



# Configuration Management System (CMS)

Software Version: 10.33 Cumulative Update Package 4 (CUP4)

## Release Notes

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# Contents

|   |    |
|---|----|
| Universal CMDB Release Notes .....  | 5  |
| What's New .....  | 5  |
| What's New in UCMDB 10.33 CUP4 .....  | 5  |
| What's New in UCMDB 10.33 CUP3 .....  | 5  |
| What's New in UCMDB 10.33 CUP2 .....  | 6  |
| What's New in UCMDB 10.33 CUP1 .....  | 6  |
| Installation Notes .....  | 7  |
| Universal CMDB 10.33 CUP4 Files/Components .....                              | 7  |
| System Requirements .....   | 8  |
| Install 10.33 CUP4 on the Universal CMDB Servers .....                        | 8  |
| Universal CMDB 10.33 CUP4 Manual Data Flow Probe Installation .....           | 10 |
| Uninstall Universal CMDB .....  | 12 |
| Notes .....   | 12 |
| Known Issues .....  | 14 |
| Enhancement Requests .....  | 18 |
| Enhancement Requests in 10.33 CUP4 .....                                      | 18 |
| Enhancement Requests in 10.33 CUP3 .....                                      | 19 |
| Enhancement Requests in 10.33 CUP2 .....                                      | 20 |
| Enhancement Requests in 10.33 CUP1 .....                                      | 21 |
| Fixed Issues .....  | 22 |
| Fixed Issues in UCMDB 10.33 CUP4 .....  | 22 |
| Fixed Issues in UCMDB 10.33 CUP3 .....  | 26 |
| Fixed Issues in UCMDB 10.33 CUP2 .....  | 30 |
| Fixed Issues in UCMDB 10.33 CUP1 .....  | 31 |
| Appendices .....  | 39 |
| Disable Call Home from Data Flow Probe .....                                  | 39 |
| User Lockout Mechanism for the Server Status page, JMX Console, and SDK ..... | 39 |
| Enable postgresql.log File Rotation .....                                     | 40 |
| How to Create and Enable a Custom Login and Logout Splash Screen .....        | 41 |

|  |    |
|--|----|
| Create a Custom Splash Screen .....  | 41 |
| Enable a Custom Splash Screen .....  | 42 |
| Splash Screen Behavior .....   | 42 |
| How to Configure Global ID Generation .....  | 43 |
| How to Configure Global ID Attribute Update on Non-Global ID<br>Generator UCMDBs ..... | 43 |
| Send documentation feedback .....  | 45 |

# Universal CMDB Release Notes

Keep your system up to date with the most recent cumulative update package (CUP) for UCMDB 10.33. This package contains all of the UCMDB 10.33 hotfixes that have been released since the initial release of UCMDB 10.33.

**Note:** Version 10.33 CUP4 of UCMDB does not include a new release for UCMDB Configuration Manager (CM). You can use CM version 10.23 in tandem with UCMDB 10.33 CUP4.

## What's New

### What's New in UCMDB 10.33 CUP4

UCMDB 10.33 CUP4 contains the following new features and changes:

- Added possibility to enable or disable global ID attribute update on UCMDB servers configured as non-global ID generator. For details, see "[How to Configure Global ID Generation](#)".
- Modified the order of the changes sent by the UCMDB-UCMDB push engine to be the following and made it the default behavior now:
  - a. Removed Topology
  - b. Added Topology
  - c. Updated Topology
- Enhanced the reconciliation error message logging for "[ErrorCode [63001] Reconciliation DataIn - Not enough reconciliation data]" by adding a log message at the end of the stack trace in case the CI is ignored because it contains attributes excluded from identification.

### What's New in UCMDB 10.33 CUP3

UCMDB 10.33 CUP3 contains the following new feature and change:

Added support for integrating Universal Discovery with a new BDNA Normalize version

To enable the support for integrating Universal Discovery with a new BDNA Normalize version, do the following:

1. On the probe server machine, go to the **<DataFlowProbe>\conf** folder, and open the **enricher.properites** file using a text editor.
2. Add and configure the following line:  

```
cfgDirSymLinkTarget=<dir of symlink target>
```
3. Save the file.
4. Restart the probe.

## What's New in UCMDB 10.33 CUP2

UCMDB 10.33 CUP2 contains the following new feature and change:

Added the capability to create a custom login splash screen. When this capability is enabled, the splash screen is displayed before users log in to the following UCMDB components: CMS UI, UCMDB UI, and JMX Console. For details, see ["How to Create and Enable a Custom Login and Logout Splash Screen" on page 41](#).

## What's New in UCMDB 10.33 CUP1

UCMDB 10.33 CUP1 contains the following new features and changes:

- **Added support for root context in REST APIs**

The following property is added to the **rest\_api.properties** file:

```
#root context of ucldb server, just in case it is set  
root_context=/ucldb/root_context
```

When configuring the `root_context` property, if the URL is as follows:

**https://localhost:8443/root\_context/example**, then the `root_context` property value is **root\_context/example**.

For details about REST API configuration, see ["Rest API Configuration"](#).

- Filled the data center name for ESX server that belongs to a cluster in the Oracle LMS VMware report. For more information, see [UCMDB Discovery and Integrations Content Pack 26 Online Help](#).
- Added a method to disable the Call Home feature in Data Flow Probe. This frees port 80, making the port available for other purposes. For more information, see ["Disable Call Home from Data Flow Probe"](#)
- Added the **resetObjectForSameCmdbIDOsh** parameter.

| Parameter Name                     | Description  | Type    | Value                 |
|------------------------------------|--|---------|-----------------------|
| <b>resetObjectForSameCmdbIDOsh</b> | <p>When you import vector XML file by using a custom Jython job, if there are multiple CI objects having the same ID with different memory locations, setting <b>resetObjectForSameCmdbIDOsh</b> to <b>true</b> enables merging these CI objects into one CI object.</p> <p><b>Note:</b> Not present in the <b>DataFlowProbe.properties</b> file by default. You need to manually add it into the file when necessary.</p> | boolean | Default: <b>false</b> |

- You can now enable log rotation for the **postgresql.log** file on Data Flow Probes. For more information, see ["Enable postgresql.log File Rotation"](#).
- The user lockout mechanism for the Server Status page, JMX Console, and SDK is updated. For more information, see ["User Lockout Mechanism for the Server Status page, JMX Console, and SDK"](#).

## Installation Notes

### Universal CMDB10.33 CUP4 Files/Components

Micro Focus UCMDB 10.33 CUP4 is packaged in one .zip file.

**UCMDB\_00219.zip** (for Windows) includes the following files and components:

- **UCMDB\_Server\_Patch\_10.33.xxx.exe**. The installation of the version 10.33 CUP4 UCMDB Server and Data Flow Probe for Windows.
- **Read\_Me\_10.33\_CUP.txt**

**UCMDB\_00220.zip** (for Linux) includes the following files and components:

- **UCMDB\_Server\_Patch\_10.33.xxx.bin**. The installation of the version 10.33 CUP4 UCMDB Server and Data Flow Probe for the Linux platform.
- **Read\_Me\_10.33\_CUP.txt**

## System Requirements

For a list of system requirements, see the **UCMDB Support Matrix** PDF file. Check the previous Release Notes for any additions or changes to the matrix.

### Note:

- If you are using an Oracle version that is prior to 10.2.0.5, you must apply the Oracle patch that fixes Oracle defect # 5866410. For details, go to the Oracle website and find the information regarding this defect number.
- UCMDB version 10.33 CUP4 does not support FIPS mode.

## Install 10.33 CUP4 on the Universal CMDB Servers

CUP Installation for Universal CMDB is performed through an automated procedure using the installation wizard.

You can still install the Data Flow Probes separately by upgrading the Data Flow Probes using the UCMDB user interface. For details, see "[Installation Notes](#)" on the [previous page](#).

**Note:** UCMDB 10.33 CUP4 can be installed only on top of Universal CMDB version 10.33.

### Pre-requisites - UCMDB Server and Data Flow Probes

1. Extract **UCMDB\_00219.zip** (for Windows) or **UCMDB\_00220.zip** (for Linux) to a temporary



directory.

