



Universal CMDB

Software Version: 10.33

Release Notes

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HPE Universal CMDB and Universal Discovery Release Notes

Software version: 10.33

Publication date: July 2017

This document provides information about version 10.33 of the HPE Configuration Management System, which consists of HPE Universal CMDB 10.33 (UCMDB) and HPE UCMDB Universal Discovery 10.33 (UD). It contains important information that is not included in books or Help. You can find information about the following in this document:

["Installation Notes" on the next page](#)

["Known Problems, Limitations, and Workarounds" on page 8](#)

["Enhancements Requests" on page 45](#)

["Fixed Defects for UCMDB and UD 10.33"](#)

Note: Before deploying Content Pack 24.00, you must install version 10.33 on the UCMDB server, and deploy version 10.33 Data Flow Probes. Do not deploy Content Pack 24.00 while you are still updating the Data Flow Probes.

For supported versions of UCMDB and other information about HPE UCMDB Universal Discovery Content Pack 24.00, see the *Release Notes* for HPE UCMDB Universal Discovery Content Pack 24.00.

Important:

- Starting with version 10.30 of the HPE Configuration Management System, there is no new release for UCMDB Configuration Manager (CM). The latest release of CM is version 10.22 CUP6, you can use it (or a later CUP on top of version 10.22) in tandem with version 10.33 of Universal CMDB.
- The committed support for DDMI ended on December 31, 2016. Therefore, 10.31 is the last version of UCMDB to support the DDMI migration. Starting with version 10.32, the DDMI migration functionality is no longer supported and in version 10.33 it is officially removed.

Before upgrading to version 10.33, make sure you remain at version 10.31/CP22 (or earlier) while you finish migrating DDMI to Universal Discovery. Do not upgrade to version 10.33 until after you have completed your DDMI migration. If you need the DDMI Migration tools, they are still included and supported in 10.31/CP22.

Installation Notes

HPE Universal CMDB 10.33 Files/Components

HPE Universal CMDB (UCMDB) and Data Flow Probe 10.33 are provided with the following files:

	Included Files
Windows	<p>The UCMDB-10.33_Windows.zip includes the following files/components:</p> <ul style="list-style-type: none"> • UCMDB_Server_10.33.120.exe. Launches the installation of the version 10.33 HPE UCMDB Server for the Windows platform. • UCMDB_DataFlowProbe_10.33.120.exe. Launches the installation of the version 10.33 HPE UCMDB Data Flow Probe for the Windows platform. <p>This installer can also be used to deploy the Universal Discovery Inventory Tools in a standalone installation.</p> <ul style="list-style-type: none"> • *.sha256. Checksum files.
Linux	<p>The UCMDB-10.33_Linux.zip includes the following files/components:</p> <ul style="list-style-type: none"> • UCMDB_Server_10.33.120.bin. Launches the installation of the version 10.33 HPE UCMDB Server for the Linux platform. • UCMDB_DataFlowProbe_10.33.120.bin. Launches the installation of the version 10.33 HPE UCMDB Data Flow Probe for the Linux platform (for integrations only). • *.sha256. Checksum files. • *.sig. Linux code signing files. For detailed instructions about how verify the code signatures, see HPE GPG or RPM Signature Verification. <p>Note: The current key used in this release is B564A643.</p>
Both	<ul style="list-style-type: none"> • Deployment_Guide. Contains the Interactive Deployment Guide files, including launch file. <ul style="list-style-type: none"> ◦ Launch_Deployment_Guide.htm ◦ Hardening Guide (HardeningGuide.pdf) ◦ Database Guide (DatabaseGuide.pdf) • Support Matrix (Support_Matrix.pdf) • Read Me (Read_Me.txt) • What's New (Whats_New.html)

	Included Files
	<ul style="list-style-type: none"> • UCMDB Open Source Third Party License Acknowledgements (3rd_party-UCMDB.htm)

Note: The updated full documentation set (including both online help and PDF files) is available with the CMS 10.33 release. You can access the documentation from **Help > UCMDB Help** after upgrading UCMDB to version 10.33.

To read the *Support Matrix* and the *What's New* document before you proceed with the installation, click [Support Matrix](#) and [What's New](#).

System Requirements

For a list of system requirements, see the *HPE Universal CMDB Support Matrix* document (click [Support Matrix](#)). Check the "Change Log" section for any additions or changes to the matrix.

Note: Embedded PostgreSQL is only supported for small deployments of UCMDB.

The table below describes supported upgrade paths for the HPE CMS products:

Supported Upgrade Paths

Supported Upgrade Paths	CMS product supporting upgrades		
	UCMDB 10.33	Data Flow Probe 10.33	UCMDB Browser 4.14 [1][2]
10.11 (with or without a CUP) → 10.33	Yes	No	No
10.20 (with or without a CUP) → 10.33	Yes	No	No
10.21 (with or without a CUP) → 10.33	Yes	No	No
10.22 (with or without a CUP) → 10.33	Yes	Yes ^[3]	No
10.2x FIPS → 10.33 FIPS	Yes	No	No
10.30 → 10.33	Yes	Yes ^[3]	No
10.31 → 10.33	Yes	Yes ^[3]	No
10.32 → 10.33	Yes	Yes ^[3]	No

Supported Upgrade Paths, continued

Supported Upgrade Paths	CMS product supporting upgrades		
	UCMDB 10.33	Data Flow Probe 10.33	UCMDB Browser 4.14 [1][2]
10.3x FIPS → 10.33 FIPS	Yes	No	No
10.33 full installer	Yes	Yes	Yes (Browser version is 4.14)

Note:

1. UCMDB Browser does not support upgrades. You need to deploy the **HPE-Browser-<version_number>.<build_number>-all-in-one-standalone.zip** package for UCMDB Browser version 4.14 in order to perform a fresh deployment.
2. UCMDB server version 10.30 (and later) does not support embedded UCMDB Browser versions older than 4.10. For more details, see "HPE Software Coexistence" in the *HPE Universal CMDB Support Matrix*.
3. Automatic upgrade of Data Flow Probe to version 10.33 is supported on Windows platform only. For details, see "Data Flow Probe Auto Upgrade" in the *HPE Universal CMDB Data Flow Management Guide*.

Note that automatic upgrade of Data Flow Probe to version 10.33 is not applicable to the following:

- FIPS mode probes
 - Separate mode probes
 - Probes on Linux machine
 - Integration service
 - Two probes installed on a same Windows machine
4. Downgrade of any of the above products is not supported.

HPE CMS Deployment

The HPE CMS installers are available on physical or electronic media.

1. For deployment instructions, launch the interactive *HPE Universal CMDB Deployment Guide (Deployment_Guide\Launch_Deployment_Guide.htm)*.

Note: There is an issue in Google Chrome update Version 30.0.1599.69 that prevents

opening the interactive *HPE Universal CMDB Deployment Guide*. Use a browser other than Google Chrome (for example, Internet Explorer or Mozilla Firefox) to open the guide.

2. In the interactive document select the relevant product set, and select your deployment options.
3. Click the **View** button to view your customized Deployment Guide, or click the **Print** button to print the customized guide.

Note: If you have a PDF print driver installed on your computer, click **Print** to create PDF documents that are customized according to your selections. PDF print drivers are available from several open source and third-party providers.

Known Problems, Limitations, and Workarounds

The following problems and limitations are known to exist in CMS 10.33 (or later software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem descriptions.

- [DDMI - Inventory Tools](#)
- [UCMDB Browser](#)
- [Configuration Manager](#)
- [Universal CMDB - General](#)
- [UCMDB Installation](#)
- [UCMDB Upgrade](#)
- [Universal CMDB - UI](#)
- [Universal CMDB - Reconciliation](#)
- [Universal CMDB - Server](#)
- [Universal CMDB - Topology](#)
- [Universal Discovery - General](#)
- [Universal Discovery - Probe Framework](#)
- [Universal Discovery - Probe Upgrade](#)
- [Integrations](#)

DDMI - Inventory Tools

PROBLEM: Importing a custom SAI file (for example, **User.zsai**) into the Software Application Index (SAI) Editor fails with a loading error. (QCCR1H98842)

Workaround: To import the custom SAI file into the SAI Editor properly,

1. Close the Software Application Index (SAI) Editor if it is open.
 2. Navigate to the
 `..\\hp\\UCMDB\\DataFlowProbe\\runtime\\probeManager\\discoverySaiResources\\saiRuntime`
directory, locate and remove the **auto.zsai** file.
 3. Launch the Software Application Index (SAI) Editor again.
 4. Import the customer SAI file (in this case, **User.zsai**).
-

UCMDB Browser

PROBLEM: LW-SSO fails to work with the new-ui dashboard when UCMDB Browser is accessed.

Workaround: If you deploy UCMDB Browser in your own Tomcat, for Tomcat 8 the following line should be added to the `<Tomcat_installation_folder>/conf/context.xml` file:

```
<CookieProcessor className="org.apache.tomcat.util.http.LegacyCookieProcessor" />
```

LIMITATION: UCMDB 10.31 (or later) requires version 4.12 (or later) of the embedded UCMDB Browser. UCMDB server version 10.30 or later does not support embedded UCMDB Browser versions older than the UCMDB Browser 4.10. (QCCR1H106107)

Workaround: None for embedded UCMDB Browser versions older than the UCMDB Browser 4.10.

For details about UCMDB server compatibility with UCMDB Browser, see the "Software Coexistence" section in the *HPE Universal CMDB Support Matrix* document.

LIMITATION: When a UCMDB server is reconfigured to use a new schema, the new schema has the OOTB packages deployed at the UCMDB server startup. If a standalone UCMDB Browser is already connected to the UCMDB server, the Browser's packages are not present in the new schema.

Workaround: Restart the UCMDB Browser Tomcat in order for the Browser's packages to be redeployed on the new schema.

PROBLEM: On Mozilla Firefox, the plug-in container for Firefox stops working and sometimes, when clicking **Logout**, nothing happens. This is a known issue with Mozilla Firefox ESR 38.4 ([JavaScript garbage collection crash with Java applet](#)). (QCCR1H104135)

Workaround: Use a different supported Firefox version.

PROBLEM: (Embedded UCMDB Browser only) The port number of UCMDB Browser URL changes to **8143** when Configuration Manager 10.22 is connected to UCMDB Server 10.30, resulting that the UCMDB Browser is no longer available.

After Configuration Manager is installed, UCMDB Browser URL becomes **https://<server name or IP address>.<domain name>:8143/ucmdb-browser/**, which is the URL of the UCMDB Browser embedded in CM.

