Operations Manager i

Software Version: 10.63

Release Notes

Hewlett Packard
Enterprise

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Release Notes

Software version: 10.63

Publication date: December 2017

The Release Notes are an overview of the changes made to Operations Manager i (OMi) 10.63.

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Support Matrix

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

https://softwaresupport.softwaregrp.com/km/KM323488

OMi 10.63 Installation

The Operations Manager i 10.63 installation files are provided as a `.zip` file. The package is available on the Software Support Online portal.

1. Download the bits from SSO:

    OMi 10.63 for Windows

    OMi 10.63 for Linux

2. Unpack the `.zip` file.

3. Open the `Documentation` folder.

4. Access the Software Information Portal link provided in the ReadMe and click **Install > Install and upgrade OMi**.

You can either install OMi 10.63 on a fresh system, update from OMi 10.6x to OMi 10.63, or upgrade from OMi 10.01 or 10.1x. Both in-place and side-by-side migration are supported.

Update OMi Performance Engine: The OMi Performance Engine 10.63 installation files are provided as a `.zip` file. The package is available on the Software Support Online (SSO) portal.

1. Download the bits from SSO: PE 10.63

2. Unpack the `.zip` file.

3. Open the `Documentation` folder.

4. Double-click `PE_10.63_Installation_and_Configuration_Guide.htm` to open the OMi Performance Engine *10.63 Installation and Configuration Guide* in a web browser. Follow the instructions in the guide.

Alternatively, download the *Performance Engine 10.63 Installation and Configuration Guide* from SSO.

What's new in OMi 10.63

Operations Manager i includes the following new enhancements for the 10.63 release:

OMi

Event Browser (HTML) enhancements. The Event Browser (HTML) has been enhanced to include the following new features:

- *Customizable summary footer*. The Event Browser (HTML) now displays a summary of the events' severities, priorities, and assignments in the footer of the browser. The summary counts are updated when you select an event or when you apply a filter.
  You can modify what the footer should display in **Options > Footer**: decide which information is shown in the footer, and if zero counts are displayed.

- *Responsive design*. The responsiveness of the Event Browser (HTML) has been enhanced — you can scale browser windows that contain the Event Browser (HTML) component as required without losing track of your events.

- *CI filters are displayed*. If you filter the Event Browser (HTML) results by CIs, for example by using the CI Explorer, the CI selection is displayed next to the event filter selection. This way, you have an overview of all filters that are applied to the current view in the Event Browser (HTML).

Dynamic CI Status Alerts. You can now create CI status alerts irrespective of the view that a specific CI belongs to, or create CI status alerts for all CIs of a selected view. If CIs are added or removed from the selected view, they are dynamically included or excluded in the CI status alert.

New HTML5 policy editor. For Generic Output from Structured Log Files, a new HTML5 editor is available. The new HTML5 editor is much more simplified and comes with a new look and feel for an improved user experience. Additionally, the new editor also provides the Rules functionality. You can configure policy rules to extract information from a log file that contains multiple patterns.

Automatic grouping of Operations Agents into CI collections. If an Operations Agent (version 12.05 or higher) submits its group information, for example "Operations Agents (Streaming Only)", then OMi creates a corresponding CI collection CI from this group and links the agents as the group members. By having the agents grouped in a certain CI, you can define customized RTSM views and generate automatic assignment rules in order to deploy agent-supported policies.

Monitored Nodes UI enhancements. The Monitored Nodes UI has been enhanced to display the Operations Agent version, edition, and port in the Details pane of a monitored node. Additionally, you can now use the Operations Agent Edition as a custom node filter.

For more information on these enhancements, see the OMi Help.

Performance Dashboard

Support for graphing metric data with the same metric class from multiple Operations Connector systems. You can now use the Performance Dashboard to graph metric data with the same metric class from multiple Operations Connector (OpsCx) systems. Prior to the 10.63 release, Performance Dashboard used to graph data for a randomly selected OpsCx system for a particular metric class but the metric data from other OpsCx systems for the same metric class was ignored.

Support for Cloud Optimizer logical entities. The Performance Dashboard now supports graphing for the logical entities of Cloud Optimizer such as Datacenter, Cluster, and Datastore.

Support for Application System CIs. You can now create a Performance Dashboard for Application System CIs such as Google Cloud projects.

Operations Bridge Suite

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

For details on the features, the containerization and how to install the containerized Operations Bridge Suite version, see the Operations Bridge Suite Online Help.

Fixed defects

OMi 10.63 includes the following fixed issues.

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 support representative directly.