2. Stop the Universal CMDB 10.33 server and the Universal CMDB Integration Service (if running) before starting the 10.33 CUP4 installation.

**Note:** If you have a High Availability configuration, the CUP must be installed on all the servers in the cluster, and prior to installation, you must stop all the servers in the cluster.

3. If you have received private patches for the Data Flow Probe, you must delete them before performing the upgrade. These steps for deleting a private patch must be followed whether you are upgrading the probes during the installation wizard, or if you upgrading the probes using the UCMDB user interface after installation is complete.

- a. Stop the Data Flow Probe.
- b. Delete all private patches that were installed on the system prior to this CUP by deleting the following directory:

**\hp\UCMDB\DataFlowProbe\classes directory**

- c. Start up the version 10.33 Data Flow Probe.
4. (Oracle LMS only) If you have deployed Oracle LMS 1.31.1 and the **UCMDB10.33\_Patch\_OracleLMS1.31.zip** patch on top of UCMDB 10.33, you must remove the files deployed from **UCMDB10.33\_Patch\_OracleLMS1.31.zip** before you install UCMDB 10.33 CUP4.

## CUP Installation

1. Double-click the file **UCMDB\_Server\_Patch\_10.33.xxx.exe** (for Windows) or **sh UCMDB\_Server\_Patch\_10.33.xxx.bin** (for Linux) to open the Universal CMDB Server CUP Installation Wizard.
2. While running the wizard:
  - In the Choose Install Folder screen, select the installation directory in which UCMDB is already installed.
  - For UCMDB, in the Install Data Flow Probe CUP screen, select the following option:
    - **Automatically update Data Flow Probe with the new CUP version** to automatically update during this installation all the Data Flow Probes reporting to this UCMDB.
    - **Update the Data Flow Probe manually** to update the Data Flow Probes reporting to this UCMDB using the UCMDB user interface after completing the installation of this CUP on the UCMDB server. For details, see "[Universal CMDB 10.33 CUP4 Manual Data Flow](#)"

[Probe Installation" on the next page.](#)

- In the Required Actions screen, follow the instruction to ensure that the server is down.
3. (Windows only) When the installation wizard for UCMDB is almost complete, the Remove folder access privilege page opens, asking you whether you want to remove the **Users** group access privilege from the **<UCMDBServer\_InstallDir>** folder.

Select **Yes**, the installer removes the **Users** group access privilege from the **<UCMDBServer\_InstallDir>** folder automatically.

Select **No** to remain the same.

**Note:** You can remove the **Users** group access privilege from the **<UCMDBServer\_InstallDir>** folder manually later. Below is a command sample for your reference:

```
CACLS commands 'cacls <user_install_dir> /T /E /R Users'
```

4. (CyberArk integration only) Check if new hash value is the same as the one you configured in the CyberArk server. If different, re-generate the hash value using the following command:

```
java -Xms500m -Xmx1200m -jar JavaAIMGetAppInfo.jar GetHash  
/AppExecutablesPattern="C:\UCMDB\DataFlowProbe\lib"  
/ClassPath="C:\UCMDB\DataFlowProbe\lib;C:\UCMDB\DataFlowProbe\jython"  
/OnlyExecutablesWithAIMAnnotation=yes /LogFileDirectory="c:\temp"
```

And then fill the newly generated hash value into the CyberArk server.

5. Manually restore the cacert file from the **<UCMDBServer>\UninstallerCUP\backup\_UniversalCMDB Server\upgrade\_backup\jre\lib\security** folder.

**Caution:** Apart from the out-of-the-box (OOTB) files, DO NOT ADD any additional resources into the **<UCMDB\_Server\_Home>\deploy** directory. Because UCMDB will try to deploy every file from this location, which may cause the **ucmdb-browser.war** file not deployed completely, and as a result the UCMDB Browser will fail to start.

## Universal CMDB 10.33 CUP4 Manual Data Flow Probe Installation

**Linux:** Always required.

**Windows:** Applicable only when **Update the Data Flow Probes manually** is selected in the CUP installation wizard.

To install the Data Flow Probe CUP upgrade using the UCMDB user interface, follow these steps.

**Note:**

- All Data Flow Probes that are associated with the UCMDB are upgraded.
  - For probes of version 10.22 or earlier, you might need to check the size of the **<DataFlowProbe>\pgsql\data** folder. During the upgrade, the system would require double size to perform copying of the folder and data conversion. Therefore, make sure you have sufficient free disk space available for probe upgrade.
1. If you have received private patches for the Data Flow Probe, perform the steps in the section ["Pre-requisites - UCMDB Server and Data Flow Probes"](#) on page 8.
  2. In UCMDB, go to **Data Flow Management > Data Flow Probe Setup**, and click **Deploy Probe Upgrade**.
  3. In the Deploy Probe Upgrade dialog box, navigate to the **<SERVER\_HOME>\content\probe\_patch\probe-patch-10.33.CUP4-windows/linux.zip** and click **OK**.
  4. (Windows only) Remove the **Users** group access privilege from the **<DataFlowProbe\_InstallDir>** folder manually if you have not done it before.

Below is a command sample for your reference:

```
CACLS commands 'cacls <user_install_dir> /T /E /R Users'
```

5. **Linux only:**
  - a. Stop the Data Flow Probe.
  - b. Extract the upgrade package by running the following file:  
**/opt/hp/UCMDB/DataFlowProbe/tools/upgrade/extractUpgradePackage.sh**
  - c. Restart the Data Flow Probe.
6. (CyberArk integration only) Check if the new hash value is the same as the one you configured in the CyberArk server. If different, re-generate the hash value using the following command:

```
java -Xms500m -Xmx1200m -jar JavaAIMGetAppInfo.jar GetHash  
/AppExecutablesPattern="C:\hp\UCMDB\DataFlowProbe\lib"  
/OnlyExecutablesWithAIMAnnotation=yes /LogFileDirectory="c:\temp"
```

And then fill the newly generated hash value in the CyberArk server.

## Uninstall Universal CMDB

When performing the uninstall procedure, this procedure must be performed for both the UCMDB Server and the Data Flow probes.

1. Stop the Universal CMDB servers, and all running Data Flow Probes before uninstalling the version CUP.
2. For UCMDB:
  - Windows: Go to **<CMDB installation folder>\UninstallerCup** and double-click **Uninstall HP Universal CMDB Server**. After the CUP is successfully uninstalled, go to **<CMDB installation folder>\runtime** and delete the **jsp** and **jetty-cache** folders.
  - Linux: Go to **<CMDB installation folder>/UninstallerCup** and run **Uninstall HP Universal CMDB Server**. After the CUP is successfully uninstalled, go to **<CMDB installation folder>/runtime** and delete the **jsp** and **jetty-cache** folders.
3. Uninstall all existing Probes as follows:
  - a. **Start > All Programs > HP UCMDB > Uninstall Data Flow Probe.**
  - b. Start the server.
  - c. Undeploy the **probeUpdate** package.
4. Reinstall the Probes with the same configuration, that is, use the same Probe IDs, domain names, and server names as for the previous Probe installations. Remember that the Probe ID is case sensitive.

**Note:** After performing an upgrade and installing the new Data Flow Probe, all the Discovery jobs that were active before the upgrade are automatically run.

## Notes

- When upgrading the Data Flow Probe:
  - In a multi-customer environment, if the Data Flow Probe is not automatically upgraded to the latest CUP version, use the manual upgrade procedure to upgrade the Probe manually. For details on the manual upgrade procedure, see "How to Deploy a Data Flow Probe CUP"

Manually" in the *Data Flow Management section of the UCMDB Help*.

- The automatic upgrade is not available for Data Flow Probes running on Linux. Use the manual upgrade procedure to upgrade the Probe manually.
- The Data Flow Probe upgrade is only available for upgrades for minor-minor releases or upgrades between CUP releases. When performing an upgrade to a major or minor release, you must reinstall the Probe.
- If you encounter an error when installing the CUP under Linux on the **/tmp** directory because the **/tmp** directory is configured not to run executables, set the IATEMPDIR environment variable to a location with sufficient permissions and disk space. The IATEMPDIR variable is recognized by InstallAnywhere.