Workaround: After Configuration Manager is installed, make sure you change the port number of UCMDB Browser URL from **8143** back to **8443** (go to **UCMDB UI > Administration > Infrastructure Settings Manager**, locate the **UCMDB Browser URL** setting by searching **Name** with a keyword **Browser**, and then change the port number from **8143** to **8443** and save the change).

LIMITATION: UCMDB server version 10.30 (or later) does not support embedded UCMDB Browser versions older than the UCMDB Browser 4.10. (QCCR1H106107)

Workaround: None for embedded UCMDB Browser versions older than the UCMDB Browser 4.10.

For details about UCMDB server compatibility with UCMDB Browser, see the "Software Coexistence" section in the *HPE Universal CMDB Support Matrix* document.

Configuration Manager

PROBLEM: Configuration Manager adapters (CM KPI Adapter and CM New Policy Adapter) show "can't parse argument number" error. This is related to an authentication issue when checking the logs.

Workaround: To resolve the issue, you may use one of the following workarounds:

- Use the **admin** or **sysadmin** user.
- Go to UCMDB UI and manually set for CM integration user the tenant owner and consumers.
- Go to the UCMDB server JMX Console,

- a. Locate the **listResourceTypes** operation in the **UCMDB:service=URM Services** category.
- b. Provide customer ID (default: **1**) and click **Invoke**.
- c. On the returned page, select **Auth_ROLE_ASSIGNMENT**, then select the CM user.
- d. In the Resource XML field, add the following tags:

```
<xmlSecurityDomainType2Id>
  <xmlSecurityDomainType2IdAny>
    <xmlAccessLevel>FULL</xmlAccessLevel>
    <xmlTenantAssociationType>OWNED_BY</xmlTenantAssociationType>
    <name>Any Tenant Security Domain with Full permissions on Owned
resources</name>
  </xmlSecurityDomainType2IdAny>
  <xmlSecurityDomainType2IdAny>
    <xmlAccessLevel>VIEW</xmlAccessLevel>
    <xmlTenantAssociationType>USED_BY</xmlTenantAssociationType>
    <name>Any Tenant Security Domain with View permissions on Used
resources</name>
  </xmlSecurityDomainType2IdAny>
</xmlSecurityDomainType2Id>
```

- e. Click **Save resource**.

PROBLEM: Configuration Manager 10.22 CUP3 (or with a later CUP) cannot connect to UCMDB server 10.30 (or later).

Workaround: To resolve the issue, configure Configuration Manager by following the instructions in ["How to Configure Configuration Manager 10.22 to Connect to UCMDB Server" on page 1](#).

Universal CMDB - General

LIMITATION: When you install PostgreSQL 9.6 with UCMDB version 10.30, then upgrade UCMDB to version 10.32, UI login may not be possible. This is because UCMDB version 10.30 does not support PostgreSQL 9.6.

Workaround: To use PostgreSQL 9.6 with UCMDB 10.32, follow the upgrade path below:

1. Install UCMDB version 10.30 with a supported database (for example, embedded PostgreSQL 9.4.8).
2. Upgrade UCMDB to version 10.32.

3. Reconfigure UCMDB to connect to PostgreSQL 9.6.

For detailed instructions, see "How to Reconfigure UCMDB to Use Another Schema/Database" in the *HPE Universal CMDB Database Guide*.

PROBLEM: Aging is not working on populated CIs. Though aging related attributes were set for the CIT, the **Is Candidate for Deletion** attribute is not changing to **true** for CIs that were populated.

This is because, when a CI is created, it will populate the **Candidate For Deletion Time** attribute with the value of the current day plus the number of days defined by the **Deletion Candidate Period** attribute. If the **Deletion Candidate Period** attribute is changed later, the **Candidate for Deletion Time** value will not be changed.

Workaround: None.

PROBLEM: When the Data Flow Probe remains connected to the UCMDB Server during server restart, exceptions will be thrown.

Workaround: Stop the Data Flow Probe before restarting the UCMDB server. After the server is up, start the Data Flow Probe. The issue will not occur.

PROBLEM: If calls are made to an instance that has been removed or is in process of deletion, exceptions will be thrown.

Workaround: Restart the UCMDB server and the exceptions will disappear.

PROBLEM: The shortcut of **Uninstall HPE Universal CMDB Server** or **Uninstall Data Flow Probe** may not appear on the **Start** menu of Windows Server 2016.

Workaround: The shortcut problem is a Microsoft issue in Windows Server 2016. If you want to uninstall UCMDB server or Data Flow Probe, go to the **UninstallerData** folder to uninstall it.

PROBLEM: Displaying a specific view may crash the UCMDB server. This is because too many nodes were returned by the view that caused many more number of meta links generation and crashed the system with OutOfMemory error. (QCCR1H106088, QCCR1H100903)

Workaround: In addition to the fix provided in UCMDB 10.3x, for views with huge number of nodes and relations, you may also increase the memory of the UCMDB server and the applet. For detailed instructions, see "How to Increase the Java Heap Memory Used by the UCMDB UI Java Applet" in the *HPE Universal CMDB Administration Guide*.

PROBLEM: There is a wrapper license key support issue for certain time zones, causing UCMDB Probe service unable to start. (QCCR1H105575)

Workaround: If you encounter such an issue, contact HPE Software Support to obtain new wrapper license keys, and then manually deploy the provided License keys on probe.

PROBLEM: When LDAP is enabled, UCMDB should not require password change anymore. However, after logging into UCMDB, users receive a page with the following message requiring them to change password: "Default or expired password detected. Please change your password." (QCCR1H106754)

Workaround: When LDAP authentication is enabled, users need to set the **Passwords must use default policy** infrastructure setting to **False**.

PROBLEM: When uninstalling the UCMDB server, in the Uninstall HPE Universal CMDB Server dialog box, the following items cannot be removed:

```
Unable to remove directory: C:\hp\UCMDB\UCMDBServer\solr\server\logs
Unable to remove directory: C:\hp\UCMDB\UCMDBServer\solr\server
Unable to remove directory: C:\hp\UCMDB\UCMDBServer\solr\bin
Unable to remove directory: C:\hp\UCMDB\UCMDBServer\solr
```

Workaround: Make sure that the solr process, a Java process that points to **<UCMDB_Server_Home>/bin/jre**, is stopped before uninstalling the UCMDB server.

To stop the solr process,

1. Access **http://localhost:<some_port>/solr**.
2. Go to **<UCMDB_Server_Home>/bin**, and then run **solr.bat** on Windows and **solr.sh** on Linux to stop the solr server.
3. If the solr process is still available,

Windows: End the solr process in Task Manager.

Linux: Use console/terminal to terminate the SOLR PID.

PROBLEM: If the Solr index folder is empty at the UCMDB server startup, UCMDB deletes it and Solr will recreate it again with the default files, which causes server errors, such as **HttpSolrClient\$RemoteSolrException** and **NoSuchFileException**.

Workaround: If the problem still appears, manually delete the index folder and restart the server.

PROBLEM: Saving or updating a perspective based view with several perspectives (for example, seven perspectives), may cause performance issues and it also may get the UCMDB server stuck.

Workaround: In case you experience the above behavior and there is no other solution that can be used:

1. Go to the UCMDB JMX Console, locate the **setGlobalSettingValue** JMX method in the **UCMDB:service=Settings Services** category.

2. Provide the following parameter values:

name: **pbv.max.perspectives.to.start.use.remove.on.update**

value: Specify the number of perspectives used in the perspective based view which crashed the system.

3. Click **Invoke**.
4. Restart the UCMDB Sever.

LIMITATION: When starting Solr manually on a Windows machine by running **solr.bat start <port>** from the command line using the script **<UCMDB_Server_Home>\bin\solr.bat**, if the command line from which the Solr was started is closed, the Solr process is stopped. (QCCR1H109216)

Workaround: This is a Windows OS platform behavior and it is not linked to Solr process or UCMDB. However, you can restart the UCMDB server, which will then start the Solr, and there will be no command line visible in Windows.

PROBLEM: When trying to delete an attribute from a class which is used as key attribute on a descendent class, the **Save** button from UI shows an error that the action was not able to be performed, but actually the attribute will be removed from the list of key attributes for the descendent class. Clicking **Save** again will finally delete the attribute from the class. (QCCR1H104520)

Workaround: When the attribute definition is overwritten in a descendent class, if you want to delete the attribute from the parent class, do the following:

1. Remove all attribute overriding from the descendent classes.
2. Delete the attribute from the parent class.

LIMITATION: The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance might be affected if the TQL queries under the pattern-based model are set to low/medium priority on UCMDB 10.xx. In this case, you might

see that the locked gates and calculation for scheduled pattern-based model could take a couple of hours. (QCCR1H98275, QCCR1H95041)

Workaround: None.

LIMITATION: (High Availability environment only) Changes in Global Settings that require the server's restart to take effect may not take effect without restarting all nodes from a cluster. (QCCR1H98228)

Workaround: In order for all changes in Global Settings that require the server's restart to take effect, you must restart all nodes from the cluster (one by one or with the **restartCluster** JMX method).

PROBLEM: After upgrading UCMDB to version 10.21 (or later) successfully, some times users may encounter an internal error when trying to launch the UCMDB UI. (QCCR1H101149)

Workaround: In case you encounter an internal error when trying to launch the UCMDB UI, delete the **C:\Users\<user>\AppData\Local\Temp\UcmdbAppletJars** folder and try to launch the UCMDB UI again.

LIMITATION: The **testDBConnection** JMX method does not support PostgreSQL. (QCCR1H98834)

Workaround: None.

UCMDB Installation

PROBLEM: (Linux only) When installing UCMDB server, the following warning message may pop up even you do not have any PostgreSQL database installed on the concerning machine:



Workaround: If you did not install any PostgreSQL database before, you can simply click **Ignore** to proceed. It is just a warning message that has no impact on the usage of UCMDB server and probes. The UCMDB server and probes can be normally used.

PROBLEM: For machines where Russian, Korean or Japanese is set as the OS language, if users install UCMDB 10.31 or any other previous version, the language options in the installation wizard are

English and the OS language. However, when users install UCMDB 10.32 on such machines, the installation wizard provides the following installation language options without Russian, Korean or Japanese:

- English
- Brazilian Portuguese
- French
- German
- Italian
- Netherlands
- Spanish

Workaround: Select English or any other supported language provided in the installation wizard.

PROBLEM: The **wrapper.log** file is created in the **bin** folder when the **log** folder is missing. (QCCR1H103867)

Workaround: If the **log folder** is missing (for example, it was deleted accidentally), before starting up the UCMDB server, make sure you create the **log** folder manually.

