



Operations Bridge Reporter

Software Version: 10.22
Windows® and Linux operating systems

Release Notes

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HPE Operations Bridge Reporter Release Notes

for the Windows® and Linux operating systems

Software version: 10.22

Publication date: January 2018

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

- ["What's new in OBR 10.22" on the next page](#)
- ["Install OBR 10.22" on page 13](#)
 - ["On Linux" on page 13](#)
 - ["On Windows" on page 17](#)
- ["Uninstall OBR 10.22 " on page 22](#)
- ["Known Problems, Limitations, and Workarounds" on page 7](#)
- ["Enhancements" on page 31](#)
- ["Fixed Defects " on page 32](#)

What's new in OBR 10.22

This release of OBR includes the following new features:

- **Topology Migration Tool:** The OBR 10.22 patch contains scripts and tools to migrate your topology source from BSM to OMi.

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

- Tomcat version 7.0.82
- LCORE version 12.05.006
- JRE version 1.8.0_144

The OBR 10.22 patch includes the defect fixes and enhancements listed in the "[Fixed Defects](#) " on [page 32](#) and "[Enhancements](#)" on [page 31](#) sections.

The OBR 10.22 patch zip files consists of `OperationsBridgeReporter_readme.txt` file. This file points to OBR documentation available on the [Documentation Portal](#) and steps to access the documentation on the portal.

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:** If Operations Agent is installed before OBR which is on windows, the co-existence of OBR with Operations Agent 12.04 is not supported.

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.

- **Issue 4:** In the OBR Administration Console > Content Pack Deployment page, the dependent content packs are not selected automatically while performing the Content packs upgrade.

Workaround: In the Administration Console > Content Pack Deployment page, select the dependent content packs and upgrade them. Later upgrade the main content pack. For the list of content packs and the dependencies, see Listing of ETLs section in the *Operations Bridge Reporter Configuration Guide*.

Limitations

- The distributed scenario of OBR Data Processor on a Windows operating system is not supported.
- 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.
- In the OBR Administration Console > Additional Configuration > Shift page, the calendar format in **Create New** is not locale specific; it is in English US format even when OBR is installed in other languages.

Minimum Hardware and Software Requirements

This section provides information about the software you must have to successfully install and run OBR 10.22.

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

Operating System

OBR 10.22 runs on the following operating systems:

Windows

- Microsoft Windows Server 2012 x64 (Standard edition)
- Microsoft Windows Server 2012 R2 x64 (Standard edition and Data Center Edition)

Linux

OBR 10.22 installation is supported on the following versions of Red Hat Enterprise Linux (RHEL) Server and SUSE Linux Enterprise Server (SLES):

OBR Components	RHEL 6.5-6.8	RHEL 6.9	RHEL 7.0	RHEL 7.1	RHEL 7.2	SLES 11.0 SP3
OBR 10.22	Yes	No	Yes	No	Yes	Yes
Vertica 8.0.1*	Yes	No	Yes	No	No	Yes
SAP BusinessObjects BI 4.1 SP08	Yes	Yes	Yes	Yes	Yes	Yes

*OBR installer bundles Vertica 8.0.1. However, if you already have Vertica 8.1.1 in your IT environment, you can configure OBR to the same Vertica. For more information to configure OBR with external Vertica, see *Configuring OBR for External Vertica* in the *Operations Bridge Reporter Configuration Guide*.

For information about Vertica 8.1.1 supported platforms, see the [Vertica Documentation](#).

Important: For scalability, OBR recommends installation of OBR on Linux Operating System rather than Windows. OBR recommends to use RHEL 6.8 for the current version.

For more information about the list of supported operating systems and software integrations, see the [Support Matrix](#).

Web Browsers and Plug-ins

One of the following supported web browsers is required to run OBR 10.22:

- Mozilla Firefox – 45 ESR, 52 ESR
- Internet Explorer – 11.x
- Google Chrome

Embedded Software

Database

The following database software is bundled with Operations Bridge Reporter 10.22:

- Vertica Analytics Platform 8.0.1

Note: Vertica 8.0.1 does not support VMware Vmotion and Logical Volume Manager (LVM) on any drive where database (catalog and data) files are stored. HPE recommends VMWare ESX 5.5 Hypervisor to virtualize the Vertica Analytics platform, with VMware Tools installed on each virtual machine.

