Operations Manager i

Software Version: 10.61

Release Notes

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Operations Manager i Release Notes

Software version: 10.61

Publication date: August 2017

This document is an overview of the changes made to Operations Manager i (OMi) 10.61.

You can find information about the following in this document:

- "OMi 10.61 Installation " on the next page

- "New Features in OMi 10.61" on page 6

- "Notes and Limitations" on page 9

Important: BVD can be installed as a container of the Operations Bridge Suite 2017.04 release. For more information, see "Operations Bridge Suite" on page 7.

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 10.61 Installation

The Operations Manager i 10.61 installation files are provided as a `.zip` file. The package is available on the Software Support Online portal.

1. Download the bits from SSO:

   OMi 10.61 for Windows

   OMi 10.61 for Linux

2. Unpack the `.zip` file.

3. Open the `Documentation` folder.

4. Double-click `OMi_10.61_Installation_and_Upgrade_Guide.htm` to open the *OMi 10.61 Installation and Upgrade Guide* in a web browser. Follow the instructions of the guide.

Alternatively, download the *OMi 10.61 Installation and Upgrade Guide* for OMi 10.61 from Software Support Online.

You can either install OMi 10.61 on a fresh system, update from OMi 10.60 to OMi 10.61, or upgrade from OMi 10.01 or 10.1x. Both in-place and side-by-side migration 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: The OMi Performance Engine 10.61 installation files are provided as a `.zip` file. The package is available on the Software Support Online (SSO) portal.

1. Download the bits from SSO: PE 10.61

2. Unpack the `.zip` file

3. Open the `Documentation` folder.

4. Double-click `PE_10.61_Installation_and_Configuration_Guide.htm` to open the OMi Performance Engine *10.61 Installation and Configuration Guide* in a web browser. Follow the instructions in the guide.

Alternatively, download the *OMi Performance Engine 10.61 Installation and Configuration Guide* from SSO.

New Features in OMi 10.61

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.

Multi-event actions in the HTML Event Browser. The HTML event browser now supports selecting and modifying multiple events at once. You can either select the check box next to each event, or use standard keyboard shortcuts to select multiple events. Once selected, you can perform bulk operations to change the events' lifecycle states, severity, priority, or assignment. Additionally, you can right-click to open the context panel where you can also create annotations and custom attributes for all events, recalculate their priority, or forward them.

HTML Event Details and context panel features. Apart from being able to execute bulk operations in the HTML event browser, the browser has also been updated with the following improvements:

- You can expand the width of a column in the HTML event browser to see the label of an icon.

- You can view, create, update, and delete annotations and custom attributes in the Event Details (HTML).

- You can click **More details** in the Event Details (HTML) to view additional details about the event, including the event ID and type, the count of duplicate events, source information about the originating and sending server, and resolver hints.

- You can forward events to a configured external manager application in the event context panel.

- You can click an event's related, node, and source CIs in the Event Details (HTML) to execute a number of actions based on the associated CI: display the count and the highest severity of open events, list the KPIs, list the HIs associated with the CI's CI type, display reports, and so on.

For more information on the HTML Event Browser, see *the OMi Online Help* or *the OMi User Guide*.

Update custom attributes of duplicate events. In the Duplicate Events Suppression Settings, you can now specify a list of custom attributes that are updated in the original event with the values of the duplicate event. If no values are set in the duplicate event, the original event's custom attributes are not updated. For more information, see the *OMi Administration Guide*.

Access CI context menu from related CI or node. With OMi 10.61, it is possible to access the CI context menu from a related CI or node of an event. This enables easy access to KPIs associated with CIs, properties, and more.

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. As before, all documentation is also available on Software Support Online.

Operations Bridge Suite

The Operations Bridge Suite is now available as a Docker container and Business Value Dashboard is only available as a container of the Operations Bridge Suite. You can install and configure the Operations Bridge Suite by using the new Suite Installer.

For details on the features, the containerization and how to install the containerized Operations Bridge Suite version, see the *Operations Bridge Suite 2017.04 Release Notes*, the *Operations Bridge Suite 2017.04 Installation Guide* and the *Operations Bridge Suite 2017.04 Online Help*.

Changed Features in OMi Performance Dashboard 10.61

Enhanced Search menu. Performance dashboards are now grouped into Favorites, Standard and Custom Dashboards, which enables you to search the dashboards easily. For more information, see the *OMi User Guide*.

Multiple Operations Connectors support. A Performance dashboard now supports graphing metrics from multiple Operations Connector systems.

Notes and Limitations

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

Limitation

When adding users in OMi 10.61, their names must not contain any of the following characters: \ / | @ + %

Upgrade / Update

The following upgrades and updates to OMi 10.61 are working well, and you can follow the Installation and Upgrade Guide instructions as usual:

- OMi 10.60 (no IPs installed) and 10.60 IP1

- OMi 10.12 (no IPs installed) and 10.12 IP1

- OMi 10.11 (no IPs installed)

- OMi 10.10 (no IPs installed) and 10.10 IP1

For upgrades and updates from other versions, follow the workarounds described in the following sections.