Note: If you want to delete the logs, delete the content in the **log** folder only, and never delete the folder itself. Make sure the **C:\HP\UCMDB\UCMDBServer\runtime\log** folder always exists.

UCMDB Upgrade

PROBLEM: Opening or accessing (for example, accessing through command) any of UCMDB server folders or files during the upgrade may result in upgrade failure. During the upgrade, UCMDB server folders and files will be modified or overwritten by the installer wizard.

Workaround: Close all UCMDB Server folders and files before the upgrade, and DO NOT open or access any of those folders and files during the upgrade.

In case of such upgrade failure, to restore the server, copy the entire content of the **C:\hp\UCMDB\UCMDBServer\old** folder into the **C:\hp\UCMDB\UCMDBServer** folder. Then you can continue to use the server or perform another upgrade.

PROBLEM: Resource string files added in the basic package **AutoDiscoveryInfra** are not updated during UCMDB upgrade. (QCCR1H104381)

Workaround: After upgrading UCMDB to version 10.22 (or later), manually re-deploy the **AutoDiscoveryInfra** package.

PROBLEM: Login fails after recreating a database schema after upgrading UCMDB from version 10.21 to version 10.22. (QCCR1H104015)

Workaround: After upgrading UCMDB from version 10.21 to 10.22 (or later), and you have created and changed the database schema, perform the following to align the password from the database with the one from the super integration credentials file. This requires calling two JMX methods.

1. Reset the DB password.
 - a. On the UCMDB server, go to **JMX console > UCMDB-UI:name=UCMDB Integration > setCMDBSuperIntegrationUser**.
 - b. In the **User Name** field, enter **UISysadmin**, and in the **Password** field, enter the desired password value.
 - c. Click **Invoke**
 2. Reset the super integration user credentials file.
 - a. Go to **JMX console > UCMDB:service=Authorization Services > resetPassword**.
 - b. In the **Value** box for **customerID** enter **1**, in **User Name** field enter **UISysadmin**, and in the **Password** field, enter the password value to match the one you entered in [step 1](#).
 - c. Click **Invoke**
-

LIMITATION: After upgrading from earlier versions to 10.20 or later, instances of the **Tags** business service attribute and element may not be searchable. (QCCR1H91974)

Workaround: In order to find instances of the **Tags** business service attribute when searching, you must change the indexer and ranking configuration in the JMX console.

- In **UCMDB:Service=Topology Search Services. Method: editIndexerConfiguration**, for the **business_element** class, the **Tags** attribute must be lower case in order to be searchable.
 - In **UCMDB:Service=Topology Search Services. Method: editRankingConfiguration**, the **Tags** element should be **tags** in order to be searchable.
-

PROBLEM: When upgrading from UCMDB version 10.11 with a CP15 update to UCMDB 10.20 (or later), the UCMDB server cannot start after upgrade. This is due to the current CP version deployed on top of version 10.11 which is higher than the CP version bundled in the 10.20 install media. (QCCR1H100431)

Workaround: You can fix this upgrade issue by changing the CP version in the JMX Console manually during the upgrade, and after the upgrade, redeploy the existing CP.

For example, if you are upgrading UCMDB from version 10.11 with CP15 Update 1 [or any other CP version (including updates) higher than CP15 for 10.20 or CP21 for 10.30] to version 10.20, do the following,

1. Perform the minor upgrade from UCMDB 10.11 with CP15.01.142 to UCMDB10.20.
2. Check status and wait for the CP deployment to fail with error in **error.log**:

```
[ErrorCode [105005] Content pack downgrade is not allowed]  
Trying to install CP version [15.00.123] which is older than the one already  
installed [15.01.143] is not support.
```
3. Log in to the JMX Console and access **UCMDB:service=Settings Services**.
4. Locate the **getInternalSettings** method.
5. Enter customer ID and **cp.version** in the **key** value field, and then click **Invoke**.
The returned value should be **15.01.142**.
6. Replace the value with **15.00.123** and click **Set**.
7. After that the CP deployment should finish successfully. You can check the status in **mam.packaging.log**.
8. Access UCMDB UI and redeploy CP 15.01.142.
9. Check the CP version from menu **Help > About**. It should be **15.01.142**.

You may also refer to [KM01581489](#) for details.

PROBLEM: When upgrading both UCMDB and Content Pack from previous versions to the latest versions, from example, upgrade UCMDB from 10.11 to 10.20 and Content Pack from CP14 to CP15, if you have customized any Content Pack files, deployment of some Content Pack class model files may fail during the upgrade. (QCCR1H96681)

Workaround: Reinstall the latest Content Pack manually after the upgrade.

PROBLEM: If you have created custom class models on UCMDB version 9.05, after upgrading UCMDB from version 9.05 to 10.20 or later, you might find that your custom class models are not available. For example, when you create a new activity for a management zone, you might find that the Protocol pane in the Define Credentials tab page is empty. (QCCR1H97159)

Workaround: Invoke the JMX method **updateClassModel** to upgrade custom class models. To do so,

1. Launch the Web browser and enter the following address:

http://<machine name or IP address>.<domain_name>:1977/

where **<machine name or IP address>** is the machine on which the Data Flow Probe is installed. You may have to log in with the user name and password.

2. In the Search field, type **updateClassModel** and press **Enter**.
3. Locate the **updateClassModel** method, in the customerID **Value** field, type **1**, and click **Invoke**.

PROBLEM: After upgrading UCMDB to version 10.20 or later, you may encounter some credentials related issues. (97159)

Workaround: To resolve the credentials related issues, do the following:

- **key.bin file.** Check and make sure that the new probe uses the same **key.bin** file as the UCMDB server.
- **Time.** Check and make sure that the probe time is the same as the UCMDB server time. If the probe time is different, it may cause credentials error.
- **Credentials fail on the upgraded environment.**

Workaround: Install a new probe and copy specified files to override problematic files. To do so,

- a. Install a clean probe on the same machine of UCMDB server, connect it to UCMDB server. Make sure that the new probe can get credentials normally.
 - b. Go to the clean probe, copy the **Cmcache.bin** and **secured_storage.bin** files from **C:\hp\UCMDB\DataFlowProbe\conf\security** directory.
 - c. Go to the probe that has get credentials errors, override the two files with yours.
 - d. Restart the probe and try to get credentials again.
- **Export credentials from the upgraded environment and import them to the fresh install environment, the JMX operation fails.** When the exported credential xml file contains customized class models, or the customized class models are not defined on the UCMDB server that you upgraded, you may encounter credentials import issue.

Workaround:

- Remove the customized protocol from the exported credential xml file.
- Add the customized class models on the UCMDB server manually via CIT.

Note: Make sure that the export CIT or import CIT works well. Otherwise it may cause the workaround not working.

Note: To upgrade customized class models, invoke the JMX method **updateClassModel**. For details, see [Invoke JMX Method updateClassModel](#) (workaround for QCCR1H97159).

PROBLEM: A user with “create user” permissions loses permission after upgrading the UCMDB from version 9.0x. (QCCR1H93868)

Workaround: None.

PROBLEM: When upgrading from a previous version to 10.20 or later, the user preferences of a deleted user are not deleted. Warnings appear in the log and the upgrade completes successfully. (QCCR1H75574)

Workaround: None.

PROBLEM: After upgrading UCMDB to a newer version (including CUP), the Normalization rules do not work. (QCCR1H99001)

Workaround: To fix the issue, perform either of the following:

- Deploy a new Content Pack package.
- Manually delete the <Data Flow Probe Installation>\runtime\probeGateway\maxupdatetime.txt file and then restart the Data Flow Probe.

PROBLEM: (Automated Service Modeling only) When performing ASM service discovery from the UCMDB Browser, all the errors from the ASM service discovery are not assigned to the correct categories. They are assigned to the **Other** category.

Workaround: If you use ASM, to workaround this issue, make sure you upgrade both your UCMDB Server and Content Pack to the latest versions, that is to upgrade UCMDB Server to version 10.21 (or later) and Content Pack to version 16.00 (or later).

Universal CMDB - Reconciliation

PROBLEM: Short leased IP addresses get merged incorrectly. (QCCR1H114244)

Workaround: If you use Cisco VPN switches, make sure you configure one of the following:

- Exclude these VPN MACs from the **arp_mac** attribute of IP Address and connected interface to IP of interface with that MAC in reconciliation auto exclude.
 - Exclude these VPN MACs from the **arp_mac** attribute of IP Address and connected interface to IP of interface with that MAC in the reconciliation rule of IP Address.
-

Universal CMDB - UI

PROBLEM: After downloading the localized online help from HPE Software Support site (SSO), and replacing the files under **<UCMDB_Server>\deploy\ucmdb-docs\docs\eng\doc_lib** folder with the localized version and restarting the UCMDB server, the localized online help does not load properly because of the web browser cache.

Workaround: Make sure you clear your web browser cache.

LIMITATION: In **UCMDB UI > Modeling > Reports > Custom Reports > Custom > Compliance**, when running **Compare Archives Report** or **Compare Snapshots Report**, if the number of CIs from the report is huge, it may require a very long time to generate the report, sometimes more than 10 hours.

Workaround: None in this release.

LIMITATION: (Firefox only) When launching UCMDB UI from Firefox with JNLP enabled, make sure the Firefox version is 52 (or lower), because Firefox support for NPAPI plug-in is removed for version 52 and later.

Workaround: Make sure to use Firefox version 51 or lower.

PROBLEM: When a TQL is used by both a pattern-based model (PBM) and a view, the PBM becomes inconsistent with the TQL if the TQL is updated from the view. This issue is caused by the fact that Package Manager Resource Selector becomes inaccessible while a new package is being created or an existing package is open. The following error message is displayed in the logs:

```
"Caused by: java.lang.IllegalStateException: EnrichmentBusinessViewDefinition  
ModelName is not synchronized with its pattern. Element number 12 does not exist in  
pattern graph."
```

ModelName and *12* in the error message could be different values.