For information about Vertica supported timezone and any other details specific to Vertica, refer to Vertica documentation.

Third-Party Software

The following third-party applications are bundled with OBR 10.22:

- SAP BusinessObjects BI 4.1 SP08
- JRE 1.8.0_144
- PostgreSQL 9.4.4
- Tomcat 7.0.82
- Flink 1.2
- OpenJDK 1.8.0_112

High Availability Environment

The **Veritas Cluster Server (VCS)** cluster software is supported with OBR High Availability environment.

The following table lists the supported VCS versions with OBR Components and Operating Systems:

OBR Components	Microsoft Windows					
	Server 2012	RHEL 6.5 - 6.8	RHEL 6.9	RHEL 7.0	RHEL 7.1	RHEL 7.2
OBR 10.22	Yes	Yes	No	Yes	No	Yes
SAP BusinessObjects BI 4.1 SP08	Yes	Yes	Yes	Yes	Yes	Yes
VCS version support for High Availability						
VCS 6.1.xx	Yes	Yes	Yes	No	No	No
VCS 6.2.00	No	No	No	Yes	Yes	Yes

Note: OBR High Availability is not supported with the SUSE Linux Enterprise Server (SLES) operating system.

Languages

OBR 10.22 installation is supported in the following languages:

- English
- Spanish (Español)
- French (Français)
- Japanese

OOTB reports shipped with OBR media are localized in the following languages:

- English
- German (Deutsch)
- Russian
- Spanish (Español)
- French (Français)
- Chinese
- Korean
- Japanese
- Italian (Italiano)
- Dutch (Nederlands)
- Portuguese (Português)

Installation Prerequisites

Following are the prerequisites for installing the OBR 10.22 patch:

- You can install the OBR 10.22 patch on an OBR 10.20 and/or 10.21 system.
- Take a backup of the OBR database, SAP BusinessObjects, and OBR system before installing the OBR 10.22 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.

Install OBR 10.22

For steps to install the OBR 10.22 patch, see the following sections:

- ["On Linux" below](#)
- ["On Windows" on page 17](#)

On Linux

In a distributed environment, install the OBR 10.22 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system(s) and Data Processor system(s).

Note:

- Complete all the installation prerequisites before you begin to install the OBR 10.22 patch. For information, see ["Installation Prerequisites" on the previous page](#).
- In a Vertica cluster, install the OBR 10.22 patch only on the primary node.

To install the OBR 10.22 patch on your Linux system, follow these steps:

1. Download the OBR1022LIN_00001.zip file from [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 system:

```
unzip OBR1022LIN_00001.zip
```

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

- installPatch.pl
- rollbackPatch.pl
- OperationsBridgeReporter_readme.txt
- OBR1022LIN_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 24.
5. Using the `cd` command, go to the directory where you have extracted the OBR 10.22 patch files.
6. To install the OBR 10.22 patch, run the following command:

```
perl installPatch.pl
```

Note: If you are installing the patch on OBR 10.20 system, run the aggregate `regenerateall=true` command to ensure that existing aggregates are regenerated after the patch is installed.

7. On successful installation of the OBR 10.22 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 24.

Install the OBR 10.22 Patch in a High Availability Cluster Environment

Note: If you have already installed configured OBR in a High Availability Cluster Environment, you have to install the OBR 10.22 patch first on the active node, and then switch over to the secondary node and install the patch.

To install the OBR 10.22 patch in a 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 24.
5. Go to the directory where you have extracted the OBR 10.22 patch files.
6. Run the following command:

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.

Note: If you are installing the patch on OBR 10.20 system, 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 10.22 patch, go to `$PMDB_HOME/..` directory and check the version in the `BSMRVersion.prp` file.
11. Start the OBR services. For instructions, see ["Status, Stopping and Starting OBR Services" on page 24](#).

Important: After installing the OBR 10.22 patch in a 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 previous version 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/.OBR1022LIN_00001_BCK/PMDB` directory.

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

Post Patch Installation Instructions

This section helps you with the steps to be performed after a successful patch installation.

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if Operations 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 an 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 10.22 patch first on the OBR system, Vertica system, SAP Business Objects system, followed by Remote Collector system(s) and Data Processor system(s).