# Known Issues

The following problems and limitations are known to exist in CMS 10.33 CUP2 (or later software, as indicated). The problems are categorized by the affected product area. If a problem has an assigned internal tracking number, that tracking number is provided (in parentheses) at the end of the problem descriptions.

- [Configuration Manager](#)
- [Universal CMDB - General](#)
- [Universal Discovery](#)

## Configuration Manager

---

**PROBLEM:** The authentication of sysadmin and Integration users fails from CM towards the server when you use an earlier version of CM with UCMDB 10.33 CUP1.

**Workaround:** To work around this issue, follow these steps:

1. Stop CM.
2. Back up the following files:
  - `CM_<version number>/servers/server-0/webapps/cnc/WEB-INF/lib/api-integration-<version number>-<build number>.jar`
  - `CM_<version number>/lib/api-integration-<version number>-<build number>.jar`
3. Copy the `UCMDBServer\lib\api-integration.jar` file to the two locations in step 2, and then rename it to the name of the file that you backed up. For example, you rename "`UCMDBServer\lib\api-integration.jar`" as "`api-integration-10.23-20160201.115731-51.jar`".
4. Back up the following files:
  - `CM_<version number>/servers/server-0/webapps/cnc/WEB-INF/lib/api-interfaces-<version number>-<build number>.jar`
  - `CM_<version number>/lib/api-interfaces-<version number>-<build number>.jar`
5. Copy the `UCMDBServer\lib\api-interfaces.jar` file to the two locations in step 4, and then rename it to the name of the file that you backed up. For example, you rename "`UCMDBServer\lib\api-interfaces.jar`" as "`api-interfaces-10.23-20160201.115731-51.jar`".

6. Back up the following files:
    - `CM_<version number>/servers/server-0/webapps/cnc/WEB-INF/lib/api-internal-<version number>-<build number>.jar`
    - `CM_<version number>/lib/api-internal-<version number>-<build number>.jar`
  7. Copy the `UCMDBServer\lib\api-internal.jar` file to the two locations in step 6, and then rename it to the name of the file that you backed up. For example, you rename "`UCMDBServer\lib\api-internal.jar`" as "`api-internal-10.23-20160201.115731-51.jar`".
  8. Start CM.
- 

## Universal CMDB - General

---

**PROBLEM:** Generating Application Affected by Certificate report fails with an exception.

**Workaround:** To resolve the issue, set the Default Value for the CITs that are parameterized as follows:

1. In the view tab for Application Affected by Certificate, right-click **Digital Certificate**, and then select **Query Node Properties**.
  2. In the Query Node Properties dialog, go to the Default Value field in the lower right side of dialog, click the down arrow and select a desired value.
  3. Click **OK**.
- 

**PROBLEM:** When users have the **TenantAdmin** role on all tenants, they automatically have full access to the Modeling module and the Modeling Studio module; when users are automatically created with LDAP, they have the **TenantAdmin** role on a single tenant, and they have access to the Modeling module, but they might not have full access to the Modeling Studio module, for example, no access to **Modeling Studio > New Pattern**. This is the designed behavior.

The reason why the users are unable to create new pattern views is that there is no folder where the tenant of the user is the owner. Such folder is used as a location to save the new pattern view files.

**Workaround:** For users who are automatically created with LDAP, to enable them to create new pattern views, create a new folder and assign them as the tenant owner as described below:

1. On UCMDB UI, go to the **Modeling > Modeling Studio** module, select the **Resources** tab, and then select **Views** for Resource Type.

2. In the navigation tree, select **Root** or any other folder, and then right-click and select **New Folder**.
3. Provide a folder name in the New Folder field, and then click **OK**.
4. Right-click the new folder you just created, and select **Assign Tenants....**
5. In the Assign Tenants dialog box, select the tenant that is assigned to the user as the owner tenant, and click **Save**.

---

**PROBLEM:** After upgrade to the latest version, when running the embedded UCMDB Browser using port 443 for HTTPS, logging in the UCMDB Browser results in "Session expired" error or the loading screen keeps on loading indefinitely. (QCCR1H123231)

**Workaround:** To resolve the issue, do the following:

1. On the UCMDB server, go to the **<UCMDBServer>/conf** folder.
2. Open the **rest\_api.properties** file using a text editor.
3. Change the value of **ucmdb\_port** from **8443** to **443**.
4. Save the file.
5. Restart UCMDB server.

---

**LIMITATION:** Some scanning tools may flag .dll files in the embedded PostgreSQL database.

**Workaround:** To work around this issue, follow these steps:

1. Visit <https://www.enterprisedb.com/download-postgresql-binaries>, select **Binaries** from installer version 9.4.15, and then download **Linux x86-64** for Linux, or **Wind x86-64** for Windows. This will download one of the following files:
  - o postgresql-9.4.15-\*-linux-x64-binaries.tar.gz
  - o postgresql-9.4.15-\*-windows-x64-binaries.zip
2. To upgrade the PostgreSQL database on a Windows probe, follow these steps:
  - a. Stop the probe and probe\_db services.
  - b. Go to UCMDB\DataFlowProbe\pgsql\, and then delete all folders except for the data folder.
  - c. Extract postgresql-9.4.15-\*-windows-x64-binaries.zip, and copy everything from this .zip to UCMDB\DataFlowProbe\pgsql\.
  - d. Start the probe and probe\_db services.

To upgrade the PostgreSQL database on a Linux probe, follow these steps:



- a. Stop the probe and probe\_db services.
  - b. Go to UCMDB\DataFlowProbe\pgsql\, and then delete all folders except for the data folder.
  - c. Extract postgresql-9.4.15-\*linux-x64-binaries.tar.gz, and copy everything from this .zip to UCMDB\DataFlowProbe\pgsql\.
  - d. Start the probe and probe\_db services.
- 

## Universal Discovery

---

**PROBLEM:** Data Flow Probe version 10.30 uses the same port 5433 as OMi, if OMi is configured with PostgresEmbedded. This behavior creates inter-dependencies that are not desired:

- In case OMi is stopped, the probe database will not be available for the duration of the downtime.
- In case OMi is uninstalled, PostgreSQL would be removed and the probe will be corrupted.

**Workaround:** None for UCMDB version 10.3x, as the data flow probe installer was already released.

---

**PROBLEM:** Sometimes, Data flow probe process might not find the path of **NMAP.exe**. You might see the following error message:

```
"nmap" is not recognized as an internal or external command, operable program or batch file
```

As a Windows Service, Data Flow Probe might not be able to pick up user environment variables.

**Workaround:** Set the **nmap\_location** parameter of the **Range IPs by nmap** job so that Data Flow Probe can find the path of **nmap.exe**.

---

**PROBLEM:** When DB2 server runs on AIX, during the discovery of DB2 databases, errors that resemble the following are generated in the Host Resources by Shell job:

```
Error processing results, for more details please check UCMDB server log files  
Recommended log files on UCMDB: error.log, cmdb.reconciliation.log,  
mam.autodiscovery.log
```

This is caused by the merge of ClusterResourceGroup and Computer CIs.

**Workaround:** To prevent ClusterResourceGroup and Computer CIs from merge, do the following:

1. On UCMDB server, go to **JMX Console > UCMDB:service=Settings Services > setSettingValue**.
2. Invoke the **setSettingValue** JMX method with the following parameters:  
**name: computer.crg.contradict**  
**value: true**

---

**PROBLEM:** Call Home does not work when DirectAccess is involved. (QCCR1H123319)

**Workaround:** None.

---

**PROBLEM:** Discovered attributes should not be updated manually. If someone modifies an attribute manually (which was already populated by UD), that value will not be restored the next time the CI is re-discovered if the actual attribute did not change physically.

**Workaround:** None.

---

**PROBLEM:** Assume that you perform a fresh installation of UCMDB 10.33 on Linux, and you configure the sysadmin password for Data Flow Probe in the installer. When the installation is complete, you try to log in to the Data Flow Probe JMX console. However, the sysadmin password is still the default password.

