



Cloud Optimizer

Software Version: 3.03
Linux operating system

Release Notes

Document Release Date: December 2017
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Hewlett Packard
Enterprise

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Cloud Optimizer Release Notes

for the Linux operating system

Software version: 3.03

Publication date: December 2017

Cloud Optimizer is a web-based analysis and visualization tool that analyzes performance trends of elements in virtualized environments. It enables virtualization monitoring by providing an overview of the environment, near-real-time and historical data analysis and triaging using an interactive dashboard. It also enables monitoring for cloud and hypervisor environments. Cloud Optimizer helps you visualize performance data for elements in the context of each other to rapidly analyze bottlenecks. Cloud Optimizer provides performance monitoring, graphing, and reporting in a single interface.

Some of the key features of Cloud Optimizer are as follows:

- Triage analysis with the Workbench and capability to trend server utilization across days, weeks, and a month.
- Analyze the capacity, usage, and allocation trends for various resources in a virtualized environment.
- Right sizing recommendation based on historical resource utilization and reclaiming unused resources.
- Predict the impact of business initiatives.
- Determine the impact of adding or deleting the resources in your environment to proactively plan your hardware requirements.

Note: Cloud Optimizer supports the VMware vCenter Server versions 5.0, 5.1, 5.5, 6.0 and 6.5. For the latest support matrix information, see the [Software Product Support Matrix](#).

This document is an overview of the features provided by Cloud Optimizer. It contains important information not included in the manuals or Online Help. You can find information about the following in this document:

- ["What's New in This Release?"](#)
- ["Support Matrix"](#)
- ["Installation Notes"](#)

- "Known problems, workarounds, and limitations "
- "Limitations"
- "Documentation Updates "
- "Localization Support "
- "Open Source and Third-Party Components "

What's New in This Release?

Introduced in the Release

This release of Cloud Optimizer features Open Source Components upgrades and also includes select defect fixes.

Upgraded Open Source Components

The following open source components are upgraded to newer versions with Cloud Optimizer 3.03:

- Apache Tomcat 7.0.82
- JRE 1.08.144

Integration with other Products

- Support for OMi 10.63
- Support for HPE BSM/OMi MP for Cloud Optimizer 1.25
- Support for Vertica 8.1
- Support for Hyper-V 2016 Cluster
- Support for Operations Agent 12.05

Upgrade Component

HPE ComputeSensor is upgraded to version 12.05.

Support Matrix

You can find the Support Matrix for this product that lists all the software and hardware requirements. The support matrix may be updated between releases, and so is only available at the HPE Support web site: [HPE Support matrices](#).

Note: Most of the support areas require that you register as an HPE Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to: [Access levels](#).

To register for an HPE Passport ID, go to: [HPE Passport Registration](#).

The support matrix includes the following information:

- **Requirements**

- Hardware
- Operating System
- Databases
- Application Servers
- Web Browsers and Plug-ins

- **Compatibility**

- Languages
- Internationalization Variances
- Virtualization Products
- High-Availability Products
- HPE Software Integrations
- HPE Software Coexistence
- Performance and Sizing

Installation Notes

Installation requirements, as well as instructions for installing Cloud Optimizer are documented in the *HPE Cloud Optimizer Installation Guide* provided in PDF (.pdf) format.

Note: If there is a firewall on the system where Cloud Optimizer is installed, ensure that port 8081 is open to ensure that Cloud Optimizer is accessible from the browser. For accessing in the HTTPS mode, port 8444 must be open. For more information on port settings, see the *HPECloud OptimizerOnline Help*.

For more information on Installing Cloud Optimizer, see the *HPE Cloud Optimizer Installation Guide*.

After installing Cloud Optimizer, launch the user interface using the URL:

<http://<servername>:8081/PV> OR <https://<servername>:8444/PV>.

Defects Fixed in this Release

Following defects are fixed in this release:

S/I	Global ID	Summary
1	QCCR8D86500	For Hyper-V datasource, if the VM guest is Windows 10 or Windows 2016, then the VMs are not visible in Treemap.
2	QCCR8D95587	Datstore alerts are not getting mapped correctly if there are two datstores with same name under two different vCenters.
3	QCCR8D96006	Discovery script does not handle & (ampersand) character in the resource pool name.
4	QCCR8D96007	running_software CI of Cloud Optimizer is not getting created in OMi.
5	QCCR8D96404	Physical Server as a Datasource is not working on Windows.
6	QCCR8D96470	Context sensitive Help does not open the respective content.
7	QCCR8D97477	On vSphere, license instance count increases unexpectedly.
8	QCCR8D97523	On vSphere, some nodes are discovered with a single NIC.
9	QCCR8D97640	vPVCollector - CO-OBR logging should have detail exception error message.
10	QCCR8D97851	OBR vPVCollector process should support Kerberos non-root user of Cloud Optimizer.