Workaround: Pattern-based models must be created or edited only from the model instead of from the TQL query. **The same TQL query cannot be used by both the model and the view.**

To fix a corrupted PBM, use one of the following two ways:

- Delete the model and then recreate it
 - a. Log in to UCMDB JMX Console and URM Services.
 - b. Run method **listResources** for Resources of type: **Topology_ENRICHMENT_BUSINESS_VIEW**.
 - c. Locate the **EnrichmentBusinessView** that is mentioned in the error message and delete it. Then the model is deleted.
 - d. Recreate the model from Modeling Studio using the same TQL.
- Edit the unsynchronized resources of the problematic model
 - a. Log in to UCMDB JMX Console and URM Services.
 - b. Run method **listResources** for Resources of type: **Topology_ENRICHMENT_BUSINESS_VIEW** and **Topology_TQL**.
 - c. Retrieve the xml definition of the **Topology_ENRICHMENT_BUSINESS_VIEW** and **Topology_TQL** of the problematic model.
 - d. Open the **EnrichmentBusinessView** and locate the ID that is mentioned in the error message.

```
<CmdbProperty>
  <Key>nodeNumberEnd2</Key>
  <Type>integer</Type>
  <Value>12</Value>
</CmdbProperty>
```

- e. Do one of the following:
 - Change the missing ID in the **EnrichmentBusinessView** with an existing one from the **Topology_TQL** definition and save the resource.
 - Add the missing ID in the **Topology_TQL** definition by replacing an existing one and then save the resource.

Here is an example:

```
<tql:node class="node" name="Node" id="19">
  <tql:where>
    <tql:data-stores>
      <tql:data-store>UCMDB</tql:data-store>
    </tql:data-stores>
  </tql:where>
</tql:node>
```

If you do not have id 12 in the TQL query, you can change it in the following way:

```
<tql:node class="node" name="Node" id="12">
```

LIMITATION: Only HTTP protocol is supported when launching UCMDB UI from any web browser running on Mac OS X with JNLP enabled.

Workaround: None.

PROBLEM: UCMDB UI loads properly with HTTP, but it may not load with Safari on Mac OS when HTTPS is enabled.

Workaround: Switch the UCMDB Server back to HTTP protocol by changing the following setting in the `\UCMDBServer\conf\settings.override.properties` file to **true** and then restart the UCMDB server:

```
jetty.connections.http.enabled=true
```

LIMITATION: (Chrome only) UCMDB UI applet cannot work in Chrome version 42 or later, because starting from Chrome 42, NPAPI plugins are disabled by default. Chrome displays a gray screen with the following error message when users try to access the UCMDB UI: This site uses a plugin (Java (TM)) that is unsupported.

Workaround: To resolve the issue, you need to enable NPAPI manually and keep Chrome below version 45 to make UCMDB UI client applet work properly. For details, see [KM01656540](#).

To launch UCMDB UI from Chrome version 45 (or later), follow the instructions in "How to Launch UCMDB UI from Chrome 43+, Firefox 48+, IE 12+, Microsoft Edge, or Safari 10+" in the *HPE Universal CMDB Administration Guide* for version 10.30.

LIMITATION: Cannot upload a zip package if the zip file size exceeds the applet available memory. (QCCR1H99579)

Workaround: You can deploy larger packages using the **deployPackages** JMX method (go to the **JMX Console > UCMDB:service=Packaging Services > deployPackages**).

You can also control the maximum size of the packages to be uploaded by setting the value of the infrastructure setting **File upload maximum file size for archive type** to a larger value (default value: 200 MB).

PROBLEM: When clicking **Help > UCMDB Class Model** from the UCMDB UI or clicking **UCMDB Class Model** on the UCMDB login page, the page is not loading. (QCCR1H101882)

Workaround: None for this release.

Universal CMDB - Server

PROBLEM: When importing data packages into UCMDB through Package Manager, some data packages may fail to be imported.

Workaround: Check and make sure that the files you import into UCMDB are using the same encoding as defined in the XML. For example, if you export the XML files in UTF-8 encoding, then you should import files encoded in UTF-8 as well. The problem would occur if you import files encoded in UTF-8 BOM and the XML content specifies it is UTF-8.

PROBLEM: If the Solr search functionality is not enabled, even when <https://localhost:8983/solr> can be accessed or started from command line, any search activity from UCMDB Browser or JMX console may fail.

Workaround: If UCMDB server cannot start Solr for some reason after the server starts, just stop the UCMDB server, start Solr manually and start the UCMDB server again.

PROBLEM: (Linux only) OpenJDK may create a wrong server name on the status page if the machine hosting UCMDB Server is in a certain domain environment. (QCCR1H102136)

Workaround: If the problem appears, modify the **wrapper.conf** file as follows:

1. Open the **<UCMDB_Server_Home>\bin\wrapper.conf** file using a text editor.
2. Uncomment the line with **wrapper.java.additional.46**, and specify a server name or simply use the localhost name.

To find the localhost name in console, simply enter **hostname**.

PROBLEM: (Linux only) Statistics data collection does not work for Linux (program "ps" cannot run due to too many open files and failed to fetch statistics), which would create a lot of threaddump txt files, and then failed to run other applications, like applying a content pack or running license utility.

Workaround: In order to change the Linux Max Open files, you will have to increase the maximum number of open files system-wide and per process of a specific user:

- **System-wide:**

Set system-wide file descriptors (FD) limits by editing the `/etc/sysctl.conf` file, so that after reboot the setting will remain as it is:

- a. Locate and open the `/etc/sysctl.conf` file.
- b. Append a config directive as follows:

```
fs.file-max = 100000
```

- c. Save and close the file.
- d. Users need to log out and log back in again for the changes take effect, or just type the following command: `# sysctl -p`

- **User Level FD Limits:**

After setting system-wide FD limits, you can still limit `httpd` user (or any other users) to specific limits by editing the `/etc/security/limits.conf` file.

- a. Set `httpd` user soft and hard limits as follows:

```
httpd soft nofile 4096
httpd hard nofile 10240
```

- b. Save and close the file.

To view limits, enter:

```
# su - httpd
$ ulimit -Hn
$ ulimit -Sn
```

To check the limits of a process:

1. Get the PID number by entering:

```
- #ps aux | grep <process-name> #
```

2. Check the limits of a process:

```
- cat /proc/<PID>/limits`
```

PROBLEM: After adding a new UCMDB server to an High Availability (HA) cluster that has been reinstalled on a fresh operating system, the new server does not register as a cluster node. (QCCR1H106209)

Workaround: Manually set the network interface in the **wrapper.conf** file when you have more than 1 network interface. To do so,

1. On a UCMDB server instance in the HA cluster, open the **c:\hp\UCMDB\UCMDBServer\bin\wrapper.conf** file in a text editor.
2. Add a **wrapper.java.additional.nn** entry into the file, which looks similar to the following:

```
#wrapper.java.additional.27=-Djava.compiler=NONE
#wrapper.java.additional.28=-Xrunjdwp:transport=dt_
socket,server=y,suspend=n,address=5005
wrapper.java.additional.30=-Djgroups.bind_addr=<ip-address>
```

where *<ip-address>* is the IP of the right interface to be used.

3. Save the file.
4. Repeat the above steps on each of the remaining UCMDB servers in the cluster, and use for each the right IP/Interface assigned for that server.
5. Restart all UCMDB servers.

PROBLEM: The Writer server becomes unresponsive which schedules a restart of the entire HA infrastructure. This impacts the load balancing URL, causing all probes to disconnect. This is caused by the existing Garbage Collector algorithm used in UCMDB. (QCCR1H100329)

Workaround: The problem can be resolved by improving the performance of the Garbage Collector by using G1 algorithm for the Garbage Collector. For enterprise environments where you have more than 16 GB of RAM allocated just for UCMDB (see the **wrapper.java.maxmemory** property value in the **..\UCMDB\UCMDBServer\bin\wrapper-platform.conf** file), check and make sure you add the following settings to the **wrapper-custom.conf** file if they are not present:

```
#Enable the following parameters for JVM G1 garbage collector in enterprise
environments
wrapper.java.additional.54=-XX:+ParallelRefProcEnabled
wrapper.java.additional.55=-XX:G1HeapRegionSize=32
wrapper.java.additional.56=-XX:InitiatingHeapOccupancyPercent=70
```

LIMITATION: You cannot not use the status page when the URM resources are not deployed at the first time a schema is created or modified.

Workaround: None.

PROBLEM: Can not save the enrichment rule when adding the customer relationship. This is caused by the fact that the TQL query behind the enrichment is not connected. When there is no existing relation between two CI types, it is not possible to create an enrichment which will add the relation just by entering enrichment manager and by adding the relation that is needed. (QCCR1H104733)

Workaround: Create a **joinf** link in the TQL query between the concerning two CI Types by joining them on an attribute value. This way the enrichment manager will know how to perform correctly the enrichment actions.

Universal CMDB - Topology

PROBLEM: After updating a non-key attribute of a CI with enrichment rule, an unexpected new CI instance is created. This is only happening when populating attributes having a constant part and a dynamic part, in this case **CDoc+<node:name>**.

Workaround: The first time the enrichment is executed, it will have a full TQL query layout. If the enrichment rule is active and it is notified of a change, it will run on a partially TQL query layout. This is designed so for performance reasons.

To workaround the issue, you may take either of the following:

- Run enrichments on a scheduled notice. Nowadays it is not recommended to have many active enrichments.
 - Split the enrichment into two parts, one does the CREATE of new CIs which will run periodically, one does the UPDATE which is active.
-

PROBLEM: Currently the Perspective views are not displayed in the Reports module in UCMDB. (QCCR1H99954)

Workaround: None.

PROBLEM: The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance may be affected if the TQL queries under the pattern-based model are set to low or medium priority on UCMDB 10.xx. In this case, you can see that the locked gates and calculation for scheduled pattern-based model can take a couple of hours. (QCCR1H95041)

Workaround: None.

PROBLEM: The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance may be affected if the TQL queries under the pattern-based model are set to low or medium priority on UCMDB 10.xx. In this case, you can see that the locked gates and calculation for scheduled pattern-based model can take a couple of hours. (QCCR1H95041)

Workaround: None.

Universal Discovery - General

PROBLEM: The Smart Software Analytics (SSA) server cannot respond to any API calls when processing scan files. Operations on the SSA UI are not supported if SSA server is teaching.

Workaround: None.

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

Workaround: To resolve the issue,

1. On the 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 probe.
-

LIMITATION: Dispatch might fail when users activate a discovery activity involving a data flow probe that has the same name as a domain.

Workaround: For successful dispatch, make sure either of the following:

- When naming a data flow probe, do not use the same name as that of any domain; or
 - Use the same domain name for a probe under the conditions that:
 - The probe is the only probe contained in the domain
 - The probe does not share the same name with any other domain
-

LIMITATION: If there is a Linux probe connected to the UCMDDB server, when running ASM, it would try to detect an available probe. If it finds the Linux probe, an ASM dispatch issue could occur, because Linux probe is capable of running integration jobs only.