**Workaround:** Use JMX to change the sysadmin password.

---

## Enhancement Requests

### Enhancement Requests in 10.33 CUP4

Here is a list of the enhancement requests that were implemented in the CUP4 release.

| Global ID    | Module                  | Problem  | Solution   |
|--------------|-------------------------|--|--|
| QCCR1H124305 | Reconciliation - Engine | This is a request for enhancing reconciliation error message logging for "[ErrorCode [63001] Reconciliation DataIn - Not enough reconciliation data" | Added a log message at the end of the stack trace in case the CI is ignored because it contains attributes |

| Global ID    | Module   | Problem   | Solution  |
|--------------|--|---|---|
|              |  | when the identification attributes are ignored because of Reconciliation_IDENTIFICATION_EXCLUDE.  | excluded from identification.   |
| QCCR1H124205 | Integration - Integration Adapters - Cmdb 10.x Adapter | This is a request to change the existing UCMDB-UCMDB push operation order, as removed CIs should be sent first and the relationship in the target system should not be deleted during push. | Modified the order of the changes sent by the UCMDB-UCMDB push engine to be the following and made it the default behavior now: <ol style="list-style-type: none"> <li>1. Removed Topology</li> <li>2. Added Topology</li> <li>3. Updated Topology</li> </ol> |
| QCCR1H123897 | Reconciliation - Engine                                | This is a request for enabling global ID attribute update on UCMDB when it is configured as non-global ID generator.  | Added possibility to enable or disable global ID attribute update on UCMDB servers configured as non-global ID generator. For details, see " <a href="#">How to Configure Global ID Generation</a> ".   |

## Enhancement Requests in 10.33 CUP3

Here is a list of the enhancement requests that were implemented in the CUP3 release.

| Global ID    | Module                             | Problem  | Solution   |
|--------------|------------------------------------|--|--|
| QCCR1H122036 | Integration - Integration Adapters | This is a request for improving UCMDB to UCMDB data push for reconciliation when auto-deletion is enabled. When a CI is deleted from a TQL on the source UCMDB, the UCMDB to UCMDB data push only deletes the target Node CI when Allow Deletion is enabled, | Implemented the enhancement by applying a code change to the UCMDB to UCMDB data push logic. Now when Allow Deletion is enabled, only target CI is deleted during UCMDB to UCMDB data push if the CI is deleted from the source UCMDB. |

| Global ID    | Module   | Problem   | Solution   |
|--------------|--|---|--|
|              |  | instead of deleting the entire TQL query from the target UCMDB.   |  |
| QCCR1H122773 | Platform - JMX Console                           | This is a request to have the possibility to obtain all UCMDB server logs from the last hour.   | <p>Added a new JMX setting <b>executeServerLogParserLastHour</b> for obtaining UCMDB server logs from the last hour with a single click.</p> <p>This new setting has predefined parameters, and it is a particularization of the existing method <b>executeServerLogParser</b>.</p> <p>When you invoke the <b>executeServerLogParserLastHour</b> setting, the <b>startDate</b> and <b>endDate</b> parameters are filled based on the current server time, and the <b>getThreadDumps</b> and <b>getTQLOptimizationFiles</b> parameters are set on <b>False</b>.</p> |
| QCCR1H101031 | Universal Discovery - Content                    | Currently, there is no way to use the <b>Import from CSV File</b> job to import to an attribute of type <b>string_list</b> . No such converter currently exists in the product. Customer is requesting that such an ability be added to OOTB job. The attribute customer is trying to import to is <b>node_role</b> . | Enhanced the CSV mapping file to support a new converter <b>stringToList</b> for the <b>Import from CSV File</b> integration job.  |
| QCCR1H123389 | Universal Discovery - Content - Host Connections | This is a request to remove the <b>Install Java from Universal CMDB server</b> link from the UCMDB splash screen.   | Removed the link.  |

## Enhancement Requests in 10.33 CUP2

Here is a list of the enhancement requests that were implemented in the CUP2 release.

| Global ID    | Module   | Problem  | Solution   |
|--------------|----------|--|--|
| QCCR1H103966 | UCMDB UI | This is an enhancement request for adding the capability for creating custom banner text on a splash screen prior to accessing UCMDB applications, including UCMDB UI, CMS UI, and JMX Console, with customizable specific text displayed on the splash screen to users. | Implemented the enhancement by adding the capability for creating a custom login splash screen. When this capability is enabled, the splash screen is displayed before users log in to the following UCMDB components: CMS UI, UCMDB UI, and JMX Console. For details, see <a href="#">"How to Create and Enable a Custom Login and Logout Splash Screen" on page 41</a> . |

## Enhancement Requests in 10.33 CUP1

Here is a list of the enhancement requests that were implemented in the CUP1 release.

| Global ID    | Module         | Problem   | Solution   |
|--------------|----------------|---|--|
| QCCR1H120274 | Supportability | This is an enhancement request for the JMX method <b>calculateTqlAdHocWithLayout</b> to provide a way to save TQL result with layout to disk. | Added a boolean type option <b>skipSaveResultToDisk</b> to the JMX method <b>calculateTqlAdHocWithLayout</b> . Setting the new option to False (default: True) saves the TQL result to UCMDB server runtime folder as a text file. |

## Fixed Issues

### Fixed Issues in UCMDB 10.33 CUP4

The following table lists the issues that were fixed in the UCMDB 10.33 CUP4 release.

| Global ID    | Problem  | Solution  |
|--------------|--|---|
| QCCR1H125327 | Although Test Connection in the the ServiceNow Generic Adapter works, neither the Push nor the Pull SNOW integration job works.  | Fixed the issue by applying a code change.  |
| QCCR1H125283 | Sometimes, Data flow probe process might not find the path of <b>nmap.exe</b> .  | As a workaround, set the <b>nmap_location</b> parameter of the Range IPs by NMAP job so that Data Flow Probe can find the path of <b>nmap.exe</b> . |
| QCCR1H125168 | For Oracle version 12c (older than 11.2.0.4), the <b>optimizer_features_enable</b> hint was added as the optimizer changed and a poor execution plan was selected.                                       | Improved the MERGE statement for SYNC on the latest Oracle version.   |
| QCCR1H125019 | Although there is an exclusion entry in the <b>globalfiltering.xml</b> file, there are still thousands of 'fe80' IP Addresses and Service Endpoints entries in UCMDB that should have been filtered out. | Fixed the issue by applying a code change to support filtering out IP addresses and service endpoints entries starting with "fe80".                 |
| QCCR1H124978 | The FindUnboundHistoryTables JMX method returns all History tables on PostgreSQL database.   | Fixed the issue by applying a code change. Now the check between URM tables and database tables is case insensitive.                                |
| QCCR1H124954 | The database connection is not released to the connection pool at UCMDB startup of autodiscovery manager.  | Now the connection is properly released to the pool after the SQL query is executed.  |
| QCCR1H124925 | Unable to log in to UCMDB JMX Console.   | Users can log in the UCMDB JMX console successfully now.  |

| Global ID    | Problem   | Solution  |
|--------------|---|---|
| QCCR1H124883 | When generating a report from UCMDB UI and export to .CSV format, the report name is incorrectly added in the first line of the report. This is not the case when the report is generated from the UCMDB Browser, manually or via the scheduler.                                | The issue is fixed now.   |
| QCCR1H124778 | XML Enricher fails to parse scan files properly when the value of <b>hwOSUserProfileLastLogon</b> only includes date without exact time.  | Fixed the issue by applying a code change. Now XML Enricher can properly processes scan files no matter whether exact time is specified in the <b>hwOSUserProfileLastLogon</b> field. |
| QCCR1H124657 | Very slow response time is observed when users query the RTSM API for CI attributes. The response takes 4-5 seconds where it takes 0.2 seconds on other comparable systems.   | Removed unnecessary DB queries when temporary tables are not used.  |
| QCCR1H124655 | NullPointerException triggered by bulks that contain only links.  | Fixed the issue by applying a code change.  |
| QCCR1H124646 | The UCMDB applet-based UI freezes when users entering on the discovery panel and at regular interval. The following error message is found in the log:<br><br>Caused by:<br>java.lang.InterruptedException ... at<br>java.util.concurrent.Semaphore.acquire<br>(Semaphore.java) | Improved the logic of TQL Engine semaphore priority.  |
| QCCR1H124613 | When running a large amount of jobs written in Jython, like Host Application by Shell, out of memory errors occur.  | Fixed the issue by applying a code change.  |
| QCCR1H124460 | The "Lack of context error" message is spammed in the logs, and reconciliation processing is slow.  | Fixed the issue by adding context to the <code>getBeforeAuditMessage</code> call.   |

