within ASM). It means that you can create any numbers of ASM models via the UCMDB Administration UI and the UCMDB Browser UI.
QCCR1H93043	J2EE applications with the state disabled cannot be discovered.	Added a new job JEE Inactive WebSphere by Shell to discover WebSphere inactive (cold standby) instances using Shell protocols.

Fixed Defects

The following table lists the defects that were fixed in HPE UCMDB Content Pack 23.

Global ID	Problem	Solution
QCCR1H106885	HPE SIM integration fails with errors when running an adapter as a separate process option.	Fixed the issue by adding Federation.jar as the default argument for HPE SIM integration when running with the remote JVM.

Global ID	Problem	Solution
QCCR1H108566	The values of Node attribute Node Operating System Installation Type flip back and forth when reported by the Host Connection by Shell and Inventory Discovery by Scanner jobs on Windows type machines.	Fixed the data flipping issue for the attribute Node Operating System Installation Type by changing the Inventory Discovery by Scanner job to be consistent with the Host Connection by Shell job.
QCCR1H111704	The values of Node attribute DnsServer flip back and forth when reported by the Host Connection by Shell and Inventory Discovery by Scanner jobs on Windows 7.	Fixed the data flipping issue for the attribute DnsServers by removing the default DNS servers for IPv6 from the list.
QCCR1H112210	The values of Node attribute DiskDevice flip back and forth when reported by the Host Resources by Shell and Inventory Discovery by Scanner jobs on Windows.	Fixed the data flipping issue by changing the Inventory Discovery by Scanner job to be consistent with the Host Resources by Shell job.
QCCR1H112250	The Storage Devices Topology by CIM job fails with errors when discovering Hitachi Arrays.	The Storage Devices Topology by CIM job now runs properly when discovering Hitachi Arrays.
QCCR1H112421	The IBM Virtualization by Shell job runs successfully even there is no credential.	The IBM Virtualization by Shell job will report a warning message if there is no credential.
QCCR1H112426	The reported IBM PureFlex topology fails to reconcile properly in case nodes do not have node names set.	Fixed the issue by adding some extra reconciliation attributes.
QCCR1H112484	The Oracle Database Connection by SQL job fails with the following error message: "ORA-27101: shared memory realm does not exist".	Fixed the issue by adding the following error ID ORA-27101 to the <fallbackExceptionList> element of the jdbcPreUrls parameter in the globalSettings.xml file. Once the Oracle Database Connection by SQL job meets this ID, it will try the name as SID instead of Service Name.
QCCR1H112502	The VMware VMotion Monitor by VIM job fails with errors when it is on a non-English OS.	The VMware VMotion Monitor by VIM job will report an error message when it is on a non-English OS.
QCCR1H112578	The DNS resolution in the JEE WebSphere by Shell job only uses server names for resolution, not the FQDN.	Fixed the issue by using both host name and FQDN to resolve IP addresses.

Global ID	Problem	Solution
QCCR1H112579	For the AIX servers, the serial number values that are reported by the Inventory Discovery by Scanner job switch back and forth between Not Available and the real serial number.	For the AIX servers, the serial number value can be reported by the Inventory Discovery by Scanner job properly.
QCCR1H112791	The logical volume size is incorrect in UCMDB after the discovery of Hitachi storage device using the SMI-S discovery job.	The logical volume size is correct in UCMDB after the discovery of Hitachi storage device.
QCCR1H112792	There is no mapping from VMware data stores to Hitachi logical volumes.	Fixed the issue by implementing the mapping from VMware data stores to Hitachi logical volumes by LUN.
QCCR1H112820	Not all URI endpoints are discovered by the IIS Applications by NTCMD or UDA job for each URI endpoint on Microsoft Internet Information Services (IIS) web servers.	All URL endpoints can be discovered properly.
QCCR1H112898	The Host Connection by SNMP job discovers conflicting data due to the inaccurate rule (ID: 2010) in oidToHostClass.xml .	Fixed the issue by removing the inaccurate rule (ID: 2010) from oidToHostClass.xml .
QCCR1H112927	The Layer2 Topology by Shell job cannot discover all VLANs and only one shows in the output of the job.	The Layer2 Topology by Shell job can discover all VLANs.
QCCR1H112971	The values of Node attribute OsFamily flip back and forth when reported by the Host Connection by Shell and Inventory Discovery by Scanner jobs on SUSE Linux Enterprise.	Fixed the data flipping issue for the attribute OsFamily and now OsFamily will be reported as unix .
QCCR1H112979	The IBM LPAR and VIO Server Topology by Shell job fails to discover some CPUs.	Fixed the issue by adding a regular expression to support 16-Way IBM Power 7 systems for the CPU discovery.
QCCR1H112983	The JEE JBoss by Shell job cannot discover the version details of JBoss 6 and 8 instances.	The version details for JBoss 6 and 8 instances can be discovered properly by the JEE JBoss by Shell job.

