HPE Operations Bridge Reporter

Software Version: 10.21

Windows® and Linux operating systems

Release Notes

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Hewlett Packard Enterprise

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HPE Operations Bridge Reporter Release Notes

for the Windows® and Linux operating systems

Software version: 10.21

Publication date: November 2017

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

Minimum Hardware and Software Requirements

For information about calculating hardware requirements, see the *Sizing Calculator* in the *Operations Bridge Reporter Performance, Sizing and Tuning Guide*.

For the list of supported operating systems and software, see the *Operations Bridge Reporter Support Matrix*.

New Features in this Release

This release of OBR includes the following new features:

- **Topology Migration Tool**: The OBR 10.21 patch contains scripts and tools to migrate your topology source from OM to OMi.

  For more information, see *Operations Bridge Reporter Configuration Guide*.

- **OML and OMi policy templates**: OBR10.21 patch includes Operations Manager for Linux (OML) and Operations Manager i (OMi) policy templates to monitor OBR services.

  For more information, see *Operations Bridge Reporter Administration Guide*.

- Upgraded JRE version 1.8.0_121
- Upgraded Tomcat version 7.0.77
- Upgraded LCORE libraries version 12.04.006
- Defect fixes and enhancements

Known Problems, Limitations, and Workarounds

Known Problems and Workarounds

- **Issue 1**: In the OBR Administration Console, when warning/error messages exceed the pop-up window, the height of the pop-up window stretched beyond the screen.

  Workaround: You must scroll up to view warning/error messages at the top of the pop-up window.

- **Issue 2**: Co-existence of OBR with Operations Agent 12.04 is not supported when OBR is on windows, and Operations Agent is installed before OBR is installed.

  Workaround: Install OBR before installing Operations Agent.

- **Issue 3**: In the OBR Administration Console, Deployment manager times out during content pack installation.

  Workaround: Stop the Orchestration service and then reinstall the content pack.

Limitations

- Installing OBR Data Processor on a remote Windows system is not supported.
- In the OBR Administration Console, the executed steps are listed for data processing status, however the step details are not displayed.
- In the OBR Administration Console, the date/time format is not locale specific; it is in English US format even when OBR is installed in other languages.

Installation Prerequisites

Following are the prerequisites for installing the OBR 10.21 patch:

- You can install the OBR 10.21 patch only on an OBR 10.20 system.
- Take a backup of the OBR 10.20 database, SAP BusinessObjects, and OBR system before installing the OBR 10.21 patch.

  For more information, see the *Operations Bridge Reporter Disaster Recovery Guide*.
- Make sure to stop all the custom applications that use Java. There must be no 'java' process running during patch installation.

Installing the OBR 10.21 Patch

For steps to install the OBR 10.21 patch, see the following sections:

- "On Linux" below
- "On Windows" on page 13

On Linux

In a distributed environment, install the OBR 10.21 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system(s).

> **Note:**
> - Complete all the installation prerequisites before you begin to install the OBR 10.21 patch. For information, see "Installation Prerequisites" on the previous page.
> - In a Vertica cluster, install the OBR 10.21 patch only on the primary node.

To install the OBR 10.21 patch on your Linux system, follow these steps:

1. Download the `OBR1021LIN_00001.zip` file from HPE Software Support Online (SSO).
2. Log on to shell prompt as a `root` user.
3. Run the following command to extract the contents to a temporary directory on the HPE OBR 10.20 system:

   ```
   unzip OBR1021LIN_00001.zip
   ```

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

   - `installPatch.pl`
   - `rollbackPatch.pl`
   - `OBR_Release_Notes.pdf`
   - `OBR1021LIN_00001.rpm`
   - `removeLinuxPatch.sh`

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

4. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.
5. Go to the `$PMDB_HOME/data` directory and take a back up of `config.prp` file. Save the file with the same name to some other location.
6. Similarly, go to the `$PMDB_HOME/../Flink/conf` directory and take a back up of `flink-conf.yaml` file. Save the file with the same name to some other location.
7. Using the `cd` command, go to the directory where you have extracted the OBR 10.21 patch files.
8. To install the OBR 10.21 patch, run the following command:

   ```
   perl installPatch.pl
   ```

9. Run the `aggregate regenerateall=true` command to ensure that existing aggregates are regenerated after the patch is installed.
10. On successful installation of the OBR 10.21 patch,
    - go to `$PMDB_HOME/../` directory and check the version in the `BSMRVersion.prp` file.
    - re-place the `config.prp` file that was backed up in step 5 into the `$PMDB_HOME/data` directory.
    - open the `config.prp` file and verify if the following parameter and the value appears:
      i. `dps.buffer.batch.size=104857600`

      If the value of the parameter is changed, update the value for the parameter as mentioned above.

      ii. `minPauseBetweenCheckpoints=0`

      If the parameter is not present in the file, update the parameter and the value as mentioned above.
    - re-place the `flink-conf.yaml` file that was backed up in step 6 into the `$PMDB_HOME/../Flink/conf` directory.
    - open the `flink-conf.yaml` file, ensure that the following parameters are not duplicated and have the mentioned values:

      ```
      taskmanager.network.numberOfBuffers: 6000
      ```

      ```
      task.cancellation-interval: 180000
      ```

      If duplicates are found, remove the last occurrence of these parameters.
    - start the OBR services. For instructions, see "Status, Stopping and Starting OBR Services" on page 22.
11. Follow these steps after the successful installation of the OBR10.21 patch on the Remote Collector system:

a. Stop the `HPE_PMDB_Platform_Collection` service.

b. Go to the location `{PMDB_HOME}/temp/OBR1020upgradebackup` and copy `config.prp` file to `{PMDB_HOME}/data` directory.

c. Start the `HPE_PMDB_Platform_Collection` service.

Install the OBR 10.21 Patch in a High Availability Cluster Environment

> **Note:** If you have already installed configured OBR 10.20 in a High Availability Cluster Environment, you have to install the OBR 10.21 patch first on the active node, and then switch over to the secondary node and install the patch.

To install the OBR 10.21 patch in High Availability environment, perform the following steps first on the active node and then on the secondary node:

1. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.
2. Remove `#` from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.
5. Go to the directory where you have extracted the OBR 10.21 patch files.
6. Run the following command:

   > **Note:** Before you install the OBR 10.21 patch on the Vertica 3-Node Cluster, perform these steps:
   >
   > a. From the OBR server, go to the location `$PMDB_HOME/../` directory and copy the `BSMRVersion.prp` file.
   >
   > b. On the Vertica primary server, paste the `BSMRVersion.prp` to the same location as OBR server.
   >
   > c. Install the OBR 10.21 patch on Vertica server.

   OBR system: `perl installPatch.pl -ha`

   OBR+ SAP BusinessObjects system: `perl installPatch.pl -ha`

   OBR+Vertica+ SAP BusinessObjects system: `perl installPatch.pl -ha`

   Other installation scenarios: `perl installPatch.pl`

7. Open the `ha_config.prp` file from the `$PMDB_HOME/HA/common/config/` directory.
8. Add `#` to the `maintenance mode=true` parameter as `#maintenance mode=true`.

9. Save the file and exit.
10. Run the following command to ensure that existing aggregates are regenerated after the patch is installed:

    ```
    aggregate regenerateall=true
    ```

11. On successful installation of the OBR 10.21 patch,
    - go to `$PMDB_HOME/../` directory and check the version in the `BSMRVersion.prp` file.
    - start the OBR services. For instructions, see "Status, Stopping and Starting OBR Services" on page 22.

Important: After installing the OBR 10.21 patch in High Availability environment, if you observe High Availability resources and services in OFFLINE_PROPOGATE state, stop High Availability on both the active (ONLINE CLUSTER) and passive nodes (OFFLINE CLUSTER) and start High Availability again.

If the installation fails,

- The OBR installation automatically rolls back to OBR 10.20 where the patch has been attempted to be installed.
- Run the following command if the automatic roll back fails:

  ```
  perl rollbackPatch.pl
  ```

Important: If you have already configured additional Remote Collectors and/or Data Processors, make sure to install the patch on the additional Remote Collectors and/or Data Processors also.