| Global ID    | Problem   | Solution  |
|--------------|---|---|
| QCCR1H124456 | The following error message is found in logs:<br>"Not found proper entries for bulk ID for RemoveByldStatistics".   | The issue is caused due to the regular expression which reads the changer name from the <b>cmdb.reconciliation.audit</b> log. Now the regular expression properly reads characters besides letters.   |
| QCCR1H124319 | When trying to display the reports which are scheduled, users see that random count of reports display every time.  | The issue is caused by missing recipient ID check. Now it is fixed by adding a checkpoint in code. When a recipient ID exists and passes the checkpoint, it will be taken. If no recipient ID is found, or the recipient ID fails the verification, it will be ignored. |
| QCCR1H124270 | When users access Assisted Modeling in UCMDB Browser, all CIs, instead of only the selected CIT, are shown.   | Now only selected CITs are taken into account, not all CIs.   |
| QCCR1H124194 | When users select a relationship CI, it takes around 5 to 6 seconds for the relationship attributes to display.   | LDAP calls are slowing down performance of UCMDB server and operations. Fixed the issue by applying a code so that not every call goes to LDAP for repository.  |
| QCCR1H124191 | The relation push fails with the following error though the node of the installed software exists in AM:<br><br>'Target CI 'Complete_amPortfolio [10006]' row is missing and reconciliation type is REFERENCE_ONLY' | Fixed the issue by applying a code change.  |
| QCCR1H124173 | Unable to use the cleanMergedCIsTable JMX method on UCMDB or OMi with PostgreSQL.   | Fixed the issue by adjusting the problematic SQL query for PostgreSQL.  |
| QCCR1H124065 | If UCMDB server service restarts during a scheduled report execution, no further scheduled execution works once the server is back online.  | Fixed the issue by adding a new check for the job status.   |



| Global ID    | Problem  | Solution  |
|--------------|--|---|
| QCCR1H123726 | The newdbtool query is slow when analyzing data that exists in list attributes table but does not exist in root.   | Fixed the issue by applying a code change to the problematic SQL query so that it does not use the <b>IN</b> operator anymore for postgresql. Left Join SQL approach is being used. |
| QCCR1H123587 | If the number of instances added in the enrichment list when generating the DB SQL query for deleting Merged CIs entries is larger than 1000, the "Reconciliation DataIn general error" is logged. An enrichment should not be limited to 1000 items because the code cannot handle splitting the query. | Fixed the issue by limiting the number of expressions in a list when creating the DB query for deleting merged CIs entry.   |
| QCCR1H123135 | CI rate was not properly computed. Discovery throughput rate of the exportDiscoveryProcessingStatisticsToExcel JMX method for multi-tenant Data In needs to be adjusted.   | The discovery throughput rate is now computed by total number of CIs divided by the actual real time spent when more data in threads run in parallel.                               |
| QCCR1H120712 | Frequent error<br>"java.sql.SQLException: ORA-00942: table or view does not exist<br>ORA-06512: at "CMS_ICT_CORE_PROD.TRUNCATETABLEINAUTONOMOUSTRX", line 3" found in logs.  | Added the UCMDB schema name to the truncate sql statement.  |
| QCCR1H115583 | MASTER_KEY is passed as environmental variable in suite, but it does not have the UCMDB prefix.  | Fixed the issue by renaming the environment variable from MASTER_KEY to UCMDB_MASTER_KEY to avoid conflicts.  |
| QCCR1H114860 | Unable to delete a BusinessService to BusinessService relationship in the Related CIs tab of an Instance Based Model in <b>Modeling &gt; Modeling Studio &gt; Resources</b> .  | Fixed the issue by applying a code change to pattern creation.  |
| QCCR8D106326 | Regardless of whether the UCMDB UI is idling or actively used, UCMDB UI session expires after a short time if the session expiration timeout happens after the configured LW-SSO expiration period.  | Fixed the issue by applying a code change to extend the UCMDB UI session expiration timeout.  |

## Fixed Issues in UCMDB 10.33 CUP3

The following table lists the issues that were fixed in the UCMDB 10.33 CUP3 release.

| Global ID    | Problem   | Solution   |
|--------------|---|--|
| QCCR1H123370 | After upgrade to UCMDB 33 CUP 2, LDAP users cannot log in.  | Added a step in the Release Notes that users need to manually restore the cacert file from the <b>\\UninstallerCUP\backup_UniversalCMDB Server\upgrade_backup\jre\lib\security</b> folder. |
| QCCR1H123324 | OMi instance restarts on a regular basis when the HA environment is used.   | The issue is now fixed.  |
| QCCR1H123319 | Call Home does not work when DirectAccess is involved.  | Added this as a known issue into the Release Notes, also updated the following page: <a href="#">Call Home Overview</a>  |
| QCCR1H123241 | The <b>newdbtool.bat</b> fails with the following error message: "[Oracle JDBC Driver]No more data available to read".  | Fixed the issue by applying a code change to the problematic SQL.  |
| QCCR1H123231 | After upgrade to latest version, when running the embedded UCMDB Browser using port 443 for HTTPS, logging in the UCMDB Browser results in "Session expired" error or the loading screen keeps on loading indefinitely. | Added workaround to this issue into the Release Notes.   |
| QCCR1H123206 | After upgrade to UCMDB 10.33 CUP1 and CP26, the VMware vCenter Topology by VIM job stops populating UCMDB with CIs. When verifying the output of "Show Results for Triggered CI" some CIs are missing from the list.    | The issue is now fixed.  |
| QCCR1H123202 | The Properties widget takes too much time to load.  | Fixed the issue by optimizing the CLA authorization filter.  |

| Global ID    | Problem  | Solution  |
|--------------|--|---|
| QCCR1H123131 | <p>After following the instructions to integrate BDNA Nromalize with Unviersal Discovery, BDNA Normalize received the following error:</p> <pre>...WARN source action failed System.IO.DirectoryNotFoun- dException: Could not find a part of the path '(Path)...'</pre> | <p>Fixed the issue by adding support for integrating Universal Discovery with a new BDNA Normalize version. To enable the support, do the following:</p> <ol style="list-style-type: none"> <li>1. On the probe server machine, go to the <b>&lt;DataFlowProbe&gt;\conf</b> folder, and open the <b>enricher.properites</b> file using a text editor.</li> <li>2. Add and configure the following line: <pre>cfgDirSymLinkTarget= &lt;dir of symlink target&gt;</pre> </li> <li>3. Save the file.</li> <li>4. Restart the probe.</li> </ol> |
| QCCR1H123093 | <p>During the probe update, the system does not check if there is enough disk space available.</p>   | <p>Add a note in the Release Notes about checking the size of the <b>&lt;DataFlowProbe&gt;\pgsql\data</b> folder and making sure that there is enough disk space available for performing probe upgrade.</p>  |
| QCCR1H122914 | <p>Unable to search for an IP address in the <b>Universal Discovery &gt; Zone-based Discovery &gt; Management Zones</b> pane.</p>  | <p>Fixed the issue by using the domain name in the search method.</p>   |
| QCCR1H122808 | <p>Performance with discovery queues on data flow probes decreases a lot.</p>  | <p>Fixed the issue by improving the data-in performance.</p>  |
| QCCR1H122765 | <p>Not all the installed softwares are discovered in UCMDB 10.33.</p>  | <p>The issue is now fixed.</p>  |
| QCCR1H122717 | <p>After upgrade to UCMDB 10.33 CUP1, the following error message is written to <b>error.log</b>: "Lack of Context error".</p>   | <p>Fixed the issue by changing the error handling.</p>  |
| QCCR1H122651 | <p>Multiple integration points connected to the same IP address consume more than one MDR license.</p>   | <p>Fixed the issue by applying a code change so that only one MDR license is consumed in such case.</p>   |