Title: Upgrade OMi 10.60 IP2 to OMi 10.61

Workaround: To upgrade OMi 10.60 IP2 to OMi 10.61, do the following:

1. Before starting the upgrade, install the JAR hotfix on top of 10.60 IP2. This hotfix is provided for the CR QCCR8D54019.

2. Download the OMi 10.61 installation files.

3. Manually patch the 10.61 installation folder with the hotfix provided for the CR QCCR8D54339.

4. Start the OMi 10.61 upgrade as described in the *OMi 10.61 Installation and Upgrade Guide*.

Title: Upgrade OMi 10.12 IP3 to OMi 10.61

Workaround: To upgrade OMi 10.12 IP3 to OMi 10.61, do the following:

1. Before starting the upgrade, install the JAR hotfix on top of 10.12 IP3. This hotfix is provided for the CR QCCR8D54341.

2. Download the OMi 10.61 installation files.

3. Manually patch the 10.61 installation folder with the hotfix provided for the CR QCCR8D54339.

4. Start the OMi 10.61 upgrade as described in the *OMi 10.61 Installation and Upgrade Guide*.

Title: Upgrade OMi 10.12 IP2 to OMi 10.61

Workaround: To upgrade OMi 10.12 IP2 to OMi 10.61, do the following:

1. Download the OMi 10.61 installation files.

2. Manually patch the 10.61 installation folder with the hotfix provided for the CR QCCR8D54339.

3. Start the OMi 10.61 upgrade as described in the *OMi 10.61 Installation and Upgrade Guide*.

Title: Upgrade OMi 10.01 (more than one IP installed) to OMi 10.61

Workaround: To upgrade OMi 10.01 to OMi 10.61, do the following:

1. Download the OMi 10.61 installation files.

2. Manually patch the 10.61 installation folder with the hotfix provided for the CR QCCR8D54339.

3. Start the OMi 10.61 upgrade as described in the *OMi 10.61 Installation and Upgrade Guide*.

Title: Upgrade from OMi 10.11 IP1 to OMi 10.61 fails (even if a newer version, like OMi 10.12, was installed on top of OMi 10.11 IP1). (QCCR8D52227)

Description: OMi systems that were patched with OMi version 10.11 IP1 fail to upgrade to OMi 10.61, 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 10.61, 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: Upgrade from OMi 10.01 to OMi 10.61 fails when IIS is used. (QCCR8D54342)

Description: When running an upgrade from OMi 10.01 to OMi 10.61, the upgrade fails because the `C:/HPBSM` folder is not completely removed due to an IIS dependency.

Workaround: Stop IIS when you are being asked "Do you really want to start uninstalling HP Operations Manager i 10.x (required for installing the new OMi version)? [Y,N]?" during the upgrade:

```
net stop W3SVC
```

If the uninstallation was already performed, stop IIS with the command `net stop W3SVC`, manually remove the folder `C:/HPBSM`, and then start the OMi 10.61 upgrade as described in the *OMi 10.61 Installation and Upgrade Guide*.

Title: Upgrade from OMi 10.60 IP2 to OMi 10.61 fails when 10.60 schema was created manually. (QCCR8D54396)

Description: When upgrading OMi from 10.60 IP2 to 10.61, the configuration wizard fails on the GW server with the following message:

```
org.flywaydb.core.api.FlywayException: Found non-empty schema "MANAGEMENT" without
metadata table! Use baseline() or set baselineOnMigrate to true to initialize the
metadata table.
```

Workaround: This issue only occurs if the 10.60 schema was created manually. The configuration wizard automatically creates missing schema version entries when updating to the latest OMi version. To solve this issue, contact the Hewlett Packard Enterprise Software Support for the hotfix.

Title: 10.61 upgrade/installation fails if an Oracle database is used.

Description: During the installation/upgrade, the configuration wizard fails on the DPS with the following message:

```
org.flywaydb.core.api.FlywayException: Found non-empty schema "MGMT" without
metadata table! Use baseline() or set baselineOnMigrate to true to initialize the
metadata table.
```

Workaround: Apply the hotfix provided for the CR QCCR8D54396, then rerun the configuration wizard.

Title: 10.61 upgrade/installation fails if the MS SQL database has hotfixes installed that contain dashes . (QCCR8D52490)

Description: During the installation/upgrade, the configuration wizard displays the following error message during the configuration:

```
Operation failed. See log files for details.
Details:
SET MULTI_USER
END
```

The log contains the following error: `Conversion failed when converting the nvarchar value 'U3' to data type int.`

Workaround: Apply the hotfix provided for the CR QCCR8D52490, then rerun the configuration wizard.