Ensure to install the patch every time you configure an additional Remote Collector or Data Processor.

Log Files and Backup Files

- The installation log file is located in the `$PMDB_HOME/log/patches` directory.
- The backed up data files are located in the `$PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB` directory.

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

Post Patch Installation Instructions

If you have modified the `server.xml` file for BO Webserver or Admin server during the OBR configuration, follow these steps:

1. Run the following commands where the SAP BusinessObjects component is installed:

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/BOWebServer/conf/server_cert.xml $PMDB_HOME/BOWebServer/conf/server_cert.xml
   ```

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/BOWebServer/conf/server_password.xml $PMDB_HOME/BOWebServer/conf/server_password.xml
   ```

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/BOWebServer/conf/server.xml $PMDB_HOME/BOWebServer/conf/server.xml
   ```

2. Run the following commands where the OBR component is installed:

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/adminServer/conf/server_cert.xml $PMDB_HOME/adminServer/conf/server_cert.xml
   ```

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/adminServer/conf/server_password.xml $PMDB_HOME/adminServer/conf/server_password.xml
   ```

   ```
   \cp $PMDB_HOME/patches/.OBR1021LIN_00001_BCK/PMDB/adminServer/conf/server.xml $PMDB_HOME/adminServer/conf/server.xml
   ```

3. Restart the `SAPBOBJEnterpriseXI40` and `HPE_PMDB_Platform_Administrator` services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if agent is installed).
3. Run the `ovc -kill` command.
4. Stop the following OBR services:

> **Tip:** In a High Availability environment, follow these steps on a active node.

- On OBR System
  - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection stop`
  - TrendTimer: `service TrendTimer stop`
  - HPE_PMDB_Platform_IM: `service HPE_PMDB_Platform_IM stop`
- On OBR Remote Collector System
  - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection stop`

5. Run the following command for LCore from the location `$PMDB_HOME/lcore_tmp/`:
   - On OBR system: `sh Lcore_install.sh`
   - On Remote Collector system: `sh Lcore_install_RC.sh`
6. Run the `opcagt -start` command (if agent is installed).
7. Run the `ovc -start` command.
8. Start the following services:

   > **Tip:** In a High Availability environment, follow these steps on a active node.

   - On OBR System
     - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection start`
     - TrendTimer: `service TrendTimer start`
     - HPE_PMDB_Platform_IM: `service HPE_PMDB_Platform_IM start`
   - On OBR Remote Collector System
     - HPE_PMDB_Platform_Collection: `service HPE_PMDB_Platform_Collection start`

On Windows

In a distributed environment, install the OBR 10.21 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system(s).

> **Note:**
> - Complete all the installation prerequisites before you begin to install the OBR 10.21 patch. For information, see "Installation Prerequisites" on page 7.

- In a Vertica 3-node cluster, install the OBR 10.21 patch only on the primary node.

Before installing the OBR10.21 patch on Windows, verify if the following processes are running from the Task Manager:

- `abcStreamrunner.exe`
- `openStage.exe`

Kill these processes if they are running and continue with the patch installation.

To install the OBR10.21 patch on Windows, follow these steps:

1. Download the `OBR1021WIN_00001.zip` file from the HPE Software Support Online (SSO).
2. Extract the contents to a temporary folder on the OBR 10.20 system.

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

   - `installPatch.pl`
   - `rollbackPatch.pl`
   - `OBR_Release_Notes.pdf`
   - `OBR1021WIN_00001.msi`

   Note: Do not run the Microsoft Installer (MSI) file.
3. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.
4. Go to the `%PMDB_HOME%\data` directory and take a back up of `config.prp` file. Save the file with the same name to some other location.
5. Similarly, go to the `%PMDB_HOME%\..\Flink\conf` directory and take a back up of `flink-conf.yaml` file. Save the file with the same name to some other location.
6. Log on to the command prompt with administrator privileges.
7. Go to the directory where you have extracted the OBR 10.21 patch files.
8. To install the OBR 10.21 patch, run the following command:

   ```
   perl installPatch.pl
   ```
9. Run the following command to ensure that existing aggregates are regenerated after the patch is installed:

   ```
   aggregate regenerateall=true
   ```
10. On successful installation of the OBR 10.21 patch,

- go to `%PMDB_HOME%\..\` directory and check the version in the `BSMRVersion.prp` file.
- re-place the `config.prp` file that was backed up in step 4 into the `%PMDB_HOME%\data` directory.
- open the `config.prp` file and verify if the following parameter and the value appears:
  i. `dps.buffer.batch.size=104857600`

  If the value of the parameter is changed, update the value for the parameter as mentioned above.

  ii. `minPauseBetweenCheckpoints=0`

  If the parameter is not present in the file, update the parameter and the value as mentioned above.
- re-place the `flink-conf.yaml` file that was backed up in step 5 into the `%PMDB_HOME%\..\Flink\conf` directory.
- open the `flink-conf.yaml` file, ensure that the following parameters are not duplicated and have the mentioned values:

  ```
  taskmanager.network.numberOfBuffers: 6000
  ```

  ```
  task.cancellation-interval: 180000
  ```

  If duplicates are found, remove the last occurrence of these parameters.
- start the OBR services. For instructions, see "Status, Stopping and Starting OBR Services" on page 22.

Install the OBR 10.21 Patch in a High Availability Cluster Environment

> **Note:** If you have already installed configured OBR 10.20 in a High Availability Cluster Environment, you have to install the OBR10.21 patch first on the active node, and then switch over to the secondary node and install the patch.

To install the OBR10.21 patch in High Availability environment, perform the following steps first on the active node and then on the secondary node:

1. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
2. Remove `#` from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.
5. Using the `cd` command, go to the folder where you have extracted the OBR10.21 patch files.

6. Run the following command:

   > **Note:** Before you install the OBR 10.21 patch on the Vertica 3-Node Cluster, perform these steps:
   >
   > a. From the OBR server, go to the location `{PMDB_HOME}/../` directory and copy the `BSMRVersion.prp` file.
   >
   > b. On the Vertica primary server, paste the `BSMRVersion.prp` to the same location as OBR server.
   >
   > c. Install the OBR 10.21 patch on Vertica server.

   OBR system: `perl installPatch.pl -ha`

   OBR+ SAP BusinessObjects system: `perl installPatch.pl -ha`

   OBR+Vertica+ SAP BusinessObjects system: `perl installPatch.pl -ha`

   Other installation scenarios: `perl installPatch.pl`

7. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
8. Add `#` to the `maintenance mode=true` parameter as `#maintenance mode=true`.
9. Save the file and exit.
10. Run the `aggregate regenerateall=true` command to ensure that existing aggregates are regenerated after the patch is installed.
11. On successful installation of the OBR 10.21 patch,
    - go to `$PMDB_HOME$/../` directory and check the version in the `BSMRVersion.prp` file.
    - start the OBR services. For instructions, see "Status, Stopping and Starting OBR Services" on page 22.

> **Important:** After installing the OBR10.21 patch in High Availability environment, if you observe High Availability resources and services in OFFLINE_PROPOGATE state, stop High Availability on both the active (ONLINE CLUSTER) and passive nodes (OFFLINE CLUSTER) and start High Availability again.

If the installation fails,

- The OBR10.21 patch installation automatically rolls back to OBR 10.20.
- Run the following command if the automatic roll back fails:

```
perl rollbackPatch.pl
```

- The patch installation may fail if Operations Agent has been installed in different path. To resolve this issue, perform these steps:

  a. Go to the folder *<HPE OBR installed drive>*\HPE-OBR and copy the ShrDepolyment.conf file.

  b. In the system where Agent is installed, paste the copied file to %OvInstallDir%.

  > **Note:** Co-existence of OBR with Operations Agent 12.04 is not supported when OBR is on windows, and Operations Agent is installed before OBR is installed. The OBR - Operations Agent integration has issues in this scenario.

> **Important:** If you have already configured additional Remote Collectors and/or Data Processors, make sure to install the patch on the additional Remote Collectors and/or Data Processors also.
>
> Ensure to install the patch every time you configure an additional Remote Collector or Data Processor.

Log Files and Backup Files

- The installation log file is located in the %PMDB_HOME%\log\patches folder.
- The backup data files are located in the %PMDB_HOME%\patches\.OBR1021WIN_00001_BCK/PMDB folder.

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

Post Patch Installation Instructions

If you have modified the server.xml file for BO Webserver or Admin server during the OBR configuration, follow these steps:

1. Run the following commands where the SAP BusinessObjects component is installed:

   ```
   xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
   BCK\PMDB\BOWebServer\conf\server_cert.xml %PMDB_HOME%\BOWebServer\conf\server_
   cert.xml
   ```

```
xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
BCK\PMDB\BOWebServer\conf\server_password.xml %PMDB_
HOME%\BOWebServer\conf\server_password.xml

xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
BCK\PMDB\BOWebServer\conf\server.xml %PMDB_HOME%\BOWebServer\conf\server.xml
```

2. Run the following commands where the OBR component is installed:

```
xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
BCK\PMDB\adminServer\conf\server_cert.xml %PMDB_HOME%\adminServer\conf\server_
cert.xml

xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
BCK\PMDB\adminServer\conf\server_password.xml %PMDB_
HOME%\adminServer\conf\server_password.xml

xcopy /y %PMDB_HOME%\patches\.OBR1022WIN_00001_
BCK\PMDB\adminServer\conf\server.xml %PMDB_HOME%\adminServer\conf\server.xml
```

3. Restart the `Business Objects Webserver` and `HPE_PMDB_Platform_Administrator` services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if agent is installed).
3. Run the `ovc -kill` command.
4. Stop the following OBR services:

   > **Tip:** In a High Availability environment, follow these steps on a active node.

   - On OBR System
     - `HPE_PMDB_Platform_Collection`
     - `HPE_PMDB_Platform_Timer`
     - `HPE_PMDB_Platform_IM`

- On OBR Remote Collector System
  - `HPE_PMDB_Platform_Collection`

5. From the command prompt, run the following command:
   - `cd %PMDB_HOME%\lcore_tmp`
6. Run the following command for LCore:
   - On OBR System: `Lcore_install.bat`
   - On Remote Collector system: `Lcore_install_RC.bat`
7. Run the `opcagt -start` command (if agent is installed).
8. Run the `ovc -start` command.
9. Start the following services:

   Tip: In a High Availability environment, follow these steps on a active node.

   - On OBR System
     - `HPE_PMDB_Platform_Collection`
     - `HPE_PMDB_Platform_Timer`
     - `HPE_PMDB_Platform_IM`
   - On OBR Remote Collector System
     - `HPE_PMDB_Platform_Collection`

Uninstalling the OBR 10.21 Patch

Note:
To uninstall the OBR 10.21 Patch in a High Availability Cluster Environment,

1. Open the `ha_config.prp` file from the `{PMDB_HOME}\HA\common\config\` directory.
2. Remove # from the `#maintenance mode=true` parameter.
3. Save the file and exit.
4. Uninstall the OBR 10.21 patch:
   - "On Linux" below
   - "On Windows" on the next page
5. Open the `ha_config.prp` file from the `%PMDB_HOME%\HA\common\config\` directory.
6. Add # to the `maintenance mode=true` parameter as `#maintenance mode=true`.
7. Save the file and exit.

On Linux

Uninstall the OBR 10.21 patch first from the Remote Collector system, followed by Vertica system, remote SAP BusinessObjects system and OBR system.

Caution: Any hotfix applied after the OBR 10.21 patch installation will be removed when the patch is uninstalled.

1. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on page 22.
2. Go to the location where the `OBR1021LIN_00001.zip` is extracted. The `removeLinuxPatch.sh` file is listed in the extracted file.
3. Run the following command to uninstall the patch:

   ```
   sh removeLinuxPatch.sh
   ```

   If the uninstallation fails,

   Run the following command:

```
perl rollbackPatch.pl
```

4. Start the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on the next page.

On Windows

Uninstall the OBR 10.21 patch first from the Remote Collector system, followed by Vertica system, remote SAP BusinessObjects system and OBR system.

> **Caution:** Any hotfix applied after the OBR 10.21 patch installation will be removed when the patch is uninstalled.

To uninstall the OBR 10.21 patch on Microsoft Windows 2012 Server system, follow these steps:

1. Stop the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on the next page.
2. From the **Start** menu, click **Control Panel**.
3. Select **Programs and Features**.
4. Right-click **HPE Operations Bridge Reporter OBR1021WIN_00001 Patch** and then click **Uninstall**.

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

5. Start the OBR services. For steps, see "Status, Stopping and Starting OBR Services" on the next page.

Status, Stopping and Starting OBR Services

This section provides instructions to check the status, stop and start OBR services.

In case of typical installation scenario, perform these steps on the OBR system. For custom installation, perform these steps on the individual servers as mentioned in the following sections.

On Linux

Status of the OBR services

Go to `/etc/init.d` directory and run the following commands on the command prompt to check the status of OBR services:

On RHEL 6.x/SUSE Linux Enterprise Server 11	On RHEL 7.x
On OBR Server	
• `service HPE_PMDB_Platform_Administrator status` • `service HPE_PMDB_Platform_Collection status` • `service HPE_PMDB_Platform_DB_Logger status` • `service HPE_PMDB_Platform_IA status` • `service HPE_PMDB_Platform_IM status` • `service HPE_PMDB_Platform_JobManager status` • `service HPE_PMDB_Platform_NRT_ETL status` • `service HPE_PMDB_Platform_Orchestration status` • `service HPE_PMDB_Platform_PostgreSQL status`	• `systemctl status HPE_PMDB_Platform_Administrator.service` • `systemctl status HPE_PMDB_Platform_Collection.service` • `systemctl status HPE_PMDB_Platform_DB_Logger.service` • `systemctl status HPE_PMDB_Platform_IA.service` • `systemctl status HPE_PMDB_Platform_IM.service` • `systemctl status HPE_PMDB_Platform_JobManager.service` • `systemctl status HPE_PMDB_Platform_NRT_ETL.service` • `systemctl status HPE_PMDB_Platform_Orchestration.service` • `systemctl status HPE_PMDB_Platform_PostgreSQL.service`

• service HPE_PMDB_Platform_ TaskManager status • service TrendTimer status	• systemctl status HPE_PMDB_Platform_ TaskManager.service • systemctl status TrendTimer.service
On SAP BusinessObjects Server	
• service SAPBOBJEnterpriseXI40 status	• systemctl status SAPBOBJEnterpriseXI40.service
On Remote Collector	
• service HPE_PMDB_Platform_ Collection status	• systemctl status HPE_PMDB_Platform_ Collection.service
On Data Processor	
• service HPE_PMDB_Platform_ TaskManager status	• systemctl status HPE_PMDB_Platform_ TaskManager.service
On Vertica Server	
• service HPE_PMDB_Platform_Vertica status	• systemctl status HPE_PMDB_Platform_ Vertica.service

Stopping OBR Services

Go to `/etc/init.d` directory and run the following commands on the command prompt to stop OBR services:

On RHEL 6.x/SUSE Linux Enterprise Server 11	**On RHEL 7.x**
On OBR Server	
• service HPE_PMDB_Platform_ Administrator stop • service HPE_PMDB_Platform_ Collection stop • service HPE_PMDB_Platform_DB_ Logger stop • service HPE_PMDB_Platform_IA stop • service HPE_PMDB_Platform_IM stop • service HPE_PMDB_Platform_ JobManager stop • service HPE_PMDB_Platform_NRT_ETL stop	• systemctl stop HPE_PMDB_Platform_ Administrator.service • systemctl stop HPE_PMDB_Platform_ Collection.service • systemctl stop HPE_PMDB_Platform_DB_ Logger.service • systemctl stop HPE_PMDB_Platform_ IA.service • systemctl stop HPE_PMDB_Platform_ IM.service • systemctl stop HPE_PMDB_Platform_ JobManager.service • systemctl stop HPE_PMDB_Platform_NRT_