| Global ID    | Problem   | Solution  |
|--------------|---|---|
| QCCR1H122508 | Scheduled custom reports are not triggered in UCMDB, and the following error message occurs:<br>"Failed to invoke job". | The issue is now fixed.   |
| QCCR1H122498 | The <b>clearProbeData.bat</b> script keeps running on Data Flow Probes.   | The issue is fixed. Now the problematic log thread is handled separately and will exit upon main thread completion.   |
| QCCR1H122448 | Unexpected error occurred in the upgrade environment when LW-SSO is enabled.  | Fixed the issue by applying a code change to the error handling mechanism.  |
| QCCR1H122269 | RTSM UI and RTSM JMX are both inaccessible after the password for UISysadmin user is modified.                          | Fixed the issue by adding the following three system properties to override <b>UISysadmin</b> credentials: <b>superIntegrationUserName</b> , <b>DsuperIntegrationUserPassword</b> , and <b>DoverrideSuperIntegrationUserFile</b> . So you can update the super integration user credential or log in to UCMDB Server UI and reset the password of UISysadmin. Now RTSM works properly.  |
| QCCR1H122244 | The FIPS Deployment Guide for version 10.33 needs improvements.   | Fixed the following documentation issues: <ul style="list-style-type: none"> <li>• Clarified that when prompted for the <b>server-fips.keystore</b> password, users should enter their password, instead of updating the password.</li> <li>• Updated the Azul OpenJDK JCE dependencies download link to <a href="https://www.azul.com/products/zulu-and-zulu-enterprise/zulu-cryptography-extension-kit/">https://www.azul.com/products/zulu-and-zulu-enterprise/zulu-cryptography-extension-kit/</a>.</li> <li>• Updated the Oracle JRE path example from <b>*jre1.8.0_45*</b> (Oracle JRE version used in 10.22) to <b>*jre1.8.0_92*</b> (Oracle JRE version used in 10.33)</li> </ul> |

| Global ID    | Problem  | Solution  |
|--------------|--|---|
| QCCR1H122189 | <p>When DB2 server runs on AIX, during the discovery of DB2 databases, errors that resemble the following are generated in the Host Resources by Shell job:</p> <p>Error processing results, for more details please check UCMDB server log files<br/>Recommended log files on UCMDB: error.log,<br/>cmdb.reconciliation.log,<br/>mam.autodiscovery.log</p>              | <p>The issue is fixed. Now the Host Resources by Shell job can discover DB2 server properly.</p>  |
| QCCR1H122038 | <p>The Writer restarts when the Reader server is in the process of starting its services and suddenly the Reader becomes the Writer.</p>   | <p>The UCMDB cluster would keep stable and the Writer server would be elected properly.</p>   |
| QCCR1H122001 | <p>The Host Resources/Applications by Shell job reports the following error message: Failed executing script, details: "Error in script TTY_HR_Main.py java.lang.ClassCastException".</p>  | <p>If the <b>PortIndex</b> attribute value of the Fibre Channel Port CIT is 0xffffffff in your environment, it means that this value is not a meaningful one and will be reset as -99999999 in UCMDB.</p>   |
| QCCR1H121896 | <p>Hosts are getting merged after OMi sync from UCMDB to OMi. The workaround provided for resolving this issue requires users to access JMX console and invoke the <b>removeIdMappingsOfDataStore</b> method every time before they run the sync push. This is a request to provide a permanent solution and <b>MappingsOfDataStore</b> should update automatically.</p> | <p>The issue is now permanently fixed. Now you only need to set the <b>force.remove.of.id.mapping</b> setting to <b>true</b> in UCMDB JMX console (by invoking the <b>setSettingValue</b> method) and restart the UCMDB server before you run push. Then the script will remove the duplicate mappings from table, so the push result payload will not get duplicate target_ids, then all CIs can be pushed to the target system.</p> |
| QCCR1H121708 | <p>After upgrade to UCMDB 10.33 CUP1, the <b>rest-api</b> folder is not removed, and the <b>wrapper.log</b> file contains debug information.</p>   | <p>Fixed the issue by updating the installation process to remove the <b>rest-api</b> folder.</p>   |

| Global ID    | Problem  | Solution   |
|--------------|--|--|
| QCCR1H121631 | <p>When using 'topology' (with the TQL name provided as a parameter in the POST content), the following error is logged in the UCMDBServer\runtime\log\rest-api.log: "ERROR Failed to clean JSON object due to: Unexpected character (I) at position 0".</p> <p>However, the result of the REST API topology call is returned successfully to the REST client.</p> | Fixed the issue by applying a code to clean JSON object when sending REST API topology request.  |
| QCCR1H121272 | When selecting a view in the <b>OMi &gt; RTSM Administration &gt; Modeling &gt; Modeling Studio &gt; Manage Security</b> pane, the ID of a role is displayed instead of the role name.   | The issue is now fixed.  |
| QCCR1H120823 | The <b>redispathJob</b> JMX method is incorrectly named.   | Renamed the method from <b>redispathJob</b> to <b>redispatchJob</b> and updated the JMX list.    |
| QCCR1H117936 | UCMDB Home does not load.  | This issue is fixed by adding the "%" character as a safe character for ESAPI cookie validation. |
| QCCR1H111703 | This is a request to provide an automatic method to ensure that the class cache files are always up to date whenever script changes are made.  | Fixed the compile issue for the .py class cache files.   |

## Fixed Issues in UCMDB 10.33 CUP2

The following table lists the issues that were fixed in the UCMDB 10.33 CUP2 release.

| Global ID    | Problem   | Solution  |
|--------------|---|---|
| QCCR1H120889 | Creating an integration point with the OOTB <b>AMGenericAdapter</b> has a column in the <b>Statistics</b> tab called <b>Ignored CI</b> ; however, the customized <b>AMGenericAdapter</b> does not have such a column, although it uses the same JAR files as the OOTB <b>AMGenericAdapter</b> . | Fixed the issue by extending the support for all the adapter names that contain <b>AMGenericAdapter</b> or <b>AMPushAdapter</b> .   |
| QCCR1H121187 | When debug messages are enabled for attribute mapping for the push adapter, too many messages are written to the log files.   | Fixed the issue by applying a code change to log record insertion instead of dumping <b>idToTypes</b> in function <b>getByIdAndTypeFromLinked</b> every time.   |
| QCCR1H121374 | After the upgrade from version 10.33 to 10.33 CUP1, some LDAP users can log in properly, but some other LDAP users may encounter the "Authentication failed" message.   | Fixed the issue by applying a code change. In case the UCMDB Repository already exists, at upgrade the priority is read and used when updating the UCMDB Repository; otherwise, the default value is used. This way the existing value is maintained when upgrade is performed.                 |
| QCCR1H121574 | Inventory Discovery deletes all Installed Software CIs that are discovered by the <b>Host Applications by Shell</b> job.  | Fixed the issue by adding a new parameter <b>isServerAutomaticDeletionOnlyForCurrentJob</b> in the adapter configuration. When this parameter is set to <b>true</b> , the automatic deletion on the server side only impacts the Installed Software CIs that are discovered by the current job. |
| QCCR1H121604 | When data is pushed from UCMDB to UCMDB, duplicate relationships are created by <b>push_back_global_ids</b> .   | Fixed the issue by applying a code change so no duplicate relationships will be caused by UCMDB integration.  |

## Fixed Issues in UCMDB 10.33 CUP1

The following table lists the issues that were fixed in the UCMDB 10.33 CUP1 release.