Note:

- Complete all the installation prerequisites before you begin to install the OBR 10.22 patch. For information, see "[Installation Prerequisites](#)" on page 12.
- In a Vertica cluster, install the OBR 10.22 patch only on the primary node.

Before installing the OBR10.22 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. Log on to the command prompt as Administrator and run the commands as follows:

```
taskkill /im abcStreamrunner.exe /f
```

```
taskkill /im openStage.exe /f
```

To install the OBR10.22 patch on Windows, follow these steps:

1. Download the `OBR1022WIN_00001.zip` file from the [Software Support Online](#) (SSO).
2. Extract the contents to a temporary folder on the OBR system.

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

- `installPatch.pl`
- `rollbackPatch.pl`
- `OperationsBridgeReporter_readme.txt`
- `OBR1022WIN_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 24](#).
4. Log on to the command prompt with administrator privileges.
5. Go to the directory where you have extracted the OBR 10.22 patch files.
6. To install the OBR 10.22 patch, run the following command:

```
perl installPatch.pl
```

Note: If you are installing the patch on OBR 10.20 system, run the aggregate `regenerateall=true` command to ensure that existing aggregates are regenerated after the patch is installed.

7. On successful installation of the OBR 10.22 patch,
 - go to `%PMDB_HOME%\. . \` directory and check the version in the `BMRVersion.prp` file.
 - start the OBR services. For instructions, see ["Status, Stopping and Starting OBR Services" on page 24](#).

Install the OBR 10.22 Patch in a High Availability Cluster Environment

Note: If you have already installed configured OBR in a High Availability Cluster Environment, you have to install the OBR10.22 patch first on the active node, and then switch over to the secondary node and install the patch.

To install the OBR10.22 patch in a 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 24](#).
5. Using the `cd` command, go to the folder where you have extracted the OBR10.22 patch files.

6. Run the following command:

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.

Note: If you are installing the patch on OBR 10.20 system, 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 10.22 patch, go to `%PMDB_HOME%\..\` directory and check the version in the `BSMRVersion.prp` file.
11. Start the OBR services. For instructions, see ["Status, Stopping and Starting OBR Services" on page 24](#).

Important: After installing the OBR10.22 patch in a 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 OBR10.22 patch installation automatically rolls back to OBR previous version installed on your system.
- 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 12.0x 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\.OBR1022WIN_00001_BCK\PMDB folder.

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

Post Patch Installation Instructions

This section helps you with the steps to be performed after a successful patch installation.

Shared Component Installation

To install shared components, follow these steps:

1. Open the command prompt.
2. Run the `opcagt -kill` command (if Operations 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 an 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

Uninstall OBR 10.22

Note:

To uninstall the OBR 10.22 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 10.22 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 10.22 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 10.22 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 24](#).
2. Go to the location where the `OBR1022LIN_00001.zip` is extracted. The `removeLinuxPatch.sh` file is listed in the extracted files.
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 10.22 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 10.22 patch installation will be removed when the patch is uninstalled.

To uninstall the OBR 10.22 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 OBR1022WIN_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	
<ul style="list-style-type: none">• <code>service HPE_PMDB_Platform_Administrator status</code>• <code>service HPE_PMDB_Platform_Collection status</code>• <code>service HPE_PMDB_Platform_DB_Logger status</code>• <code>service HPE_PMDB_Platform_IA status</code>• <code>service HPE_PMDB_Platform_IM status</code>• <code>service HPE_PMDB_Platform_NRT_ETL status</code>• <code>service HPE_PMDB_Platform_PostgreSQL status</code>• <code>service HPE_PMDB_Platform_JobManager status</code>• <code>service HPE_PMDB_Platform_TaskManager status</code>	<ul style="list-style-type: none">• <code>systemctl status HPE_PMDB_Platform_Administrator.service</code>• <code>systemctl status HPE_PMDB_Platform_Collection.service</code>• <code>systemctl status HPE_PMDB_Platform_DB_Logger.service</code>• <code>systemctl status HPE_PMDB_Platform_IA.service</code>• <code>systemctl status HPE_PMDB_Platform_IM.service</code>• <code>systemctl status HPE_PMDB_Platform_NRT_ETL.service</code>• <code>systemctl status HPE_PMDB_Platform_PostgreSQL.service</code>• <code>systemctl status HPE_PMDB_Platform_JobManager.service</code>• <code>systemctl status HPE_PMDB_Platform_TaskManager.service</code>