Title: PreUpgradeTool not working in FIPS mode (Invalid keystore format) (QCCR8D52957)

Description: If you have not updated your OMi 10.60 system to the latest patch level and FIPS is configured, the PreUpgradeTool fails when updating to OMi version 10.61.

Workaround: To make the PreUpgradeTool work, patch the script as follows:

1. Add a call to `<OMi_Home>/bin/set_fips_env.[bat|sh]`

2. Add the variable `JVM_FIPS_OPTS` to the Java call.

OMi

Title: "Invoke Runbook" missing in Context menu of CI Type. (QCCR8D54000)

Description: When the CI Context Menu is launched, the "Invoke Runbook" menu entry is missing

Workaround: To display the "Invoke Runbook" menu entry, a Run Book Mapping needs to be created for the specific CI Type from which the Context Menu is launched.

Title: User interfaces not responding after SAML2 authentication (QCCR8D53550)

Description: After configuring SAML2 authentication in OMi, the user interfaces may become unresponsive, users currently logged in may be logged out, and log in may not work.

On gateway server systems, in `<OMi_Home>/log/jboss/login.log`, you can find log entries that state that `initString` is empty and `crypto configuration` should be corrected.

Additionally, the following command line call on one of the gateway server systems returns an empty result:

`<OMi_HOME>/opr/support/opr-jmxClient.sh|bat -s localhost:4447 -r -b "Topaz:service=LW-SSO Configuration" -m getInitString`

Workaround: To avoid this behavior, make sure your gateway server systems have been restarted at least once after configuration and before configuring SAML2.

To recover you LWSSO token creation key (initString) if it has been deleted, run the following command on one of your gateway servers:

`<OMi_HOME>/opr/support/opr-jmxClient.sh|bat -s localhost:4447 -r -b "Topaz:service=LW-SSO Configuration" -m setInitString –a <valid init string value>`

A valid initString value is an alphanumerical character string with a length of 32, for example, 6yddQsbC81c84dCxNIK7yjYMJfZ2Zdca.

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: SiS Integration: integration of OMi with non-hardened SiS 11.33 does not work. (QCCR1I124015)

Description: When setting up a SiteScope 11.33 server (non-TLS setup) as a connected server in OMi 10.61 (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 10.61 via SSLv3, which is not allowed due to OMi 10.61's TLS configuration, so the apache aborts the connection attempts.

If possible, switch Sitescope to HTTPS and try the integration again. If this is not possible, perform the following workaround to 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 Dashboard

> **Note:** The minimum recommended screen resolution for the OMi Performance Dashboard is 1280x1024.

Title: Import Graph-Table graph showing same metric values for all instances. (QCCR1A183471)

Description: If you are defining multiple instances that have the same metric, the charts are not updated correctly with the metric values and labels.

Workaround: By default, the label of the chart is defined as @@[METRIC]. If you are defining a chart with a metric for different instances of a class, then the chart legend is duplicated with the same metric name, and chart data is not updated correctly. If you are creating a chart for different instances of a class, it is recommended to differentiate the chart legend by specifying an instance name in the label of the chart. You can update the label of the chart as @@[METRIC] - @@INSTANCENAME

Title: CI Type tree shows different information than details and Content Packs show unresolved content. (QCCR8D43630)

Description: The content manager shows some warnings about missing content. In addition, the Performance Dashboard Mappings show no mappings for some CI types.

Workaround: To resolve this problem, perform the following steps on the **OMi Gateway Server**:

1. Launch OMi in a browser.

2. Open a new tab in the same browser and launch `http://<OMi_Gateway_`
   `Server>/OVPM/rest/1.0/admin/clearcache/all`

3. Click **Clear Cache**.

4. In OMi, go to **Administration > Operations Console > Performance Dashboard Mappings**.

5. Check if that the Performance Dashboard Mappings screen loads without errors or warnings.

Title: For imported graph templates, chart title is not updated when you switch between the CIs. (QCCR1A184311)

Description: If you are importing graph templates and specifying the system name in the title of the chart, the title of the chart is not updated correctly when you switch between CIs.

Workaround: If you are importing graph templates, do not specify the system name in the title of the chart.

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.

Title: Performance Engine fails to push data to configured Vertica once the Vertica service is restarted. (QCCR1A189833)

Description: OMi Performance Engine does not send metrics to the Vertica database when the Vertica service is restarted.

Workaround: To resolve this issue, follow these steps:

1. Restart PE listener services.

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

   > **Note:** In Performance Engine cluster deployments, repeat this step on each node in the cluster.

2. Invoke the Performance Engine API in OMi to update the cache configuration. Open the following URL on the OMi server:

   ```
   http://<OMi gateway host info>/PE/rest/1.0/admin/reconfigure/cache
   ```

Localization

Operations Manager i

HPE supplies Operations Manager i 10.61 localized software in these languages:

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

OMi Performance Engine

OMi Performance Engine is currently not certified for Internationalization (I18N) and Localization (L18N).

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Feedback on Release Notes (Operations Manager i 10.61)

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