Known problems, workarounds, and limitations

Following table includes problems, workarounds, and limitations:

Problem	The Cloud Optimizer Node Discovery policy adds and deletes nodes from HPOM for Linux (OML) and HPE OMi server frequently.
Workaround	<p>Update the Discovery instance deletion threshold to a higher value.</p> <p>The following Discovery configuration variable makes Cloud Optimizer Discovery to update HPOM or HPE OMi if the data change is consistent for 12 hours. This is when Discovery runs every 30 mins.</p> <pre>[agtrep] INSTANCE_DELETION_THRESHOLD=<24></pre> <p>Use the following command to set the value:</p> <pre>/opt/OV/bin/ovconfchg -ns agtrep -set INSTANCE_DELETION_THRESHOLD <24></pre> <p>For more information, see the KB Article KM02373991.</p>

Problem	<p>For non-English locale, when the Online Help is accessed from the Cloud Optimizer user interface, the following error appears:</p> <p><i>"An error occurred while processing the request. Please try again."</i></p>
Workaround	<p>Follow these steps:</p> <ol style="list-style-type: none"> 1. Log on as a root user. 2. Run the command: <code>cd /opt/OV/www/webapps/PV/html/help/<lang_code>/WebHelp/vPVHelp</code> 3. Extract the contents of vPV.zip. 4. Run the command: <code>cd /opt/OV/www/webapps/PV/html/help/<lang_code>/WebHelp/CSA_vPVHelp/</code> 5. Extract the contents of CSA_vPV_Help.zip. <p>Where <lang_code>(language code) can be : spa(spanish), deu(german), rus(russian), fra(french), kor(korean), jpn(japan) or zho(simplified chinese).</p> <p>Example:</p> <p>For Korean:</p>

	<ol style="list-style-type: none"> 1. Log on as a root user. 2. Run the command: <code>cd /opt/OV/www/webapps/PV/html/help/kor/WebHelp/vPVHelp</code> 3. Extract the contents of vpv.zip. 4. Run the command: <code>cd /opt/OV/www/webapps/PV/html/help/kor/WebHelp/CSA_vPV_Help</code> 5. Extract the contents of CSA_vPV_Help.zip.
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Problem	When querying the performance metrics for datastore, if the value returned is larger than 32-bit, the VMware vCenter services fail.
Workaround	If you have vCenter version 5.0, you can apply the Update 1 for 5.0, which contains the fix for the issue. For more information, see the VMware vCenter Server Release Notes available at https://www.vmware.com/support/vsphere5/doc/vsp_vc50_u1_rel_notes.html#clientissues .

Problem	When a VM is on the Network File System (NFS) datastore and belongs to the Distributed Virtual Switch (DVS) port group, no data is collected. Hence, on the Cloud Optimizer console, there is no data available on the Treemap.
Workaround	None

Problem	<p>Installation of HPE Operations Manager (HPOM) integration package fails on HPOM for Unix with the following error:</p> <pre>"/etc/opt/OV/share/conf/OpC/mgmt_sv/integration/cfgupld/post/cvp_upload.sh: [: not found"</pre>
Workaround	<p>Follow the steps:</p> <ol style="list-style-type: none"> 1. Log on to the node as root. 2. Go to the following locations: <ul style="list-style-type: none"> <code>/etc/opt/OV/share/conf/OpC/mgmt_sv/integration/cfgupld/post/</code> or <code>/etc/opt/OV/share/conf/OpC/mgmt_sv/integration/cfgdwn/post/</code> 3. Open the <code>cvp_upload.sh</code> or <code>cvp_download.sh</code> file. Replace <code>#!/bin/sh</code> with <code>#!/usr/xpg4/bin/sh</code>. 4. Save and close the file.

Problem	The following metrics are not collected for Hyper-V Host, VM, or Datastore for
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	<p>Windows 2008 R2 SP1:</p> <p>Host Class</p> <ul style="list-style-type: none"> • CPUReadyTime • CPUPhysReadyUtil <p>Guest Class</p> <ul style="list-style-type: none"> • SystemOSName • MemoryDemand • CPUReadyTime • CPUUserModeUtil • CPUSysModeUtil • IPAddress <p>DataStore Class</p> <ul style="list-style-type: none"> • DiskSnapshotUsed • DiskVMDKUsed • DiskProvisioned • DiskOthersUsed <p>These metrics which are not collected cannot be used in Workbench. Also, Hyper-V (Placement and Optimization) and Forecast do not show data for these metrics.</p>
Workaround	None
Problem	Alert messages are not localized when the Cloud Optimizer server locale is changed to another locale.
Workaround	<p>To display alert messages in the specified locale, follow the steps:</p> <ol style="list-style-type: none"> 1. Log on to Cloud Optimizer server as root. 2. Run the following commands: <ul style="list-style-type: none"> <code>ovc -kill</code> <code>ovc -start</code>
Problem	If the hosts in Hyper-V domain take more time for collection than the default interval, treemap does not show correct information.
Workaround	<p>You can increase the collection interval if the hosts does not complete the collection in the default interval. To increase the collection interval, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the <code>vPWinVirtCollector.properties</code> file.

