
Release Notes

Operations Bridge Suite 2017.11

Release Notes

This section provides an overview of the changes made to the Operations Bridge Suite 2017.11. You can find information about the following:

- What's new in the Operations Bridge Suite 2017.11
- Known issues, limitations, and workarounds

Support Matrix

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

1. Download the [Support Matrices for Operations Center products](#)
2. Open SUMA.htm and select **Operations Bridge Suite (container deployment)** from the product list

What's new in the Operations Bridge Suite 2017.11

The container-based deployment of the Operations Bridge Suite introduces the following new features in the 2017.11 release.

OMi high availability. You can now deploy OMi in a highly available setup. By using multiple worker nodes and enabling the required function in the suite installer, you can ensure a high availability of your OMi system so that service is continuous despite power outages, machine downtime, and heavy load.

Extended reconfiguration. In addition to BVD and the suite defaults, you can now reconfigure OMi and PE after the first configuration via the Management Portal.

Updated product containers. The Operations Bridge Suite 2017.11 includes new containers for the products OMi, BVD, OBR, and PE. They include product-specific features like dynamic CI Status Alerts (OMi), new HTML5 policy editors (OMi), HTML Event Browser updates (OMi), custom widgets (BVD), and a data collector to report on historical data (BVD).

Review the following release notes to find out more about capability-specific updates and new features:

- [OMi 10.63 Release Notes](#) (including PE)
- [BVD 10.63 Release Notes](#)
- [OBR 10.22 Release Notes](#)

Operations Bridge Bot 2.10. The Operations Bridge Bot has now been enhanced to work with Microsoft Teams along with Slack and Mattermost. The Operations Bridge Bot installation files are available on the Marketplace: <https://marketplace.saas.hpe.com/itom/content/operations-bridge-bot>.

For more information about installing, configuring, and using the Operations Bridge Bot, see the Operations Bridge Bot User Guide on the [ITOM Marketplace](#).

Streaming Edition of Operations Agent (streaming agent) Streaming edition of Operations Agent is a light weight deployment option (streaming agent) which is available in Operations Agent media. If you have the requirement to only stream data then you can choose to install the streaming edition from the Operations Agent media.

Known issues, limitations, and workarounds

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

Limitations

- When clicking the “Back” button during the Suite installation, the parameter values entered for the capabilities are lost.
- The suite reconfiguration has not been implemented yet for OBR.
- During the Suite installation, in-line validation of the entered values is not yet available — values are validated once the user clicks “Next”.
- When installing both OMi and BVD, the same administrator password must be used for the single sign-on to work.
- No dependency between the management packs has been implemented yet.

Known issues and workarounds - Operations Bridge

Title: TrendTimer service fails to start after OBR container restart. (QCCR8D96417)

Description: After restarting the OBR container, the TrendTimer service does not start. The TrendTimer service is required for monitoring and to schedule alerts. If the service doesn't start, this can severely impact the OBR integrations.

Workaround: If the TrendTimer fails to start, start the service manually as follows:

1. Find the OBR container ID:

```
docker ps
```

2. Log on to the OBR container:

```
docker exec -it <OBR container ID> /bin/bash
```

3. Access the `/etc/init.d` directory and run the following command to start the TrendTimer service:

```
service TrendTimer start
```

Title: It is not possible to log on to the capabilities (for example OMi or OBR) and the Management Portal with the same user and session (QCCR8D99067)

Description: Logging on to the Management Portal while being logged on to one of the capabilities results in a server connection error on the capability's side.

Workaround: If you want to access the Management Portal together with one of the capabilities' UIs in the same browser, use a private browsing window for one them.

Title: Re-/Config: UCMDB does not recognize the postgres admin user credentials (QCCR8D99205)

Description: When using an external PostgreSQL database for the OMi configuration or reconfiguration, the UCMDB returns errors because the administrator user credentials are not recognized.

Workaround: When you configure or reconfigure OMi to use an external PostgreSQL database, specify an already existing database user that has 'create' database permissions.

Title: OMi container: LW-SSO across multiple domains is not possible (QCCR8D99343)

Description: It is not possible to configure LW-SSO across multiple trusted domains in the Operations Bridge Suite. Single sign-on is only possible within a single domain.