ID	Component	Summary
QCCR8D96677	Audit Log	The value for the server (target node) in the audit log entry for the tool execution was always "null".
QCCR8D54296	Authentication Management	When editing the Single Sign-On configuration and selecting Lightweight, the resulting layout was confusing because there was an unnecessary heading and the indentation was incorrect.
QCCR8D98006	Architecture	CPU architectures for agents running on S390 machines were not automatically populated in the UCMDB.
QCCR8D96781	CI resolution	The CI resolution was retried even if the CI had been successfully resolved. Now, the CI resolution is only retried if the event could not be resolved to a node or to a CI.
QCCR8D96660	CI Status Alerts	CI Status Alerts stopped working after restarting OMi.
QCCR8D99086	CI Status Alerts	CI Status Alerts with "Any status" were processed as special type and, when those alerts were modified, the status changed to an ordinary status. Due to that, the alert didn't work correctly anymore.
QCCR8D97452	CLI	The opr-template CLI did not delete a Template Version if it was contained in a template group.
QCCR8D94993	CLI	The merge instrumentation in ConfigExchange.sh CLI did not work as described in the OMi Administration Guide.
QCCR8D54090	CLI	The execution of opr-tool was failing with the following command: `opr-tool -username <name> -password <pw> -run -n WS_Url_tool -ci_list` The tool execution web service now redirects to the URL of the tool; if the tool execution results in multiple URLs, the web service returns an error.
QCCR8D95289	CLI	The opr-assign CLI did not have an `-examples` option that prints examples about the usage.

QCCR8D98816	Container	Compared to a classic OMi installation, the event pipeline performance was slower when OMi was installed as part of the containerized Operations Bridge Suite.
QCCR8D54331	Content Pack	Importing OMi content packs was not possible if an instrumentation with the same name but a different ID already existed (for example because the instrumentation with the same name was also manually created on the target server).
QCCR8D98376	Database	After restarting the database, messages could not be displayed in a DPS HA environment.
QCCR8D99080	Database	After upgrading OMi 10.1x to OMi 10.6x, the HI_CHANGE database table was not being updated when the status of a HI changed.
QCCR8D97214	Documentation	Following the SiteScope/OMi integration in the OMi Integrations Guide, the Sitescope topology data was not synced to the OMi RTSM correctly and failed with an error. The document has been updated to explain that if you want to run OMi in an HTTP-only environment, the enableOdbInternalSSL script must be executed on all GW servers.
QCCR8D96898	Documentation	The OMi Help stated incorrectly that Instance Parameters are not supported for the Service Process Monitor policy type.
QCCR8D97845	Documentation	The topic "View status of processes and services" in *Administer > Introduction* was not up-to-date.
QCCR8D97587	Documentation	The TOC names were not aligned with the topic names in the RTSM Data Flow Management help.
QCCR8D98672	Documentation	The upgrade description did not clearly explain which data processing and gateway servers need to be updated, and an overview of the process was missing.
QCCR8D99138	Downtime Behavior	Events that were received during a downtime did not show up in the Closed Event Browser, even though the downtime behavior was set to Close incoming events.
QCCR8D99138	Downtime Management	The filter in Downtime Management was difficult to use because there was no option to easily clear the filter, and the category attribute was missing as filter.
QCCR8D96420	Event Browser	Events were displayed with a delay in the OMi Event Browser, as the events were getting queued in opr_gateway_ queue at a random pace.
QCCR8D39086	Event Browser	Event titles containing " were not rendered as " quotation mark.

QCCR8D96160	Event Browser (HTML)	The Event Browser event text color contrast was too low when coloring was enabled with high intensity. For a better contrast, the text color is now switched to white when coloring is enabled.
QCCR8D98933	Event Filters	The Event Perspective in OMi 10.6x displayed a server processing error when an event filter was selected that had been created with OMi 10.1x.
QCCR8D98953	Event Forwarding	After upgrading to OMi 10.62, event forwarding halted due to a java.util.NoSuchElementException in EventSyncThread.
QCCR8D97064	Event Processing Customizations	The description text in the Event Processing Customizations UI was incorrect.
QCCR8D97111	HA	Bus failed to work after the backup server became live due to a network outage. Message processing eventually got stack, memory and disk space usage of bus started to grow until its limits were reached.
QCCR8D96691	Hardening	When restarting OMi in CAC mixed mode, the configuration for the REST URLs was lost and mixed mode was not possible.
QCCR8D52445	Infrastructure Settings	After defining custom downtime categories in the Infrastructure Settings, the opr-downtime CLI returned an error when adding a downtime using one of the custom categories.
QCCR8D96655	Installation	The OMi installer reported misleading output that ports are in use if Network Kernel Settings "net.ipv4.ip_local_port_range" are not set correctly.
QCCR8D96791	Integrations	The "Step 2: OMi to APM Setup in Integration" failed with a 409 error message and there was not enough information about the error to troubleshoot the issue.
QCCR8D98341	Integrations	When the downtime synchronization from OMi to APM failed, for example because the APM server became unreachable, the error in the log files did not include helpful information.
QCCR8D97399	Integrations	The Help button in the Invoke Run Book dialog box (after clicking Invoke > Invoke Run Books for a CI in the View Explorer) opened the generic help instead of the specific run book help page.
QCCR8D94162	Language support	OMi did not support the Norwegian characters Æ,Ø and Å in CI Customizations and CI Status Alerts.
QCCR8D97854	LDAP	To remove an LDAP configuration from OMi, you had to click Delete twice.