	<p>2. Update <code>CollectionIntervalInSeconds=600</code>. By default, the value is set to 300 seconds.</p> <p>3. Restart the HP vPV Collector Service.</p>
Problem	If VMware tools are not installed, Cloud Optimizer does not collect the MAC address. Hence, Cloud Optimizer is not able to register the details of HPE ComputeSensor running on a VM.
Workaround	Enable VMware tools for the VM in VMware vSphere Client. For more information, see the VMware documentation.
Problem	Cloud Optimizer does not support some of the features when accessing with IPv6 address.
Workaround	Use the host name to access Cloud Optimizer instead of IP address.
Problem	If Cloud Optimizer and Service Health Reporter (SHR) are installed on same system, Service Health Reporter (SHR) does not work after uninstalling Cloud Optimizer.
Workaround	Restart <code>ovtomcatB</code> using command <code>/opt/OV/bin/ovc -restart ovtomcatB</code> .
Problem	<p>The collection daemon does not start after reboot or upgrade. <code>ovc -status</code> shows <code>pvcd</code> in aborted state.</p> <p>OR</p> <p>Vertica Database does not start after rebooting.</p>
Workaround	<p>If the Cloud Optimizer Virtual Appliance is shutdown abruptly, sometimes the database does not start. Due to this, <code>pvcd</code> exits on rebooting.</p> <p>Restart the <code>pv</code> process (<code>pvcd</code>, Tomcat, and Vertica) after rebooting the machine. Run the command, <code>pv restart</code> from the Cloud Optimizer console.</p>
Problem	<p>When a CSA administrator reassigns a VM subscription from one user to another user, the earlier CSA user continues to see the VM name in his inventory when he logs on to Cloud Optimizer.</p> <p>For example, the CSA administrator has reassigned the VM subscription from User1 to User2. User1 continues to see the VM name in his inventory when he logs on to Cloud Optimizer. However, User2 is also able to view his VM subscription correctly.</p>
Workaround	The CSA administrator is recommended to clear the cache using the Clear Cache button available in the CSA Integration section in the Settings > Integrations tab.
Problem	The Physical Server collector identifies a host as a KVM host even if the KVM hypervisor is uninstalled from the host.
Workaround	To resolve the issue, perform the following steps:

	<ol style="list-style-type: none"> 1. Log on to the Physical Server. 2. Go to the following location: /dev/KVM 3. Back up a copy of the KVM folder. 4. Delete the KVM folder. 5. Restart the HP Compute Sensor Service.
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Problem	Renaming a Datacenter does not reflect correctly in Workbench.
Workaround	<p>Restart pvcd (PV Collection Daemon) to resolve this issue, run the following command:</p> <pre>ovc -restart pvcd</pre>

Limitations

- The Licensed Instance Count for Physical Servers shows incorrect value in the Settings page.
- Cloud Optimizer 3.03 coexists only with Operations Agent 12.05. The OS drill-down on a node with Operations Agent is not supported. If you have HPOM or HPE OMi integration, you must upgrade Operations Agent to 12.05.
- Cloud Optimizer does not collect datastore or disk metrics for VMs and Hypervisor for the following configurations:
 - i. KVM Hypervisor is acting as compute node in OpenStack.
 - ii. VMs created on KVM Hypervisor are not under Storage pool.
 - iii. The disk file name on the Storage pool is different from the VM name.
- When a target is removed from Cloud Optimizer, it continues to show data for that target for three successive collection intervals. After that, no data is shown for that target and the instance count is also updated.
- Cloud Optimizer Collector Service collects only Hyper-V hosts monitored by SCVMM excluding the ESX servers managed by SCVMM.
- When a datastore is mounted across multiple clusters, in Cloud Optimizer, the datastore is associated only with the first cluster. So, in Treemap and Workbench, you can view the details of the datastore only under the first cluster.
- Installation of the Physical Server collector is not supported on the machine where Real Time Guest OS Drill Down is configured.

- Hyper-V proxy collector should run on Windows 2012 Datacenter Edition for monitoring Hyper-V hosts running on Windows 2012 or Windows 2016.
- For Hyper-V datasource, data is not collected for the disks configured as System Volume for a host.
- For Hyper-V datasource, proxy collector fails to collect all the VM details under the Hyper-V host if there are VMs with duplicate names.
- For Hyper-V datasource, Reports for VMs under Workbench for CPU and Disk utilization shows incorrect value.
- For Hyper-V datasource, under Workbench, QueueLength for Cluster shared volume disk shows incorrect value.
- Business Metric Analyzer does not work for groups containing Hyper-V VMs.

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Localization Support

HPE supplies localized software for Cloud Optimizer in the following languages:

- English
- Simplified Chinese
- Japanese
- French
- Spanish
- Russian
- Korean
- German

The latest localized documentation for Cloud Optimizer can be downloaded from the [SSO portal](#).

Open Source and Third-Party Components

The source code for the Open Source components for Cloud Optimizer is available via request. To obtain the source code, contact HPE support.

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