Workaround: Right-click an adapter and select **Go to Adapter**, then go to the **Adapter Configuration** tab, in the Trigger Dispatch Options section, select the check box for **Override default probe selection**, and in the value field specify the target probe you want to use.

LIMITATION: After upgrading UCMDDB server to version 10.31, and setting the **setDomainEncrypt** JMX method to **true**, if you start some old version 10.30 probes which were not upgraded to the latest version because they were down before the server upgrade, when they connect to the UCMDDB server and you run discovery jobs, the discovery jobs would fail with error. This is because these old probes do not have the updated **domainScopeDocument.xml** and **domainRangesDocument.xml** (DSD/DRD) files that contain the new **domain_encrypt** attribute. The DSD/DRD files were downloaded to probes before server upgrade. After server upgrade, probes would not download the DSD/DRD files again.

Workaround: To resolve this issue, the easiest way to modify any IP range or credentials (such as a protocol) from UCMDDB server, which will trigger the automatic upgrade process for the probes. As a result, the updated DSD/DRD files as well as the upgrade packages are downloaded to the probes, then the probes are upgraded to the latest version automatically.

PROBLEM: Data Flow Probe JMX Console is fully accessible without providing any credentials. (QCCR1H112324)

Workaround: To fix this issue, do the following:

1. Stop Data Flow Probe.
2. Add `wrapper.java.additional.58=-XX:+DisableAttachMechanism` into **<DataFlowProbe_Home>\bin\WrapperGateway.conf** and **<DataFlowProbe_Home>\bin\WrapperManager.conf**.
3. Restart Data Flow Probe.

LIMITATION: (Probe installation) Probe cannot be started after installation if any of the following special characters are included in the PostgreSQL user account password: = ? | &) %

Workaround: During probe installation, do not use these special characters for PostgreSQL user account password as they are regarded as sensitive characters: = ? | &) %

Note: Available special characters include the following: \ / . _ + - , : [] (

LIMITATION: After upgrading UCMDB to version 10.30 without deploying the latest Content Pack (CP21), when the Content Pack version is CP17 (or earlier), and you upgraded your CP to version CP18, CP19, or CP20 manually, SNMP discovery jobs may fail to run due to the missing of a Sun library.

Workaround: If you manually upgrade an older CP to CP18, CP19, or CP20 when UCMDB is already on version 10.30, to enable SNMP discovery jobs to work properly, make sure you deploy an additional package corresponding to your target CP version.

The packages can be found in the <UCMDB_Server_Home>\tools\compatibility_patch folder:

CP version	Package
CP18	snmp-fix-for-10.30-installer-18.01.92.zip
CP19	snmp-fix-for-10.30-installer-19.01.97.zip
CP20	snmp-fix-for-10.30-installer-20.01.92.zip

For detailed instructions, see "How to Deploy a Package" in the *HPE Universal CMDB Administration Guide*.

LIMITATION: On a Windows machine where two Data Flow Probes are installed, both with Inventory Tools, after uninstalling one probe, the following three file types (.xsf, .aws, and .awcs files) lose their default opening programs and cannot be opened.

Workaround: Manually re-associate default opening programs for the three file types: Inventory Tools Viewer for .xsf files, and Inventory Tools Analysis Workbench for .aws files and .awcs files.

PROBLEM: (FIPS mode only) Failed to run Amazon Cloud discovery if setting JAVA_TOOL_OPTIONS for FIPS in the Environment Variables.

Workaround: None.

PROBLEM: When more than 1500 IP ranges are configured on each Data Flow Probe, the following performance issues might occur:

- Memory usage is huge on the UCMDB server side, which may cause OutOfMemoryError and the writer server restart.
- Modifying the IP ranges could take a while.

Workaround: Do not configure too many IP ranges and always keep the total number of IP ranges below 1500 per probe.

PROBLEM: When application names of existing records are changed in **master.zsai**, the records in **auto.zsai** are not updated automatically.

Workaround: Delete the **auto.zsai** file on all remote servers directly so that it will be automatically regenerated:

1. Delete the **auto.zsai** file on all of the remote servers.
2. Restart the XML Enricher.

PROBLEM: (Universal Discovery protocol only) When running a discovery job that uses the Universal Discovery protocol to push a large amount of CIs into another UCMDB server, the job fails with timeout errors, which causes data inconsistency issue and performance impact. (QCCR1H107794)

Workaround: The default connection timeout value of the Universal Discovery protocol is 20 seconds. If the command execution in your organization's discovery job takes some time, to ensure that the job runs successfully, increase the timeout value in both of the following places, for example, to 45 seconds:

- The **Connection Timeout** parameter value in the Universal Discovery Protocol Parameters dialog (go to **UCMDB UI > Data Flow Management > Data Flow Probe Setup > Domains and Probes > DefaultDomain(Default) > Credentials > Universal Discovery Protocol**)
- The **shellGlobalCommandTimeout** property value in the **globalSettings.xml** file (go to **UCMDB UI > Data Flow Management > Adapter Management** module, under **Resources > Packages > AutoDiscoveryContent > Configuration Files**)

PROBLEM: Version 10.1x (and later) probes appear to corrupt the PostgreSQL database under normal discovery loads. The root cause is that when Anti-Virus is scanning the PostgreSQL data folder, it could cause PostgreSQL tables to corrupt. (QCCR1H105604, QCCR1H105110)

Workaround: To resolve the issue, perform the following:

- Always make sure that the PostgreSQL install directory is added into the anti-virus software exclusion list. The exclusion of data files will not introduce any potential security risk.
- If you need to run weekly-based scan, monitor the **probeerror.log** file, and if a database error shows up (for example, a database error related to the **Discovery_result** table), do the following:
 - a. Clean the probe log folder.
 - b. Run **Clear Probe Results Cache** from **UCMDB UI > Data Flow Management > Universal Discovery > Discovery Modules/Jobs** to clean the problematic table.

This should resolve the issue.

PROBLEM: After upgrading from UCMDB from version 10.11 CUP5 + CP15 to versions higher than 10.21 (with CP17 or later), users are unable to run any discovery job or integration job that uses an external process on the probe. For example,

- VMware discovery
 - VMware vCenter Connection by VIM
 - VMware vCenter Toplogy by VIM
 - VMware vMotion Monitor by VIM
- XLS Import
- NNMi Integration

The discovery or integration job fails with an "Failed to execute remote process" error. This is because version 10.11 **dataflowprobe.properties** file was used in 10.21 probe and the incorrect class path value caused the error. (QCCR1H105538)

Workaround: To resolve the issue, append the missing **../lib/discovery-content-api.jar** to the value for the **remoteJVMClasspath** adapter parameter.

Note: When upgrade a probe by reinstall, do not copy the old **dataflowprobe.properties** file from the old probe to the upgraded probe directly, because the values of the properties might have been changed during the upgrade.

PROBLEM: After upgrading UCMDB from version 10.21 + CP15 to version 10.22 (or later)+ CP18 (or later), the ASM for BSM functionality does not work anymore. (QCCR1H104758)

Workaround: Re-deploy the **ASM_Enhanced.zip** package after upgrade as follows:

1. Unzip the CP18 package and locate the **ASM_Enhanced.zip** package in the **packages** folder.
2. In UCMDB UI, navigate to **Administration > Package Manager**, and click the **Deploy packages to server**  button.
3. Select the **ASM_Enhanced.zip** package and import it.

PROBLEM: (PostgreSQL only) Some SQL statements are observed running more than 30 minutes, which causes Probe database to crash. The root cause is that the default value of the **statement_timeout** setting in the **postgresql.conf** file is **0**. (QCCR1H101769)

Workaround: To workaround the issue, locate and open the `hp\UCMDB\DataFlowProbe\pgsql\data\postgresql.conf` file in a text editor, and then modify the default value of the `statement_timeout` setting from `0` to `3600000`.

PROBLEM: (Service Discovery) The modified `IsopPath` parameter value in the ASM template fails to load properly. (QCCR1H104012)

Workaround: To modify the parameters in the service discovery activity template successfully, select a different row or click **Enter** to complete the change you made in the **Value** field of parameters. After that, click **OK** to save the changes. This ensures that the parameters values are saved successfully and the communication log reflects the change properly, then the new parameter value can be used in discovery jobs correctly.

LIMITATION: When you have many environments, note that it is not supported to update the `domainScopeDocument.xml` and `domainRangesDocument.xml` files on all environments by building a package and importing it to all other environments. (QCCR1H100855)

Workaround: The only way to update these files is to call the `editResource` JMX method (from the `UCMDB:service=Packaging Services` or `UCMDB:service=URM Services` category).

If you want to update IP Ranges and Credentials, you can also use the `importCredentialsAndRangesInformation` and `exportCredentialsAndRangesInformation` JMX methods. For details, see *HPE Universal CMDB Hardening Guide* or *HPE Universal CMDB JMX Reference Guide*.

LIMITATION: When changing the LW-SSO `initString` from UCMDB UI or via JMX, the probe side fails to synchronize the credentials from Configuration Manager. (QCCR1H100746)

Workaround: To resolve the issue, do the following:

- If the value of `initString` is changed from UCMDB UI, regardless whether the probe is connected to or disconnected from the UCMDB server, you can use the `setLWSSOInitString` JMX method on the probe side to keep the same `initString` value as on the UCMDB server side, then credentials from CM can be successfully synchronized.

To do so,

- a. On the Probe machine, launch the Web browser and enter the following address:
https://localhost:8453.

Note: If the Probe Manager and the Probe Gateway are running as separate processes, the address should be entered on the machine that is running the Probe Manager as follows: **https://localhost:8454.**

- b. Click **type=CMClient** to open the JMX MBEAN View page.
- c. Locate the **setLWSSOInitString** method and provide the same init string that was provided for UCMDB's LW-SSO configuration.
- d. Click the **setLWSSOInitString** button.
- If the value of **initString** is changed from JMX on the UCMDB server side, and
 - the probe is disconnected from the UCMDB server, use the **setLWSSOInitString** JMX method on the probe side to resolve the issue. For detailed instructions, see steps above.
 - the probe is connected to the UCMDB server, invoke the **setInitString** JMX method on the UCMDB server side to enable automatic synchronization of the **initString** value.

For instructions on how to invoke the **setInitString** JMX method, see the *HPE Universal CMDB JMX Reference Guide*.

LIMITATION: Probe discovery will result in duplicate node CIs (Windows/Unix) if re-imaging the Virtual Machine system with the same template, IP address, and hostname. This is because the unique calculation logic for the node is different between the UCMDB server and the probe. (QCCR1H104153)

Workaround: Before re-imaging your Virtual Machine system, remove the CI instance of the old Windows/Unix system from UCMDB manually.