QCCR8D97840	Load Balancer	The Load Balancer keep alive URLs did not return the correct content type to be displayed in client applications.
QCCR8D98525	Monitoring	OMi sent critical events for bus-related details that were not indicating any real issues.
QCCR8D98032	Monitoring	Proxy assignment were not updated properly for instance parameter values. This resulted in missing or still remaining instance parameters on the proxy assignment.
QCCR8D94471	Monitoring	The tool execution on a duplicate node could lead to CI cleanups with unwanted policy removals.
QCCR8D98718	Monitoring	In Deployment Jobs, while searching by using the Search visible fields option, the an "unexpected" error was displayed if one of the deployment jobs did not have a description.
QCCR8D52322	Monitoring Automation	There was no meaningful message when accessing views with more than 5000 nodes in Monitoring Automation.
QCCR8D94476	Monitoring Automation	When ASSD data is received from the Operations Agent, the "Create suspended deployment jobs" setting was ignored and suspended deployment jobs from the queue were executed automatically.
QCCR8D99172	Monitoring Automation	Sporadically, the calculation of the business rule "Sum of values for highest severity rule" did not calculate correctly.
QCCR8D98058	Monitoring Automation	The Monitoring Automation node editor button "Sync policy templates and assignments" was misleading and had no help text; the new button label is "Import policy templates from agent".
QCCR8D98857	Monitored Nodes	Due to bus connectivity issues, some nodes did not show as Monitored Nodes. The bus process failed to work properly with some or all of these symptoms: - bus.log showed OutOfMemory errors - bus process restarted occasionally - bus failed with memory errors after a restart These issues were fixed by adapting the bus process to use a smaller portion of its heap space for message buffering.
QCCR8D97372	Operations Console	If a user resized the Create Run Book Mappings dialog box, no scrollbars were available to see all content.
QCCR8D96158	Performance Dashboard	Performance Dashboard did not support graphing data for AWS logical volumes from the Performance Engine.
QCCR8D97909	Performance Dashboard	When OMi was integrated with Cloud Optimizer and Performance Engine, the Performance Dashboard did not

		work with the OpsBridge Store data source.
QCCR8D97534	Performance Engine	Whenever the Vertica connection was lost, the PE consumer process restarted.
QCCR8D97675	RTSM	For a very flat model with several thousand BusinessElements and related CIs, the UCMDB query hpbsm_rtsm took a long time and consumed a lot of CPU on the DPS, rendering the DPS unusable.
QCCR8D96340	SBEC	Due to too many tasks blocking each other, the OMi event pipeline slowed down drastically, and appeared to have stopped working.
QCCR8D97761	SBEC	opr-backend stopped processing events when the pipeline was full and SBEC rules were releasing events.
QCCR8D98514	Security	The weak cipher 3DES was not correctly excluded.
QCCR8D97708	Service Health	SiteScope related Health Indicators were configured to be fed by metrics instead of events.
QCCR8D51389	Service Health	Out-of-the-box BSMDowntime_topology TQL was missing relations between Business Application and Sitescope Monitor and also with Node.
QCCR8D99134	Service Health	Even though the retention time for KPI and HI Over Time was set to 90 days, older data existed in the HI_CHANGE and KPI_CHANGE database tables. This was due to the high number of KPIs and HIs being processed; the cleanup now deletes records in smaller chunks.
QCCR8D98486	Service Health	Health Indicators names that start with a number could not be created. This limitation is now removed.
QCCR8D97738	Upgrade	After upgrading in a non-root setup, OMi processes on neither GW nor backup DPS could be started (processes were up and running on primary DPS).
QCCR8D96083	Upgrade	The upgrade from a previous OMi version failed if there was not enough free disk space. Now, free disk space is not enforced during the upgrade.
QCCR8D47310	Upgrade	After upgrading 9.25 to 10.1x, some NullPointerExceptions were logged to opr-configserver.log.
QCCR8D95788	User Interface	The special characters < and > were not correctly rendered and were displayed as $lt; and $gt; in the UI.
QCCR8D94562	Workspace component	Wiring from the Event Browser to Top View was not working.
QCCR8D52676	Workspace component	When loading the CI Explorer UI, two loading spinners were shown.