| Global ID    | Problem   | Solution   |
|--------------|---|--|
| QCCR1H117211 | An "[ErrorCode [2] Couldn't connect to database]" error is written to the log files and you have to restart UCMDB.  | This issue is fixed by setting the locale directly in the code.                              |
| QCCR1H118152 | Jetty Idle connections that are not explicitly closed remain allocated in Jetty until UCMDB server is stopped or restarted.   | The issue is now fixed.  |
| QCCR1H118051 | When you create a TQL, set "Chassistype is null", and configure error message to be displayed, you cannot save the TQL.   | This issue is now fixed.   |
| QCCR1H118228 | A probe database deadlock causes UCMDB-NNMI pull integration jobs to fail during a delta sync.  | The database deadlock issue is now fixed.  |
| QCCR1H118248 | Numerous "Cant find completed event in table ****" error messages are written to the error.log file.  | This issue is now fixed by removing the unnecessary warning messages.                        |
| QCCR1H117999 | You cannot generate the Master Key by using a JMX method.   | The JMX method is now fixed.   |
| QCCR1H118331 | If you open a Query in the Query Editor within the Integration Studio and click OK, the query reference disappears from Modeling Studio.  | This issue is now fixed.   |
| QCCR1H118464 | Triggers cannot be deleted from CCM_DISCOVERY_DESTS_RESULTS.  | A SQL issue is fixed so that triggers can now be deleted.                                    |
| QCCR1H118496 | A UCMDB-UCMDB sync fails, and an error message that resembles the following is generated: Unable to calculate Query [...] result in source UCMDB after 200 seconds jvm 1   com.mercury.topaz.cmdb.shared.base.CmdbException: [ErrorCode [-2147483648] undefined error code] | This issue was fixed by addressing a TQL issue.  |
| QCCR1H118282 | UCMDB consumes 100% of the CPU after a restart, and you cannot access the UI.   | The method by which the persistency and session is checked for each logged user is improved. |



| Global ID    | Problem  | Solution   |
|--------------|--|--|
| QCCR1H118649 | Every hour a NullPointerException is written to the cmdb.operation.log file.   | This issue was fixed by resolving a parsing issue in the cmdb.reconciliation.audit.log file.   |
| QCCR1H118715 | The <b>modifyCompositeIndexes</b> JMX method omits the <b>CDM_ROOT_LINK</b> table to drop or to create composite index.  | The <b>CDM_ROOT_LINK</b> table now has the correct index based on the <b>modifyCompositeIndexes</b> JMX input settings.  |
| QCCR1H118763 | When you run newDbTool.sh consistency --preview, one of the queries runs for more than one hour and times out.   | The SQL query for the "getLinksWithInvalidEnd1OrEnd2-ByCDM" step is now updated.   |
| QCCR1H119093 | The communication log file for the "J2EE JBoss by shell" job is corrupted.   | This issue is now fixed.   |
| QCCR1H119266 | The UCMDB10x Adapter does not support the <b>Enable reporting of empty values</b> option. Therefore, null properties are not pushed when the adapter is used to perform a live push job.                                   | The UCMDB10x Adapter now supports the "Enable reporting of empty values" option.   |
| QCCR1H119431 | After you run the <b>runSupportHandlersForAllCategories</b> JMX method, the DiscoveryProcessingStatistics.xls worksheet contains only the following message:<br><br>No data was read/exist in the reconciliation.audit.log | This issue occurs because an NPE occurs when the <b>runSupportHandlers-ForAllCategories</b> JMX method retrieves the DiscoveryProcessingStatistics file. The issue is now fixed. |
| QCCR1H119679 | Enrichment rule is disabled after switching from the Reader server to the Writer server.   | This issue is now fixed.   |
| QCCR1H120407 | When creating a custom CI Type in UCMDB 10.33, the XML file of this class is corrupted. Each time a save or a redeploy is performed, the class qualifiers are multiplied.  | This issue is now fixed.   |
| QCCR1H117589 | On some LDAP servers, user authentication fails every time.  | This issue was fixed by changing the query to find the user during LDAP authentication to not ask for the 1.1  |

| Global ID    | Problem  | Solution  |
|--------------|--|---|
|              |  | attribute (which causes some directory servers to return an empty result no matter what other attributes were specified). |
| QCCR1H119213 | <p>When you change the master key, errors that contain the following text are written to the logs:</p> <pre>...496 ERROR ... - Authenticating user: UISysadmin failed. The user repository: UCMDB is not configured. ...497 ERROR ... - User name or password are wrong - failed to login on UCMDB</pre> | This issue is now fixed.  |
| QCCR1H119269 | <p>When you use the Java API-based <code>getAvailabilityMetrics</code> method on the Reader server when the Writer server is down, an exception that resembles the following is returned:</p> <pre>... Remote server [Writer] did not respond</pre>  | This issue is now fixed.  |
| QCCR1H117822 | Running a baseline takes a long time when HDML tables with many CIs are created.   | The baseline for HDML tables is improved by running DB statistics before the HDML table is created.                       |
| QCCR1H116859 | Deadlocks occur on the CCM_DISCOVERY_RESULTS table after you change the discovery schedule to every other day.   | This issue is now fixed.  |
| QCCR1H117739 | You cannot open Integration Manager and receive an "An error occurred..." error message. Additionally, a Null Pointer Exception error is written to the error.log file.  | This issue is now fixed.  |
| QCCR1H117823 | When you open the AM-UCMDB integration point, open an out-of-the-box TQL or View, and then click <b>Calculate</b> , you receive a "General Integration Error HP AM" error message.   | This issue is now fixed.  |

| Global ID    | Problem  | Solution   |
|--------------|--|--|
| QCCR1H117505 | <p>Errors that resemble the following are written to the logs.</p> <p>error.log:</p> <pre>2017-10-26 10:11:18,449 ERROR [Request processor timer] (RequestProcessor.java:880) - java.lang.RuntimeException: Coding error. The thread-local context is not initialized.</pre> <p>slow.log:</p> <pre>2017-10-26 11:01:44,709 ERROR [Request processor timer] - java.lang.RuntimeException: Coding error. The thread-local context is not initialized.</pre> <pre>2017-10-26 11:01:58,297 INFO [Request processor timer] - 28 serving threads</pre> | This issue is now fixed.   |
| QCCR1H118812 | <p>One server in a cluster reboots every few minutes, and an error that resembles the following is generated:</p> <pre>Cannot unmarshal instance of class com.hp.ucmdb.entities. urm.resource.xml.XmlUIUserPre ference</pre>   | The default value of the escapeSpecial characters flag in the DynamicSettings plugin for URM is changed to "true". |
| QCCR1H117248 | After you sort the Workflow Information list, incorrect detailed information is displayed when you select an item.   | This issue is now fixed.   |
| QCCR1H116447 | You cannot filter out potential IpAddress CIs that are based on IPv6 addresses.  | This issue is now fixed.   |
| QCCR1H116387 | When data is pushed from UCMDDB to UCMDDB, <b>push_back_global_ids</b> creates duplicate links.  | This issue is now fixed.   |
| QCCR1H115569 | Scheduled reports cannot be generated in UCMDDB because there are unsupported characters in CI   | Scheduled reports can now be generated in UCMDDB if there are unsupported characters in CI attributes.             |

| Global ID    | Problem   | Solution   |
|--------------|---|--|
|              | attributes.   |  |
| QCCR1H115567 | Scheduled reports are not triggered in UCMDB.   | Scheduled reports can now be triggered in UCMDB.   |
| QCCR1H116994 | When normalization rules are applied at the end of the discovery execution, CITs may be updated, but they are not also updated in the comm log as an end1/end2 CI, or as a root_container CI.   | This issue is now fixed. When normalization rules are applied at the end of the discovery execution, it might update a CIT, do have change the CIT for this CI as well, when it appears again in the comm log as an end1/end2 CI, or as a root_container CI. |
| QCCR1H117516 | Discovery jobs fail and a "No credential found for the triggered IP" error is written to the Communication logs after you upgrade the Probe from 10.31 to 10.33.  | This issue was fixed by printing server timezone in the log file.  |
| QCCR1H117916 | When you use <b>historyService.getChanges</b> to retrieve all changes with the REMOVE_RELATION or ADD_RELATION change type, results are also returned for both types incorrectly.   | This issue is fixed by updates to <b>HistDalGetHistoryChangesCommand</b> and <b>HistDalGetRelatedCIHistoryEvents</b> .   |
| QCCR1H115919 | After you perform an upgrade, UCMDB data acquisition startup fails, and you receive a "NullPointerException" error message.   | This issue is now fixed.   |
| QCCR1H118093 | Modified adapter package files are incorrectly moved to the "No Package" package.   | This issue is now fixed.   |
| QCCR1H116010 | You cannot deploy the enrichments in the F5_BIGIP_LTM package, and an error that resembles the following is written to the <b>mam.packaging.log</b> file:<br><br>CMDB Operation Internal Error:<br>class com.mercury.topaz.cmdb.shared.base.CmdbException :<br>com.mercury.topaz.cmdb.shared.enrichment.exception.Enrichmen | This issue is now fixed.   |