Workaround: When launching an integrated application that is located in a different domain for the first time, enter the credentials of the integration user manually. After the initial authentication, no further authentication is required.

Title: LDAP: Group Search Filter is always the same as the Group Search Base (QCCR8D99237)

Description: In **IdM Administration > Authentication**, the LDAP Group Search filter is always overwritten with the value of the Group Search Base. It is therefore not possible to create an LDAP group search filter and LDAP group mappings in the Operations Bridge Suite. It is also not possible to automatically assign roles and permissions to LDAP users through group membership.

Workaround: Manually assign roles and permissions to individual LDAP users.

Known issues and workarounds - CDF

8B27546	<p>Limitation: In Internet Explorer 11:</p> <p>Newly added users are not in the user list after adding them by using the Management Portal UI. Newly deleted users are still in the user list even after they are deleted by using the Management Portal UI. Newly added labels are not in the label list after adding them by using the Management Portal UI (ADMINISTRATION > Nodes > Predefined Labels). Newly deleted labels are still in the label list even after they are deleted by using the Management Portal UI (ADMINISTRATION > Nodes > Predefined Labels).</p> <p>Workaround: Either open developer tools (press F12) and refresh your browser after you have added or removed a user / label or use a different browser.</p>
QCCR1E140810	<p>Limitation: When a suite failed to install on CDF, the SUITE > Management > [more actions] icon > Uninstall does not work.</p>

	<p>Workaround 1:</p> <p>Recreate the suite-db pods with the following commands:</p> <pre>kubectl get pods -n core</pre> <pre>kubectl delete pod <pod name of suite-db> -n core</pre> <pre>kubectl create pod <pod name of suite-db> -n core</pre> <p>Workaround 2:</p> <p>Restart the virtual machine where the suite-db pods are installed.</p>
<p>QCCR1E141337</p>	<p>Limitation: When installing CDF, a "full crash report" error is found.</p> <p>Workaround:</p> <p>Update the kernal package, the system BIOS and network interface firmware of the Red Hat Enterprise to the latest version. See also the detailed resolution on the Red Hat Enterprise solution page: https://access.redhat.com/solutions/43168.</p>
<p>QCCR1E142171</p>	<p>Limitation: When you restart CDF after shutting down the machine where the cluster nodes are running without stopping the Kubernetes service beforehand, you may not be able to restart the PostgreSQL data pod.</p> <p>Workaround: Follow the steps below to restart the PostgreSQL pod:</p> <p>Set up the NFS_SERVER, NFS_FOLDER, and the TMP_FOLDER. For example: <pre>NFS_SERVER="10.10.10.10"</pre> <pre>NFS_FOLDER="/var/vols/itom/core"</pre> <pre>TMP_FOLDER="/var/vols/itom/TMP"</pre> <p>Mount the shared folder of the NFS server where you stored the Postgres data on your master nodes with the following command: <pre>mount -t nfs -o rw \${NFS_SERVER}:\${NFS_FOLDER} \${TMP_FOLDER}</pre> <p>Stop your Postgres database pods with the following command: <pre>kubectl delete -f <postgres yamlfile></pre> <p>Run a Postgres container and mount the NFS shared folder folder into it with the following command: <pre>docker run -it --entrypoint=/bin/bash -v</pre> <pre>\$(TMP_FOLDER)/suite_db:/var/pgdata localhost:5000/itom-platform-</pre> <pre>postgresql:9.4.12-00136</pre> <p>In the Postgres container, change the owner of the xlog reset tool to a postgres user with the following commands: <pre>chown -R postgres /usr/lib/postgresql94/bin/pg_resetxlog</pre> <pre>su - postgres</pre> </p></p></p></p></p>