PROBLEM: If a Management Zone inherits the IP range from a bound probe, after the probe is added to or removed from a probe cluster, the Management Zone loses the IP range setting and the following operations have unexpected results:

- Move this Management Zone from one folder to another folder.
This operation results in an error message and the Management Zone remains in the original folder.
- Move the folder that contains this Management Zone to another folder.
This operation moves the folder to the target folder successfully. However, an error message appears and this Management Zone is moved to the Root folder. If there are other Management Zones after this Management Zone in the tree, these Management Zones are also moved to the Root folder.
- Rename the folder that contains this Management Zone.
This operation renames the folder successfully. However, an error message appears and this Management Zone is moved to the Root folder.

Workaround: To work around this issue, manually set the IP range for the problematic Management Zone, and then move the Management Zone(s) to the target folder.

PROBLEM: The **WebSphere to Web Server Dependencies** job is causing `OutOfMemoryError` on the probe side. (QCCR1H97710)

Workaround: The probe requires at least 4G memory to run the WebSphere to Web Server Dependencies job. Therefore, allocate at least 4G memory for the probe.

LIMITATION: When the probe is in Separate Mode, the default credentials for basic authentication are not updated automatically. (QCCR1H98271)

Workaround: Update the default credentials for basic authentication manually. To do so,

1. Open the JMX Console of the UCMDB Server side, enter **changeBasicAuthenticationCredential** in the quick search field and click the link that appears.
2. Specify the **userName** and **password** that you want. For example:

changeBasicAuthenticationCredential

Change basic authentication credential.

Name	Type	Value	Description
customerId	int	<input type="text" value="1"/>	Customer Id
userName	java.lang.String	<input type="text" value="test"/>	new user name for basic authentication.
password	java.lang.String	<input type="text" value="123456"/>	new password for basic authentication.

Invoke

Note: Password must contain at least six characters.

3. Click **Invoke**.
4. Encrypt the password by using the JMX Console of the probe side as follows:
 - a. Open the JMX Console of the probe side, enter **getEncryptedKeyPassword** in the quick search field and click the link that appears.
 - b. Enter the password that you specified.
 - c. Click **Invoke** and then the encrypted password is generated.
5. Copy the encrypted password.
6. Edit the **DataFlowProbe.properties** file as follows:

```

appilog.agent.Probe.BasicAuth.User = <the user name that you specified>
appilog.agent.Probe.BasicAuth.Pwd = <the encrypted password that you just
copied>

```

7. Save the change and then restart the probe.

LIMITATION: When working in a High Availability environment, if there is a failover to the other UCMDB Cluster, you must first clear the data of the HP Integration Service before running it.

Workaround: To clear the data, run

```
..\UCMDB\UCMDBServer\integrations\tools\clearProbeData.bat.
```

PROBLEM: When using the network ping options available in the new **Check Network Availability** dialog box to troubleshoot network connection issues and/or credential related issues against a **node** type inventory CI in IT Universe Manager, you selected a different credential in the Choose Credential dialog box but changed your mind and clicked the **Cancel** button, **All credentials** show up in the **Credential** field, instead of keeping the original value in the **Credential** field unchanged.

Workaround: None.

PROBLEM: After upgrading UCMDB to version 10.21 and deploying the Content Pack 16.00, the new **Check Network Availability** permission is not available for the out-of-the-box role **Discovery And Integrations Admin**. This is caused by the fact that version 10.21 installer does not run in silent mode, therefore the **Basic_Authorization.zip** package is not deployed. (QCCR1H101124)

Workaround: To make the **Check Network Availability** permission available for the out-of-the-box role **Discovery And Integrations Admin**, you need to manually deploy the **Basic_Authorization.zip** package. To do so,

1. Copy the **Basic_Authorization.zip** package from the **<UCMDB_Server_Home>\content\basic_packages** directory to the machine from where you will deploy the package.
2. Launch UCMDB UI and navigate to **Administration > Package Manager**, and click the **Deploy packages to server**  button.

In the popup dialog, select **Basic_Authorization.zip**, and then click **Deploy**.

3. After the deployment is completed, go to **Security > Roles Manager**, select **Discovery and Integration Admin > CIT Menu Items**, then select **Node** CI type, the **Check Network Availability** action should show up in the Selected Actions pane.
-

LIMITATION: After upgrading to version 10.21, some jobs cannot run in JVM 8 because the driver JAR files of these jobs only support JVM 7.

Workaround: To work around this issue, you can use a remote process of JVM 7 to run these jobs. For detailed instructions, see [KM01746334](#).

LIMITATION: When the UD probe compiles a list of CIs to be scanned, it does not add CIs that are connected through VPN. This happens when there are two UCMDB servers available handling the discovery of the client environments, but there is only one agent package with the same call home configured. (QCCR1H101777)

Workaround: Set up a DNS alias, such as UDCallHome, that in each network resolves to a local (for that region) UD probe to receive the agent call home event. This way the same initial agent call home configuration could be used throughout.

Universal Discovery - Probe Framework

PROBLEM: Probe database (PostgreSQL) size grows quite big (36 GB). Clearing probe cache resolves the issue, but it reoccur at regular interval. This issue is caused by the biggest table **ddm_discovery_results**, which is the main table that controls the result of all CIs discovered by the probe, but the table is used by multiple features. (QCCR1H105398)

Workaround: To resolve the issue, use the

C:\hp\UCMDB\DataFlowProbe\pgsql\bin\pgAdmin3.exe GUI to perform DB dump. Just right click the Data Flow Probe DB, and choose **backup**.

For example, from the **C:\hp\UCMDB\DataFlowProbe\pgsql\bin** directory, execute the following command:

```
pgsql.exe --username=postgres --command "VACUUM full verbose" --  
dbname=dataflowprobe
```

PROBLEM: When the **appilog.collectors.storeDomainScopeDocument** property in the **DataFlowProbe.properties** file is set to **false**, some jobs which run in the remote process mode may fail, because the remote process cannot read the probe memory, thus having no access to the **domainScopeDocument** file stored in the memory. When the setting is false, the file is only stored in the probe memory. (QCCR1H98264)

Workaround: If some jobs run in the remote process mode, make sure that you set the value of the `appilog.collectors.storeDomainScopeDocument` property in the `DataFlowProbe.properties` file to `true`.

LIMITATION: When using PostgreSQL as your database on the Windows platform, the `UCMDB_Probe_DB` service is not starting as a non-system user. This is a third-party product limitation, because PostgreSQL is able to "irrevocably give up administrative rights at startup". For details, see [this PostgreSQL wiki page](#). (QCCR1H98262)

Workaround: In order for the `UCMDB_Probe_DB` service to start properly, you may configure the **Log On** options for the `UCMDB_Probe_DB` service as follows:

1. Locate the `UCMDB_Probe_DB` service in the Services window.
2. Right-click `UCMDB_Probe_DB` and select **Properties**.
3. In the `UCMDB_Probe_DB` Properties window, go to the **Log On** tab, and do either of the following:
 - o (Recommended) Select the **Local System account** option.

Note: This is the recommended option, because the SYSTEM account has access to all necessary folders according to the default settings on Windows.

- o Select **This account**, and specify the account name and password.

Note: This option is NOT recommended. Even if you specify an administrator account, it will be treated as a common user account by PostgreSQL, because PostgreSQL is able to "irrevocably give up administrative rights at startup".

If you DO need to specify a different account, make sure that the USERS group on your Windows platform has:

- **Read** and **Write** access to the `C:/hp/UCMDB/DataFlowProbe/pgsql` folder.
- **Read** access to the files in system library (for example, the `C:/Windows/System32` folder) that PostgreSQL needs to access.

For the list of files that PostgreSQL needs to access, see PostgreSQL documentation.

4. Click **OK**.

LIMITATION: Java API `setDiscoveryConfigurationXML` does not support cluster. (QCCR1H98897)

Workaround: None.

Universal Discovery - Probe Upgrade

PROBLEM: After the installation, there are two entries in the control panel with the same name for both of Data Flow Probe and UCMDB Server. Both entries refer to the same installation. Uninstall any of them will uninstall the referenced product. They have no impact for your normal use.

Workaround: If you want to remove one of the entries,

1. Go to **Start > Run**, enter **regedit** and click **OK** to open the Registry Editor.
2. Navigate to **HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall**, and locate the entry you want to remove.

Note: The registry path may vary with Windows operating systems, make sure you locate the entry for your OS.

3. Delete the selected entry.

LIMITATION: Linux does not support automatic upgrade of probes. (QCCR1H99342)

Workaround: To perform manual upgrade of probes on Linux, run the **<DataFlowProbe Installation Folder>/tools/upgrade/extractUpgradePackage.sh** script.

PROBLEM: Deploying probe update manually failed with an "Out of memory" error.

Workaround: When you deploy a probe update manually via UCMDB UI, the maximum package size allowed is 200 MB. If the package size is greater than 200 MB, deploy it via JMX console using the **deployProbePatch** JMX method from the **UCMDB:service=Discovery Manager** category.

Also, note that the UCMDB UI client for applet requires 1280 MB memory at least.

Integrations

LIMITATION: LW-SSO does not work if you go from HTTPS to HTTP with an integration of UCMDB with another product. For example, when integrating with another product, if UCMDB is configured to work on HTTPS, and the other product is on HTTP (for example BSM), then even if you use the same LW-SSO configuration on both environments, BSM will not open based on LW-SSO, because the LW-SSO cookie was created on UCMDB which is on HTTPS. If you first open BSM which is on HTTP, and

then you want to open UCMDB, UCMDB will open with no additional authentication based on LW-SSO.

Workaround: None.

LIMITATION: SiteMinder with AJP does not work any more starting from UCMDB 10.21, because Jetty does not support it. That is why after upgrading to UCMDB version 10.21, the UCMDB integration with SiteMinder with IIS as front-end will fail. (QCCR1H105818)

Workaround: None.

LIMITATION: Java adapters do not support the remote process feature. An integration job will fail with an error when the "Run as Separate JVM" option with the Java adapter is set to TRUE. (QCCR1H107699)

Workaround: None for this release.

PROBLEM: After downgrading UCMDB to an earlier version (for example, from version 10.22 to version 10.21 or 10.20), because the version of the **Cmdb10xAdapter.zip** adapter is higher than the UCMDB server version, the adapter is not recognized and all integration points based on the adapter can not be loaded from the database. (QCCR1H104825)

Workaround: After downgrading UCMDB to an earlier version, re-deploy the **Cmdb10xAdapter.zip** adapter package from the **<UCMDBServer_install_dir>\content\adapters** folder and restart the UCMDB server.