<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Orchestration status • service TrendTimer status 	<ul style="list-style-type: none"> • systemctl status HPE_PMDB_Platform_Orchestration.service • systemctl status TrendTimer.service
On SAP BusinessObjects Server	
<ul style="list-style-type: none"> • service SAPBOBJEnterpriseXI40 status 	<ul style="list-style-type: none"> • systemctl status SAPBOBJEnterpriseXI40.service
On Remote Collector	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Collection status 	<ul style="list-style-type: none"> • systemctl status HPE_PMDB_Platform_Collection.service
On Data Processor	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_TaskManager status 	<ul style="list-style-type: none"> • systemctl status HPE_PMDB_Platform_TaskManager.service
On Vertica Server	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Vertica status 	<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • 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_NRT_ETL stop • service HPE_PMDB_Platform_PostgreSQL stop 	<ul style="list-style-type: none"> • 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_NRT_ETL.service

<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Orchestration stop • service HPE_PMDB_Platform_TaskManager stop • service HPE_PMDB_Platform_JobManager stop • service TrendTimer stop 	<ul style="list-style-type: none"> • systemctl stop HPE_PMDB_Platform_PostgreSQL.service • systemctl stop HPE_PMDB_Platform_Orchestration.service • systemctl stop HPE_PMDB_Platform_TaskManager.service • systemctl stop HPE_PMDB_Platform_JobManager.service • systemctl stop TrendTimer.service
On SAP BusinessObjects Server	
<ul style="list-style-type: none"> • service SAPBOBJEnterpriseXI40 stop 	<ul style="list-style-type: none"> • systemctl stop SAPBOBJEnterpriseXI40.service
On Remote Collector	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Collection stop 	<ul style="list-style-type: none"> • systemctl stop HPE_PMDB_Platform_Collection.service
On Data Processor	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_TaskManager stop 	<ul style="list-style-type: none"> • systemctl stop HPE_PMDB_Platform_TaskManager.service
On Vertica Server	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Vertica stop 	<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Administrator start • service HPE_PMDB_Platform_Collection start • service HPE_PMDB_Platform_DB_Logger start • service HPE_PMDB_Platform_IA 	<ul style="list-style-type: none"> • 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_

<pre>start</pre> <ul style="list-style-type: none"> • service HPE_PMDB_Platform_IM start • service HPE_PMDB_Platform_NRT_ETL start • service HPE_PMDB_Platform_PostgreSQL start • service HPE_PMDB_Platform_JobManager start • service HPE_PMDB_Platform_TaskManager start • service HPE_PMDB_Platform_Orchestration start • service TrendTimer start 	<pre>IA.service</pre> <ul style="list-style-type: none"> • systemctl start HPE_PMDB_Platform_IM.service • systemctl start HPE_PMDB_Platform_NRT_ETL.service • systemctl start HPE_PMDB_Platform_PostgreSQL.service • systemctl start HPE_PMDB_Platform_JobManager.service • systemctl start HPE_PMDB_Platform_TaskManager.service • systemctl start HPE_PMDB_Platform_Orchestration.service • systemctl start TrendTimer.service
On SAP BusinessObjects Server	
<ul style="list-style-type: none"> • service SAPBOBJEnterpriseXI40 start 	<ul style="list-style-type: none"> • systemctl start SAPBOBJEnterpriseXI40.service
On Remote Collector	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Collection start 	<ul style="list-style-type: none"> • systemctl start HPE_PMDB_Platform_Collection.service
On Data Processor	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_TaskManager start 	<ul style="list-style-type: none"> • systemctl start HPE_PMDB_Platform_TaskManager.service
On Vertica Server	
<ul style="list-style-type: none"> • service HPE_PMDB_Platform_Vertica start 	<ul style="list-style-type: none"> • 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_NRT_ETL
- HPE_PMDB_Platform_PostgreSQL
- HPE_PMDB_Platform_JobManager
- HPE_PMDB_Platform_TaskManager
- HPE_PMDB_Platform_Orchestration
- HPE_PMDB_Platform_Timer

On SAP BusinessObjects Server:

- Business Objects Webserver
- Server Intelligence Agent (OBR)