	<p>Reset the Postgres data with the following command: pg_resetxlog -f /var/pgdata</p> <p>Restart the Postgres pod with the following command: kubectl create -f <postgres yamlfile></p>
QCCR8A1956	<p>Limitation: CDF cannot be installed using the IBM JDK environment.</p>
QCCR8B27437	<p>Limitation: In Firefox 52 and Safari 10.1, after clicking Finish to complete the suite installation on the management portal, the open page will be refreshed and direct to a blank page.</p> <p>Workaround 1: Click the Management manually to refresh the page.</p> <p>Workaround 2: Use a different browser.</p>
QCCR8B27991	<p>Limitation: When upgrading the suite images from SUITE > Management > [more actions] icon > Update and clicking NEXT in the storage configuration page, an error message is displayed saying that the content fails to load.</p> <p>Workaround: Log on to the https://{{ingresshost}}/update page in a new tab with the same browser. Then reload the frame in the suite upgrade page where the error message appeared.</p>
QCCR8B28126	<p>Limitation: The subject value of the client.crt is inconsistent between the worker node added from the user interface and the worker node added from the backend server.</p>
QCCR8B28267	<p>Limitation: When reinstalling the suite on the management portal, the first page loads for a long time and still does not show up.</p> <p>Workaround: Before reinstalling the suite on the management portal, clear the cached images and files, and clear cookies from your browser.</p>
QCCR8B28326	<p>Limitation: In Safari 10.1, after clicking NEXT at the Configure storage page to complete the suite update on the management portal, the open page may direct to one of the following pages:</p> <p>An error page with the message "503 service temporarily unavailable" A page with no loading icon page A page with no scroll bar and an partially displayed image</p> <p>Workaround: Use a different browser.</p>

QCCR8B28347	Limitation: During the suite complex update on CDF, the suite image version is updated only after you clicked FINISH .
QCCR8B29389	Limitation: When running the uploadimage.sh to upload the suite images during the installation, there are some error messages in the log file in the /tmp directory. An example of the error message: "Cannot change ownership to uid 0, gid 0". This is a defect from Docker. See the details from: https://github.com/moby/moby/issues/33490 https://github.com/moby/moby/issues/3986
QCCR8B29657	Limitation: When uninstalling a suite with Oracle run-time database from  SUITE > Management > [More Option] > Uninstall , you need to upload the same Oracle driver when reinstalling the suite. You cannot change the database type during the suite re-installation.
QCCR8B29768	Limitation: Although the CDF UI supports English, French, German, Spanish and Japanese, the AutoPass License Manager UI only supports English.
QCCR8B29770	Limitation: If the vault token expires during the CDF installation, the installation may fail. Workaround: Manually run the command: ./update_kubevaulttoken in the /opt/kubernetes/bin folder on the master node.
QCCR8B29771	Limitation: After a suite has been installed, writing the SM log to the NFS server may affect the SM performance.
QCCR8B29772	Limitation: After installing a suite, if you log on to Management Portal, the SUITES > Installation page does not work. Workaround: Manually clear the cache and cookies of the page.
QCCR8B29773	Limitation: If you uninstall CDF on a virtual machine, the virtual machine may hang. Workaround: Manually restart the virtual machine.
QCCR8B29774	Limitation: The "of" string is not localized in French, German, and Spanish locales.
QCCR8B29775	Limitation: The date and time format does not match the locale format in French, German, and Spanish locales.

QCCR8B29776	<p>Sometimes, an incorrect layout is seen on Auto Pass License feature menu in core platform environment.</p> <p>Workaround: Use the recommended 1920x1028 screen resolution.</p>
QCCR8B29778	<p>Limitation: After upgrading CDF from version 2017.06 to 2017.10, you uninstall the suite from the management portal and then install the latest suite. An error message: " This suite version is not supported" appears.</p> <p>Workaround: You need to follow the steps below before you install the latest suite.</p> <p>Navigate to the \$K8S_home/scripts directory Run the command: ./downloadimage.sh</p>
QCCR8B29781	<p>Limitation: Sometimes a pod may display an error message or display the CrashLoopBackOff status when migrating from one node to another. This may be because the vault token is not generated.</p> <p>Workaround: If the failed pod is created by by the deployment's replication controller (there is a random string such as idm-848511036-5ev30 or idm-t56uiat the end of the pod name), delete the pod and a new pod is generated. Or, run the kube-restart.sh command in the \$K8S_HOME/bin folder of the node in which the pod is located.</p>