PROBLEM: (UCMDB version 10.20 and later) UCMDB to BSM push integration does not work if attributes sizes is different. In UCMDB version 10.20 and later, the size for some OOTB attributes is 250, but in RTSM or BSM 9.05, the size is 100. Therefore, when trying to push CIs with large value from UCMDB to BSM, the integration does not work. (QCCR1H101184)

Workaround: Check and make sure that the sizes of attributes between UCMDB and RTSM/BSM are synchronized before pushing CIs with large values.

LIMITATION: When creating an integration point using the Cmdb 9.x Adapter, the integration point does not work on HTTPS protocol. (QCCR1H104603)

Workaround: To make the connection work, add the certificate of the remote machine into the cacert file in the **\DataFlowProbe\bin\jre\lib\security\cacert** directory.

LIMITATION: After upgrading from 10.20 to 10.21, manually redeploy the UCMDB 9.x integration adapter package located in the **C:\hp\UCMDB\UCMDBServer\content\adapters** directory.
(QCCR1H98251)

If the package is not redeployed, the integration adapter still works, but the reconciliation issue fixed in QCCR1H92320 will re-occur.

Workaround: None.

PROBLEM: When creating an integration point using the Cmdb 9.x Adapter, after clicking the **OK** button to save the integration point, the saving operation may fail after working for some time. This is caused by the long-running task `DataAccessAdapterQueryGetSupportedClassConfigs`.
(QCCR1H91379)

Workaround: Whenever you encounter a similar timeout issue and see `DataAccessAdapterQueryGetSupportedClassConfigs` in the log, you can go to the JMX console and increase the values for the following two settings:

- **task.DataAccess.Manager.getAdapterClassesConfig.timeOut.** Default value for the setting is 20000.
 - **configuration.remote.action.timeout.** Default value for the setting is 35000.
-

LIMITATION: You cannot create one integration point for both data push and population.
(QCCR1H98068)

Workaround: To create an integration point for both data push and population, do the following:

1. Update the value for **Object Root** from **managed_object** to **root**.
 - a. Log in to UCMDB with an administrator account and go to **Administration > Infrastructure Settings Manager**.
 - b. From the **Filter by column** drop-down list, click **Name**, type **Object Root** in the text box and double-click the **Object Root** entry that is displayed.
 - c. In the Properties dialog box, go to the **Current Value** field, change **managed_object** to **root**, and then click **Save**.
 - d. Log out of UCMDB and log in to UCMDB again for the change to take effect.
2. Add the **discoverypattern_mdr_type** attribute to **Auto Discovery Pattern definition**.
 - a. Go to **Modeling > CI Type Manager > CI Types** pane > **Root tree > Data > Object > Configuration**, and click **Auto Discovery Pattern definition**.

- b. In the right pane, click the **Attributes** tab and click the **Add**  button.
 - c. In the Add Attribute dialog box, type **discoverypattern_mdr_type** in the **Attribute Name** and **Display Name** fields, and click **OK**.
3. If you already create an integration point, delete it and create it again.
4. Open the Adapter Source Editor dialog box and click **Save**.
 - a. Go to **Data Flow Management > Adapter Management > Resources** pane, select the adapter that is related to your integration point.
 - b. Right-click the adapter, select **Edit adapter source**.
 - c. In the Adapter Source Editor dialog box, click **Save**.

LIMITATION: When creating a new inherited CI Type in which the parent has identification based on key attributes, it will be by default inherited by the child CI Type, without the possibility of changing it. For example, creating an inherited CI Type from Person will inherit its **identification by key** attribute by default. So if you choose to change the identification with reconciliation rule, the whole identification will be the Person identification by key + identification by rule. (QCCR1H92081)

Workaround: When creating the new CI Type inherited from Person, change first the identification of Person by removing all attributes conditions, so the new identification of the newly created CI Type will be empty.

PROBLEM: When trying to run a remote process using the Integration Service, the following error is returned: Failed to connect to remote process. (QCCR1H101639)

Workaround: If you want to use the Integration Service to run a remote process, add the following jars to the **basic_discovery_minimal_classpath** setting in the **<UCMDB_Server_Home>\integrations\conf\DataFlowProbe.properties** file manually:

```
../lib/cryptojce.jar;../lib/cryptojcommon.jar;../lib/jcmFIPS.jar;
```

Problem: The Integration Service cannot start due to a failure to connect to the database after you change the master key on the UCMDB server. (QCCR1H102098)

Workaround: None.

Tenant Owner Related Known Issues, Problems, and Workaround

PROBLEM: After switching to Tenant aware reconciliation, the **OwnerTenant** attribute becomes read-only in the Configuration Item Properties dialog.

Workaround: Use **Assign Tenants** functionality from the CI's context menu.

PROBLEM: After removing the Key Attributes qualifier from the **OwnerTenant** attribute of the Managed Object, sometime no properties are displayed for the CIs in UI.

Workaround: If you want to switch back (to disable Tenant aware reconciliation), do the following:

1. Remove the **ID_ATTRIBUTE** qualifier for the **TenantOwner** attribute on the **managed_object** CIT.
 2. Remove the value of the **reconciliation.tenantaware.citypes** setting.
 3. Reload the class model from persistency (go to the **JMX console > UCMDB:service=Class Model Services**, and invoke the **reloadClassModelFromPersistency** method).
 4. Go to **JMX console > UCMDB:service=Model Services**, invoke the **recalculateID** method with **classname** field empty.
 5. Go to **JMX console > UCMDB:service=Model Services**, invoke the **updateClasModel** method.
-

LIMITATION: Enrichment is not invoking the Reconciliation on Update **OwnerTenant** via **Associate Tenant Rule**. As a result, you may have duplicated data in the system in case if you update the **OwnerTenant**'s CI to a tenant that already has this CI.

Workaround: None.

LIMITATION: CIs with Identification rule would be duplicated in case if the user is updating the **OwnerTenant** CI to a tenant that already has this CI from **Update OwnerTenant** in the **Assign Tenants** module.

Workaround: None.

PROBLEM: When adding Consumer Tenants to a CI, the System Default Tenant appears in the list of Consumers after saving, even if it was not selected. This issue occurs only when changing the Owner Tenant or the Consumer Tenant.

Workaround: None.

PROBLEM: When removing all Consumer Tenants from a CI (from the IT Universe), an error is thrown and the Owner Tenant is overwritten with the System Default Tenant.

Workaround: To avoid removing the System Default Tenant from the Consumer Tenants list, make sure you set the System Default Tenant as consumer.

Only when the System Default Tenant is not set as consumer, the Owner Tenant will be overwritten with the System Default Tenant when trying to save.

PROBLEM: Error message received when setting up a tenant aware environment, for the OOTB enrichments which are adding CIs. (QCCR1H104949)

Workaround: If there are enrichments which are creating new CIs, after setting the environment as tenant aware, the attribute **Owner tenant** should be set for those CI Types which are being created through enrichments.

Enhancements Requests

The following table lists the enhancement requests that were implemented in HPE UCMDB, UD, and CM 10.33.

Global ID	Problem	Solution
QCCR1H91587	The XML Enricher does not make use of the dbmca.bin and dbpci.bin files to enrich the scan files with the names of the PCI cards for UNIX scan files that do have the card description populated.	The XML Enricher can now use PCI database to enrich scan files.
QCCR1H106512	There are vertical data quality issues with attributes on several CITs, making the CI Change report unusable.	Added a new REST endpoint that can be used to generate a customized change report.
QCCR1H114859	This is a request to enhance the documentation with the following lines: "Application coexistence. UCMDB servers must be installed on dedicated host systems which must not run other applications. Installing UCMDB servers together with most other HPE products on the same host system may result in port conflicts, performance issues, or other unexpected behavior. Coexistence of UCMDB servers with HPE Data Flow Probe (DFP) is supported."	Added the requested information to the <i>HPE Universal CMDB Support Matrix</i> document.
QCCR1H114945	There is a setting within the adapter called reconciliation.tql.depth , which controls how deep the autocomplete logic is applied. However, it only applies to population jobs. For push jobs, it appears to be hard-coded at 20 .	Implemented the enhancement to make the reconciliation.tql.depth setting configurable, so that it can be applied to push jobs now.
QCCR1H115468	The <i>HPE Universal CMDB Hardening Guide</i> should include more information about the master key to help users troubleshoot any master key related issues.	Added a caution note in the <i>HPE Universal CMDB Deployment Guide</i> to warn users that they need to mark LDAP settings as sensitive and then change the master key before they proceed with the upgrade.

Global ID	Problem	Solution
QCCR1H115526	<p>This is an enhancement request to add the ability to impersonate the currently logged in user. When this option is cleared, the scanner will run under the Windows LocalSystem account and will not try to impersonate any logged in user.</p>	<p>Implemented the enhancement by adding a new option Impersonate currently logged in user to the Scanner Configuration Generator wizard > Scanner Options page > Miscellaneous tab. This option defines whether to impersonate the currently logged in user. For details, see "Scanner Options Page" in the <i>HPE Universal CMDB Data Flow Management Guide</i>.</p>

Fixed Defects for UCMDB and UD 10.33

The following table lists the defects that were fixed in UCMDB and UD 10.33.

Global ID	Problem	Solution
QCCR1H100619	Data Flow Probes are marked as disconnected in UI even though entries in mam.autodiscovery.log indicate that they should be connected.	Fixed the issue by adding a new feature Load Control . For details, refer to "How to Enable Load Control Feature" in the <i>HPE Universal CMDB Data Flow Management Guide</i> .
QCCR1H106427	The TCP Ports job and other discovery jobs do not work due to wrong IP address.	Fixed the issue by adding an IP address validation check. Now discovery jobs work correctly.
QCCR1H106492	DDMConfiguration Service.setProbeRanges() fails to set a duplicated IP address on probe ranges belonging to two different domains.	Fixed the issue by applying a code change. Now you can set a same IP address in different domains by using DDMConfiguration Service.setProbeRanges() .
QCCR1H108742	Two different Load Balancing Clusters with the same name that are discovered by the F5 BIG-IP discovery are merged to one, which is incorrect.	Fixed the issue by changing the reconciliation rule to check related IP Service Endpoints in addition to the name.
QCCR1H108881	The JEE WebSphere by Shell job fails on some trigger CIs with the "Not enough reconciliation data" error.	Fixed the issue by applying a code change to introduce the reverse check logic. When isReverseCheck is enabled in the adapter source, the discovery job performs reverse check to move identification required connected CI from the redundant bulk to the bulk for data reconciliation to the UCMDB server.