• service HPE_PMDB_Platform_ Orchestration stop • service HPE_PMDB_Platform_ PostgreSQL stop • service HPE_PMDB_Platform_ TaskManager stop • service TrendTimer stop	ETL.service • systemctl stop HPE_PMDB_Platform_ Orchestration.service • systemctl stop HPE_PMDB_Platform_ PostgreSQL.service • systemctl stop HPE_PMDB_Platform_ TaskManager.service • systemctl stop TrendTimer.service
On SAP BusinessObjects Server	
• service SAPBOBJEnterpriseXI40 stop	• systemctl stop SAPBOBJEnterpriseXI40.service
On Remote Collector	
• service HPE_PMDB_Platform_ Collection stop	• systemctl stop HPE_PMDB_Platform_ Collection.service
On Data Processor	
• service HPE_PMDB_Platform_ TaskManager stop	• systemctl stop HPE_PMDB_Platform_ TaskManager.service
On Vertica Server	
• service HPE_PMDB_Platform_Vertica stop	• systemctl stop HPE_PMDB_Platform_ Vertica.service

Starting OBR Services

Go to `/etc/init.d` directory and run the following commands on the command prompt to start OBR services:

On RHEL 6.x/SUSE Linux Enterprise Server 11	**On RHEL 7.x**
On OBR Server	
• service HPE_PMDB_Platform_ Administrator start • service HPE_PMDB_Platform_ Collection start • service HPE_PMDB_Platform_DB_ Logger start • service HPE_PMDB_Platform_IA	• systemctl start HPE_PMDB_Platform_ Administrator.service • systemctl start HPE_PMDB_Platform_ Collection.service • systemctl start HPE_PMDB_Platform_DB_ Logger.service • systemctl start HPE_PMDB_Platform_

start • service HPE_PMDB_Platform_IM start • service HPE_PMDB_Platform_JobManager start • service HPE_PMDB_Platform_NRT_ETL start • service HPE_PMDB_Platform_Orchestration start • service HPE_PMDB_Platform_PostgreSQL start • service HPE_PMDB_Platform_TaskManager start • service TrendTimer start	IA.service • systemctl start HPE_PMDB_Platform_IM.service • systemctl start HPE_PMDB_Platform_JobManager.service • systemctl start HPE_PMDB_Platform_NRT_ETL.service • systemctl start HPE_PMDB_Platform_Orchestration.service • systemctl start HPE_PMDB_Platform_PostgreSQL.service • systemctl start HPE_PMDB_Platform_TaskManager.service • systemctl start TrendTimer.service
On SAP BusinessObjects Server	
• service SAPBOBJEnterpriseXI40 start	• systemctl start SAPBOBJEnterpriseXI40.service
On Remote Collector	
• service HPE_PMDB_Platform_Collection start	• systemctl start HPE_PMDB_Platform_Collection.service
On Data Processor	
• service HPE_PMDB_Platform_TaskManager start	• systemctl start HPE_PMDB_Platform_TaskManager.service
On Vertica Server	
• service HPE_PMDB_Platform_Vertica start	• systemctl start HPE_PMDB_Platform_Vertica.service

On Windows

Status of the OBR services

Follow these steps to check the status of OBR services:

1. Log on to the system.
2. From the **Start**, type **Run** in **Search**.

The Run dialog box appears.

3. Type **services.msc** in the open field, and then press **ENTER**.

   The Services window appears.

4. The status of the following services is displayed as shown in the image:

   On OBRServer:

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

   On SAP BusinessObjects Server:

   - Business Objects Webserver

   On Remote Collector:

   - HPE_PMDB_Platform_Collection

   On Data Processor:

   - HPE_PMDB_Platform_TaskManager

Stopping OBR Services

Follow these steps to stop OBR services:

1. Log on to the system.
2. From the **Start**, type **Run** in **Search**.

The Run dialog box appears.

3. Type **services.msc** in the open field, and then press **ENTER**.

   The Services window appears.

4. Right-click the following services and click **Stop**:

   On OBR:

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

   On SAP BusinessObjects:

   - Business Objects Webserver