Global ID	Problem	Solution
QCCR1H113015	The IBM LPAR and VIO Server Topology by Shell job uses the full path on IBM VIO Servers. This job has a restricted shell and therefore is not allowed to run commands with full paths.	Fixed the issue by altering commands to use non full path commands first and then fall back to the full path in case any issues are encountered.
QCCR1H113065	The Layer2 Topology CDP-LLDP based by SNMP job does not discover all connected Switches. This is because some Nodes reported from this job do not merge with the real host.	The Layer2 Topology CDP-LLDP based by SNMP job can discover all connected Switches.
QCCR1H113089	The Citrix NetScaler discovery does not return its own IP address.	Fixed the issue by always returning the connection IP address.
QCCR1H113117	The Atrium integration adapter fails with the following error message: "No username and/or target server defined".	The Atrium integration adapter works properly.
QCCR1H113119	There is no server name on Web Server Virtual Host after running the Web Server by Shell job.	Fixed the issue by filling the attribute Server Name with a default server name found by the global search of HTTPD file for Web Server Virtual Host.
QCCR1H113173	The Host Connection by Shell and IBM Virtualization by Shell jobs do not merge their CIs because of the wrong Serial Number.	The same CI discovered by the Host Connection by Shell and IBM Virtualization by Shell jobs should be merged.
QCCR1H113300	The Flex System Manager (FSM) discovery renames CIs. The option to use the LPAR name as Host name is set to false .	Fixed the issue by adding an extra check for resolvable LPAR name to decide if it might be used as a host name for reporting.
QCCR1H113313	The SSH discoveries for some Solaris devices fail with the following error message: "SSH: Internal error. Details: local variable 'matcher' referenced before assignment".	The SSH discoveries work properly.
QCCR1H113323	The OpenStack discovery tries to discover all tenants even it has no rights to discover all of them, and therefore the discovery fails with errors.	Fixed the issue by setting the all_tenants option in query to false .

Global ID	Problem	Solution
QCCR1H113405	The Web Server discovery fails if the JkWorkersFile attribute points to a relative location, such as conf/workers.properties .	The Web Server discovery can find JkWorkersFile in a proper path.
QCCR1H113418	The Host Applications by Shell job does not report JBoss AS because of the multiple match.	Fixed the issue by adding logic to discover the j2eeserver_fullname properly for JBoss AS.
QCCR1H113492	The NetApp Filer by WebServices job cannot get NFS from Vserver.	The NetApp Filer by WebServices job can get the NFS information from Vserver by API.
QCCR1H113605	The command prompt is disabled for non-interactive sessions, however, there is no enough information in discagnt.log about the shell open and execution for the Host Connection by Shell job.	Fixed the issue by adding more log messages to the shell related functionality.
QCCR1H113621	After the VMware discovery jobs are run, the display labels of many discovered CIs are set as the bios_uuid values of the VM instead of the names of the VM.	The discovered VMware VM's display labels are set properly.
QCCR1H113657	UCMDB cannot integrate with HPE OneView version 2.x.	UCMDB can integrate with HPE OneView version 2.x properly.
QCCR1H113660	The DB2 discovery fails to discover DB2 Aliases and DB Databases. This is because some of the relationships are missing due to the remote nature of databases.	Fixed the issue by adding the reporting of relationships if the remote instance name is not known in order to report alias and related endpoints for the instance, so that things might get merged.

Global ID	Problem	Solution
QCCR1H113671	Reference fields cannot be populated directly from ServiceNow to UCMDB.	<p>When creating a mapping for a reference field, in addition to the sys_id, the response element name for the display value field should be prefixed with dv_. For example, the reference field u_service_manager in ServiceNow should be dv_u_service_manager in the mapping file as follows:</p> <pre><target_attribute name="u_service_manager"> <map type="direct" source_attribute= "dv_u_service_manager" /> </target_attribute></pre>
QCCR1H113758	Customer uses the scanner to collect the installed Oracle instance. When the Oracle Package file is a symbolic link, the Oracle instance might not be discovered even if this is seen under hardware-installed software.	Oracle instance can be properly identified by the scanner.
QCCR1H113907	When using the Storage Devices Topology by CIM job to discover IBM V7000 storage array, the node model is not discovered correctly.	Fixed the issue by adding logic to discover the model information from the IBMTSSVC_Product instance for IBM Storage array.
QCCR1H113910	The Oracle Connection by Shell job ignores the credential's scope and database type.	Fixed the issue by filtering the credentials that are not for Oracle database and not for the target IP address.
QCCR1H113946	The Host Applications by Shell job misses a reasonable path for SAP HANA databases.	Fixed the issue by adding another path for SAP HANA databases.
QCCR1H114041	The Oracle Topology by SQL job cannot discover anything else but Oracle 12 after CP22 is applied.	The Oracle Topology by SQL job works properly.
QCCR1H114125	The NetApp Filer by Webservices job fails to collect NetApp Filer data with the following error message: "ClassCastException".	The NetApp Filer by Webservices job works properly.

Global ID	Problem	Solution
QCCR1H114126	The ServiceNow Generic Adapter uses the wrong URL: two question marks (?) in URL.	Only one question mark (?) should be in URL.
QCCR1H114187	The F5 BIG-IP LTM by SNMP job fails to handle VIPs with IPv6 addresses. This is because IPv6 addresses are not supported as back-end IP addresses neither on the level of parsing nor on the level of reporting.	Fixed the issue by adding support for reporting IPv6 data.
QCCR1H114245	The OSDescription attribute for Red Hat 6.7 and 6.8 is not filled in by the Host Connection by Shell or Inventory Discovery by Scanner job.	Fixed the issue by adding new normalization rules (ID 617091 - 617094) for Red Hat 6.7 and 6.8.
QCCR1H114267	Oracle Database is reported as installed by the inventory scanner. This is because the scanner cannot recognize Oracle instances if they are installed on a bind-mount path.	The scanner can recognize Oracle instances if they are installed on a bind-mount path.
QCCR1H114268	The values of Node attributes DiscoveredOsName , Node Operating System Installation Type , and Domain Name flip back and forth when reported by the Host Connection by Shell and Inventory Discovery by Scanner jobs on Windows Server 2016.	These attribute values are consistent between the Inventory Discovery by Scanner and Host Connection by Shell jobs.

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