Global ID	Problem	Solution
QCCR1H112109	In the Inventory Discovery by Scanner job, the Automatic Deletion mechanism is turned on. Unfortunately not all Installed Software CIs are deleted when they are not included in the current scan file.	<p>You need to add the command <code>isServerAutomaticDeletionEnabled="true"</code> in the InventoryDiscovery ByScanner adapter source as follows:</p> <pre><resultMechanism isEnabled ="true" isServerAutomatic DeletionEnabled="true"></pre> <p>Note: To access the adapter source, go to Adapter Management > Resources pane > Packages > InventoryDiscovery > Adapters, right-click InventoryDiscovery ByScanner and then select Edit adapter source.</p>
QCCR1H112508	The package deployment fails when users transfer class model from one environment to another.	Now the package can be deployed successfully to the new environment.
QCCR1H113117	The Atrium integration adapter fails with the following error message: "No username and/or target server defined".	Fixed the issue by applying a code change. Now the Atrium integration adapter works properly.
QCCR1H113840	On the first page of the <i>Universal CMDB: Network Topology</i> export, when placing the cursor on the title, users see that there is a link to www.hp.com .	Fixed the issue by changing the link to www.hpe.com .
QCCR1H114190	The character set WE8ISO8859P1 for Oracle database causes data federation issues between UCMDB and Service Manager.	Fixed the issue by removing the support for character set WE8ISO8859P1 for Oracle database from the <i>HPE Universal CMDB Database Guide</i> .

Global ID	Problem	Solution
QCCR1H114244	Short Leased IP Addresses get merged incorrectly.	Fixed the issue by documenting the issue with workaround in the Release Notes document.
QCCR1H114258	This is a request for the sizing guide to cover the resource requirements for installing a second probe on the same Windows server.	Added a note in the <i>HPE Universal CMDB Sizing Guide</i> to clarify resource requirements for installing a second probe on the same windows server.
QCCR1H114473	Benign warning messages flood error.log .	Fixed the issue by applying a code change. When dispatching live discovery tasks, the system will not warn when destinationInfo is null.
QCCR1H114765	Users have problems with push, and jobs are not executed to schedule. For example, the full push for BSM is delayed for more than two hours. Also, there are many "OutOfMemory" error messages. This is because the TQL state machine gets stuck.	Fixed the issue by resetting the stuck TQL state machine and restarting the calculation.
QCCR1H114782	In the upgraded environment, the Generic DB Adapter based integrations do not run any more. There are "java.lang.NoClassDefFoundError" error messages in the logs.	Fixed the issue by providing detailed instructions about "How to Enable Support for Oracle Advanced Security (OAS) in Generic DB Adapter Based Integrations" in the <i>HPE Universal CMDB Database Guide</i> , including modifying the configuration in the persistence.xml file.
QCCR1H114875	Discovery jobs fail with the following error message: "Could not fetch credential from Confidential Manager Client". This issue happens because the Data Flow Probe initializes the Confidential Manager (CM) client repeatedly when restarting, and the initialization of CM client fails when the UCMDB server is not up.	Fixed the issue by applying a code change so that now the Data Flow Probe will not initialize CM client repeatedly when restarting.

Global ID	Problem	Solution
QCCR1H114911	Users cannot start up UCMDB when they use Oracle Real Application (ORA) cluster environment.	Fixed the issue by applying a code change. Now UCMDB can be started with the ORA environment.
QCCR1H115068	Several thousand CIs continue to get their Last Access Time updated, which prevents them from getting removed from the system. Many CIs that are still being discovered by jobs no longer exist in the environment. This causes these CIs to be touched and retained in UCMDB when they should not.	Fixed the issue that some CIs are not touched properly by removing the duplicate records in the ID mapping table.
QCCR1H115207	CIs and relationships are not updated correctly when replicating them from external sources to CMS using Jython based integrations.	Fixed the auto-delete issue so that CIs and relationships can be updated correctly.
QCCR1H115260	The UCMDB-ServiceNow integration pull job does not pull the sys_id attribute back on some Node and RunningSoftware CIs.	Fixed the reconciliation engine issue so that the UCMDB-ServiceNow integration pull job can pull the sys_id attribute properly.
QCCR1H115370	<p>After upgrading from UCMDB 10.22 to UCMDB 10.30, the LDAP settings are lost, and the following error message appears in the log file: "The host name could not be extracted from the URL".</p> <p>The problem is that customers do not change the Master Key properly. This causes the database to be in an inconsistent state and any data encrypted with the master key is lost. The fact that the LDAP URL that is always encrypted could not be decrypted, making the LDAP Settings module from JMX unusable.</p>	Fixed the issue by applying a code change.
QCCR1H115454	Event Browser is under loading status and becomes inaccessible.	Fixed the issue by inserting only one key per instance instead of inserting different keys for the same DPS server. Now Event Browser works properly.
QCCR1H115545	The Host Applications by Shell job fails with many fatal errors.	Fixed the reconciliation engine issue so that the Host Applications by Shell job works properly.

Global ID	Problem	Solution
QCCR1H115550	When users click any XML file under configuraton files of SNOWGenericAdppter , UI shows "An error occurred during the loading of the external class model tree".	Fixed the issue by changing the method implementation such that it will return null in case the datastore is empty.
QCCR1H115573	In UCMDB, when sending reports through mail, sometimes the following warning message is retrieved: "Mail not sent due to security restrictions. Please try again later!"	Sending reports through email will not fail.
QCCR1H115582	If multiple UCMDB containers are running, and they are all pointing to the same volume folder, then the logs collide with each other.	Fixed the issue by renaming the existing ucmdb.runtime.folder.name environment variable to UCMDB_RUNTIME_FOLDER_NAME . UCMDB Server supports to configure a custom runtime folder, and in a subfolder of this runtime folder the logs are stored. When you have multiple UCMDB containers running, and they are all pointing to the same volume folder, you can use the UCMDB_RUNTIME_FOLDER_NAME environment variable to configure the folder where all the runtime files will be stored.
QCCR1H115616	Deadlocks are seen in the Oracle database; however, these deadlocks do not seem to be Oracle errors.	Fixed the issue by improving the database action to avoid CCM_DISCOVERY_DESTS_RESULTS table deadlocks.
QCCR1H115621	When running SiteScope 11.33 IP1 that is integrated with BSM 9.25, the topology is not reported properly to BSM.	Fixed the class model compatibility issue so that SiteScope 11.33 IP1 can connect to RTSM 905.
QCCR1H115749	The Probe Dashboard currently does not show the Hard Disk Usage but the actual free space.	The Probe Dashboard will show the Disk Usage properly.

Global ID	Problem	Solution
QCCR1H115757	Suddenly events stop appearing on OMi event browser. This is because TQL calculation fails and gates enter FAILED state and never recover. Every other TQL operation is set on waiting and stacked up until server is unresponsive.	Fixed the issue by creating automatic break-gate operation and therefore forcing calculation to recover and retrigger.
QCCR1H115775	When scheduled reports run, they sometimes fail with a NullPointerException.	Fixed the issue by adding more log messages to UI-server log on DEBUG loglevel to show the problematic ID from the scheduled report that should be removed.
QCCR1H115780	If UCMDB-UCMDB sync jobs end up in execution_mode errorHandle , then they will not be executed correctly by the scheduler and it will be necessary to run the jobs manually, sometimes even in full mode.	If UCMDB-UCMDB sync jobs end up in execution_mode errorHandle , the scheduler would reset the execution_mode in next pass.
QCCR1H115782	When the customer integrates UCMDB with BMC Atrium 9.1, the adapter requests two licenses, which looks weird.	Now the same integration only uses one license.
QCCR1H115847	The browser.war file is redeployed each time UCMDB server restarts.	Fixed the issue by applying a code change so that now the browser.war file is deployed only once.
QCCR1H115910	UCMDB discovery job package source is not updated in case of newer package deployment.	UCMDB discovery job package source will be updated in case of newer package deployment.
QCCR1H115973	The exportDiscoveryProcessing StatisticsToExcel JMX method fails with the following error message: "Maximum number of fonts was exceeded".	Fixed the issue by using the fonts already created instead of creating new ones. Now the exportDiscoveryProcessing StatisticsToExcel JMX method works properly.
QCCR1H115982	The Daily Usage column of the DiscoveryProcessingStatistics file should show colored warnings considering the number of data in threads.	The Daily Usage column will be computed, taken into consideration the data in threads number.
QCCR1H116011	The Range IPs by ICMP job fails with the following error message: "The entity name must immediately follow the '&' in the entity reference".	The special characters are supported now and the Range IPs by ICMP job will not fail.

Global ID	Problem	Solution
QCCR1H116137	<p>Users cannot log in to the UCMDB UI after OOTB installation without performing the workaround.</p> <p>This is probably due to the file server-storepass.conf but the keytool succeeds changing the pass for the keystore and truststore files.</p>	<p>Now you can log in to UCMDB UI successfully without performing the workaround.</p> <p>When changing the pass for the keystore and truststore files, the server-storepass.conf is generated and there are values in the file.</p>
QCCR1H116211	<p>The auto_trim qualifier is not supported for integer type attributes. It should be used only for string type attributes.</p>	<p>Fixed the documentation by adding a note to clarify that the auto_trim qualifier should be used only for the string type attributes.</p>
QCCR1H116544	<p>The user context is not properly created when calling the discovery web services.</p>	<p>Fixed the issue by changing the way that the user context is created for such calls.</p>
QCCR1H116565	<p>The ci_collection CI type's identification resource gets corrupted. It shows identification resource of a CI Relationship instead of a CI type in GUI.</p> <p>Because the reconciliation.match.attributes setting is set to global_id, at runtime a dynamic identification is built in order to add a new verification criterion based on the attribute (s) from the setting. After the verification is made, the identification is not restored to its initial state. This is the main reason why it gets corrupted.</p>	<p>Fixed the issue by restoring the verification criteria as it was previously.</p>
QCCR1H116607	<p>While running the REST-API for 10.32 in embedded mode, there is unexpected behavior with encoding. If importing the same data through the standalone 10.32 API, then no issues occur.</p> <p>This is because a REST-API filter is not fully compatible with Jetty Server.</p>	<p>Fixed the REST-API filter issue by applying a code change.</p>
QCCR1H116774	<p>After customers upgrade the test SiteScope to 11.33 IP1, everything goes fine, except for the topology sync from SiteScope to BSM.</p>	<p>Fix the topology sync issue by applying a code change.</p>

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