Known issues, limitations, and workarounds

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

Limitations

- Management Packs without localized version (MP for SAP HANA, MP for Infrastructure, MP for WebLogic) will be installed in English. Additionally, when upgrading or updating OMi, those Management Packs will be in English even if they were localized previously. You cannot roll back to the old Management Pack version once the new version is installed.

- When selecting the sample data in Structured Log File Policy for Generic Output, multiple files can be selected. Avoid selecting multiple files when uploading the sample data as it can result in erroneous behavior.

OMi

Title: OA files are still available after OMi uninstallation (QCCR1H117148)

Description: After uninstalling OMi 10.62, the Operations Agent shortcut and the file `common_oa_def` are still available, but the Agent is not working.

Workaround: Delete the leftover Operations Agent files.

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

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

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

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

Description: When setting up a SiteScope 11.33 server (non-TLS setup) as a connected server in OMi 10.61 (TLS setup), the connected server status is `failed`.

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

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

Workaround: The non-HTTPS SiteScope tries to communicate with HTTPS OMi10.63 via SSLv3, which is not allowed due to OMi10.63's TLS configuration, so the apache aborts the connection attempts.

If possible, switch Sitescope to HTTPS and try the integration again. If this is not possible, perform the following workaround to allow SSLv3 on apache:

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

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

   Change the line as follows:

   `SSLProtocol all -TLSv1 -TLSv1.1`

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

Title: Out-of-the-box health indicators are not available if OMi is integrated with APM 9.40 (QCCR1I126066)

Description: After integrating OMi with APM 9.40, the predefined health indicators Application Availability and Application Performance are not available in OMi.

Title: OMi container HA: omi-1 does not have any policies installed (including SelfMonitoring) (QCCR8D98838)

Description: After the successful containerized installation and deployment of OMi in high availability mode, the `omi-1` pod does not have any policies deployed to it.

Workaround: Do the following to deploy the policies to `omi-1`:

- List the deployed policies on `omi-0`:

  ```
  kubectl exec omi-0 -n <namespace> -c omi -- /opt/OV/bin/ovpolicy -list
  ```

- In the OMi UI, deploy the same policies to `omi-1`.

Title: OMi containerized deployment: it is not possible to log on to the Management Portal and OMi with the same user and session (QCCR8D99067)

Description: Logging on to the Management Portal while being logged on to OMi results in a server connection error on OMi side.

Workaround: The login to the Management Portal changes the user's current session ID and causes connection errors in other UIs running in the same browser session (in other browser tabs). In order to continue using OMi (or any other capability), run them in another browser window.

Title: Silent configuration fails during rollback 10.63 -> 10.62 (QCCR8D98950)

Description:The silent configuration fails when rolling back from OMi 10.63 to 10.62.

Workaround: After step 6 in the rollback process (renaming `OMi<latest_version>cfg-backup.zip` to `OMi1060cfg-backup.zip`), do the following:

1. Open the zip file `OMi1060cfg-backup.zip` and edit `OMibackup.rsp` by removing the line `<resources />` and saving the changes.

2. Make sure the updated `OMibackup.rsp` file is included in the zip file.

3. Edit `<DataDir>/backup/OMibackup.rsp` by removing the line `<resources />` and saving the changes.

Then continue with the instructions in the Installation Guide (running `restoreOMi10cfg.bat`).

Title: vacuumlo on management database with PostgreSQL creates database inconsistency (QCCR8D45105)

Description: Running the PostgreSQL `vacuumlo` command to clean up orphans creates a database inconsistency. Users cannot log on anymore because large objects are gone.

Workaround: Do not execute the `vacuumlo` command.

Title: Hostname change script does not work with 2 single servers (QCCR8D99263)

Description: In an HA setup with two single servers, the hostname change script does not work.

Title: CAC configuration: IO error during upload of server certificate (QCCR8D99581)

Description: During the CAC configuration an IO error occurs on the gateway server. Due to this, it is not possible to execute the hostname change script.

Workaround: This issue occurs because the path to the CA root certificate is missing. Add the path to the root certificate and reupload the certificates.

OMi Performance Dashboard

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

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

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

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

Title: PD- Conditional Dashboards - Condition dashboard assignment not working for properties like Actual Deletion Period, Deletion Candidate Period (integer data type) (QCCR8D96198)

Description: Conditional dashboard assignment fails if a static CI Property is selected while creating a conditional dashboard.

Workaround: Do not select a static CI Property (for example, "Actual Deletion Period", "Deletion Candidate Period") while creating conditional dashboards.

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

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

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

1. Launch OMi in a browser.

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

3. Click **Clear Cache**.

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

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

OMi Performance Engine

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

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

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

1. Log into the OMi Performance Engine node using `ssh` or `telnet`.

2. Execute the following command:

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

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

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

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

Workaround: To resolve this issue, follow these steps:

1. Restart PE listener services.

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

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

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

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

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