   On Remote Collector:

   - HPE_PMDB_Platform_Collection

   On Data Processor:

   - HPE_PMDB_Platform_TaskManager

Starting OBR Services

Follow these steps to start OBR services:

1. Log on to the system.
2. From the **Start**, type **Run** in **Search**.

The Run dialog box appears.

3. Type **services.msc** in the open field, and then press **ENTER**.

   The Services window appears.

4. Right-click the following services and click **Start**:

   On OBR Server:

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

   On SAP BusinessObjects Server:

   - Business Objects Webserver

   On Remote Collector:

   - HPE_PMDB_Platform_Collection

   On Data Processor:

   - HPE_PMDB_Platform_TaskManager

Enhancements

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

S. No	ER ID	Description
1	QCCR8D49719	Alerting mechanism required in OBR to forward events to OMi.
2	QCCR8D54010	DLC should delete all the corresponding conformed local and fact tables.

Fixed Defects

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

This section lists the defects fixed in this release. For the list of fixed defects filed against OBR content packs, see *HPE Operations Bridge Reporter Content Pack Release Notes* available at ITOM Market Place.

S. No	Defect ID	Description
1	QCCR8D43867	Not able to load data if column name ends with small letter i.
2	QCCR8D53212	DCA-OBR with OBR straight installation scenario, csv files are not processing from collect directory.
3	QCCR8D54078	In VCollector topology collection, files are moving to `failed_to_reconcile`.
4	QCCR8D54105	Extract utility does not work as the `classpath` is not updated.
5	QCCR8D54405	Issue in assigning RC to Topology source.
6	QCCR8D54436	Issues in BSM/OMi page.
7	QCCR8D64677	Some CSVs picked up from the collect folder do not get processed by Flink and are not placed back into collect folder.
8	QCCR8D64747	Mapper is providing invalid records for sis_api when it is processing data for only memory and CPU monitor data for `node_res`.
9	QCCR8D64748	SCOPE DISK pattern is failing during Flink reconciliation and succeeded with conventional reconcile step.
10	QCCR8D64882	Issue in assigning RC to nodes in Operations Agent page.
11	QCCR8D94063	Orchestration hogs the CPU consumption as does the TaskManager even when no dataflow is happening.
12	QCCR8D94148	In Windows installation, OBR taskmanager heap size is not picked from the `flink-conf.yaml`, instead hardcoded in the service creation bat file.
13	QCCR8D94153	After installing OBR 10.20, the `top` command does not work for the `root` user.

S. No	Defect ID	Description
14	QCCR8D54391	Login Banner issues.
15	QCCR8D94500	Error in logging into CMC/BI Launchpad after SQLAnywhereDB Password change.
16	QCCR8D54088	Aging is not working for Vertica table `IM_CONTENT_HEALTH_STATUS/SUMMARY`.
17	QCCR8D95025	OM test connection to OracleRAC is failing.
18	QCCR8D95213	`SM_SIS_DB_0_Fact_FileSystem` files get piled up in collect folder.
19	QCCR8D95231	Some records are moving to failed to stage with errors of the type " *java.sql.SQLDataException: [Vertica][VJDBC](2035) ERROR: COPY: Input record 177 has been rejected (Too few columns found)*"
20	QCCR8D95304	AD and LDAP Authentication is not working since 10.20.
21	QCCR8D95550	Multiple FILEWTR folders get created under `$PMDB_HOME/stage/sink`, far more than the expected count when job goes into restarting mode or jobmanager becomes unreachable.
22	QCCR8D95947	`shr_utility` not working with 3-node Vertica cluster.

Send documentation feedback

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

Feedback on Release Notes (Operations Bridge Reporter 10.21)

Just add your feedback to the email and click send.

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

We appreciate your feedback!