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_NRT_ETL
- HPE_PMDB_Platform_PostgreSQL
- HPE_PMDB_Platform_Orchestration
- HPE_PMDB_Platform_TaskManager
- HPE_PMDB_Platform_JobManager
- HPE_PMDB_Platform_Timer

On SAP BusinessObjects:

- Business Objects Webserver
- Server Intelligence Agent (OBR)

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_NRT_ETL
- HPE_PMDB_Platform_PostgreSQL
- HPE_PMDB_Platform_JobManager
- HPE_PMDB_Platform_TaskManager
- HPE_PMDB_Platform_Orchestration
- HPE_PMDB_Platform_Timer

On SAP BusinessObjects Server:

- Business Objects Webserver
- Server Intelligence Agent (OBR)

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 [Software Support Online](#), or contact your HPE Support representative directly.

S. No	ER ID	Description
1	QCCR8D39546	Document what is the meaning of error codes when viewing data flow processing error messages, e.g. error 9999
2.	QCCR8D97048	Stream Step information is no longer available in the OBR Admin UI

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.

S. No	Defect ID	Description
1	QCCR8D45067	One of the Remote poller stop collecting data
2	QCCR8D48091	The Data Source Readiness tool does not show any information on PA check. Also RTSM shows incorrect status for the Topology source
3	QCCR8D49742	K_CI_Bridge Missing Data - Issues in topology data with CI nesting value more than 10
4	QCCR8D51950	Unable to get inactive Dimensions using Dimension Lifecycle Manager
5	QCCR8D53755	Concerns over the need to manually purge audit_measure table
6	QCCR8D54191	Saving a new vCenter server causes Collectors.xml to overwrite customizations
7	QCCR8D64688	OBR 10.0x Performance issues when implementing Location data
8	QCCR8D94929	Issues with capture tool in OBR 10.2x
9	QCCR8D94980	OBR Vertica installation checking disk prerequisites on wrong disk
	QCCR8D97048	Stream Step information is no longer available in the OBR Admin UI
10	QCCR8D96321	OBR repeats processing csv files and doesn't finish data load with corrupted data sets
11	QCCR8D96687	After enabling Sitescope integration with SSL in OBR 10.20, ovdeploy fails to work
12	QCCR1D242096	Custom report is not fetching any data for Solaris zones and their hypervisors (Data flow obstructed in certain Pivot transformation use cases in mapper)
13	QCCR1D242097	Use of "Hypervisor Connection State" in report causes queries to return no values

S. No	Defect ID	Description
		(Data flow obstructed in certain Pivot transformation use cases in mapper)
14	QCCR8D97392	flink-conf.yaml not backed up during upgrade to 10.21
15	QCCR8D97397	PA Collector returning empty alias list while Collector executes JobCheck Thread to refreshcollectors task
16	QCCR8D97508	Sometimes a stream is not getting updated as completed even though it completed successfully
17	QCCR8D97529	Data fails to stage - DISK, CPU, NetIF after LND tables accidentally removed
17	QCCR8D97682	Too many Isof processes and 100% CPU since 10.21 upgrade
19	QCCR8D97879	OBR data source connection failed after patch 10.21 applied
20	QCCR8D97950	Error in reconcilStep.log: Error in writing failed to reconcile data
21	QCCR8D98055	Content Health - TableSummary has misleading/incorrect message
22	QCCR8D98072	Incorrect encoding for cyrillic symbols in reports
23	QCCR8D98099	BSMRAbcService crashing - \$PMDB_HOME/log/abc.hprof file created
24	QCCR8D98152	OMi Operations database configuration fails for postgres database type
25	QCCR8D98258	Aging is not working for tables with same name in different schemas
26	QCCR8D98652	Directories created in current directory if Orchestration service stop fails
27	QCCR8D98683	Incorrect tooltip on BSM/APM/OMi connection creation

Fixed Documentation 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.

The following documentation defects were fixed in this release:

S. No	Defect ID	Description
1	QCCR8D96688	OBR 10.20 HA in Veritas/BO Cluster - Tomcat Status incorrect
2	QCCR8D97811	HA Few lines are not present in script /etc/init.d/SAPBOBJEnterpriseXI40
3	QCCR8D98998	Discrepancy between "Performance and Sizing Guide" and "Sizing Calculator"
4	QCCR8D96241	OBR trust stores - Documentation changes needed for more clarity

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 10.22)

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!