| Global ID    | Problem  | Solution   |
|--------------|--|--|
|              | <pre>tValidationException: [ErrorCode [210] Required attribute has not been defined] F5FwdAnyPortHandler -- ip_ service_endpoint is missing id attribute or required one -- TenantOwner : operation</pre>                    |  |
| QCCR1H116630 | You cannot delete an integration job because its name contains a forbidden character (for example, a period).  | All characters in the job name are now validated when the integration job is created.  |
| QCCR1H118157 | The UI is inaccessible after the server starts due to "the master key is not set" errors.  | This issue can be fixed by running specific keytool commands to reset the keystore and trustore password.  |
| QCCR1H118160 | The <b>Save</b> button in the Package Manager module is grayed out.  | This issue is fixed by adding an additional refresh of the resources after adding the listener.  |
| QCCR1H119632 | The UCMDB UI is not accessible and a "java.io.IOException: Too many open files errors" error is written to the log files.  | A code fix prevents this issue from occurring.   |
| QCCR1H118481 | You cannot connect to the UCMDB Browser fail in HA mode through an F5 load balancer.   | This issue is now fixed.   |
| QCCR1H119401 | <p>One server in a cluster reboots every few minutes, and an error that resembles the following is generated:</p> <pre>Cannot unmarshal instance of class com.hp.ucmdb.entities. urm.resource.xml.XmlUIUserPre ference</pre> | The default value of the escapeSpecial characters flag in the DynamicSettings plugin for URM is changed to "true".   |
| QCCR1H118989 | Discovered attributes can be updated manually, which causes problems with reports because UD does not restore the attributes back to their real value.   | The following note was added to the product documentation: "Discovered attributes should not be updated manually. If someone modifies an attribute manually (which was already populated by UD), that value will not be restored the next time the CI is re-discovered if the actual attribute did not change physically". |

| <b>Global ID</b> | <b>Problem</b>   | <b>Solution</b>   |
|------------------|--|---|
| QCCR1H119903     | Heap space consumption in CMS Core Prod increased drastically. | Changed the way last state is used by a push flow. Last state is retrieved directly from database and not stored to memory anymore. |

# Appendices

This appendix includes:

|   |    |
|---|----|
| Disable Call Home from Data Flow Probe .....                                  | 39 |
| User Lockout Mechanism for the Server Status page, JMX Console, and SDK ..... | 39 |
| Enable postgresql.log File Rotation .....                                     | 40 |
| How to Create and Enable a Custom Login and Logout Splash Screen .....        | 41 |
| How to Configure Global ID Generation .....                                   | 43 |

## Disable Call Home from Data Flow Probe

This task describes how to disable the Call Home feature in Data Flow Probe, which also frees port 80. This makes port 80 available if you need to use it for other purposes.

To disable the call home function in Data Flow Probe, follow these steps:

1. On the Data Flow Probe, locate the **DataFlowProbe.properties** file in the **C:\hp\UCMDB\DataFlowProbe\conf** folder, and then open the file using a text editor.

2. Add the following line to the file:

```
appilog.agent.callhome.enabled=true
```

The default value for the setting is **true**, which means that the call home function is enabled and the call home port is open.

To disable the call home function, set the value to **false**.

3. Save the file, and then restart Data Flow Probe.

## User Lockout Mechanism for the Server Status page, JMX Console, and SDK

When users access the Server Status page, JMX Console, or SDK, they could be locked out if they fail the login authentication a certain number of times. You can configure the maximum failed login

attempts allowed, and the maximum lockout time period for them by using the following infrastructure settings.

| Name                                       | Description   | Default Value |
|--|---|---------------|
| <b>failed.login.attempts.limit</b>         | The maximum number of failed login attempts allowed.  | 3             |
| <b>invalid.login.expiration.in.minutes</b> | The maximum time period (in minutes) allowed for invalid login attempts.  | 15            |
| <b>user.blocking.time.in.minutes</b>       | The maximum time period (in minutes) that a user is locked out after failed login attempts.                             | 10            |
| <b>invalid.login.lock.out.enabled</b>      | Enable or disable the user lockout mechanism for the Server Status page, JMX Console, or SDK. By default it is enabled. | True          |

## Enable postgresql.log File Rotation

To enable postgresql.log file rotation on Data Flow Probes, follow these steps:

1. Add the following code to **<DataFlowProbe\_install\_dir>\conf\log\probeGwLog4j.properties**:

```
#####
#####      postgresql      log      #####
#####
log4j.category.postgresql.loghelper=INFO, PGSQL_LOG_HELPER
log4j.appender.PGSQL_LOG_
HELPER=com.hp.ucmdb.discovery.library.dblayer.SizeBasedRollingFileAppender
log4j.appender.PGSQL_LOG_HELPER.File=${logs.dir}/postgresql.log
log4j.appender.PGSQL_LOG_HELPER.Append=true
log4j.appender.PGSQL_LOG_HELPER.MaxFileSize=20MB
log4j.appender.PGSQL_LOG_HELPER.Threshold=INFO
log4j.appender.PGSQL_LOG_HELPER.MaxBackupIndex=10
log4j.appender.PGSQL_LOG_HELPER.layout=org.apache.log4j.PatternLayout
log4j.appender.PGSQL_LOG_HELPER.layout.ConversionPattern=&lt;&gt; [%-5p] [%t]
(%F:%L) - %m%n
log4j.appender.PGSQL_LOG_HELPER.encoding=UTF-8
```

2. Configure the value of the *MaxFileSize* variable to set the maximum size for each log file. In the code above, the variable is set to 20MB.
3. Configure the value of the *MaxBackupIndex* variable to set the maximum number of log files



permitted before log rotation begins. In the code above, the variable is set to 10 files.

4. Restart the UCMDB\_Probe and UCMDB\_Probe\_DB services.

## How to Create and Enable a Custom Login and Logout Splash Screen

In some cases, you may require users to acknowledge something (for example, legal or security restrictions) before they can log in to UCMDB. To do this, you can display a splash screen that requires user confirmation before the login screen is displayed. When enabled, the splash screen is displayed before users log in to the following UCMDB components:

- CMS UI
- Admin UI
- JMX Console

The splash screen is disabled by default.

### Create a Custom Splash Screen

The splash screen is composed of an image of your choice, together with an **OK** button for the user to acknowledge the content of the splash screen. Note that the text on the button is not customizable; therefore, you should ensure that any text incorporated into the image is appropriately answered by "OK".

To create the image displayed on the splash screen, use a file that meets the following requirements:

- Format is .svg
- Size is under 2 MB
- Does not include any scripts
- File is stored on the UCMDB server (in a suite environment, the .svg file must be stored in the following suite mounted folder: /var/vols/itom/itsma/itsma-itsma-global/custom-splash/ucmdb/)

## Enable a Custom Splash Screen

To enable a custom splash screen, follow these steps:

1. Go to **JMX Console > UCMDB-UI:name=Custom Splash Screen > uploadSplashScreenFromFile**.
2. In the **Value** field enter the path to the .svg file that you want to use as the splash screen image. For example, enter `"/ucmdb/custom-splash/test.svg"`.
3. Click **Invoke**.
4. Go to **JMX Console > UCMDB-UI:name=Custom Splash Screen > enableCustomSplashScreen**.
5. In the **Value** field, select the **true** option.
6. Click **Invoke**. The splash screen is enabled immediately; you do not need to restart the UCMDB server.

To confirm whether a custom splash screen is enabled or disabled, invoke the **isCustomSplashScreenEnabled** JMX method.

**Note:** You can also enable a custom splash screen by using the **cmdb.custom\_splash\_screen.enabled** infrastructure setting. To do this, click **Administration > Infrastructure Settings Manager > Enable Custom Splash Screen**, and then set the value of the **Current Value** field to "True".

## Splash Screen Behavior

- When the splash screen is displayed, users must click **OK** in order to log in. There is no other method to clear the splash screen.
- Once a user has clicked **OK** in the splash screen, the splash screen is not displayed again in the Admin UI or JMX Console until the browser is restarted. However, the splash screen is displayed again in CMS UI after the user logs out, the browser is closed, or the session expires.
- Multi-customer environments do not support custom splash screens, as the (customer-specific) splash screen is displayed before the user is able to select a customer.

## How to Configure Global ID Generation

1. Launch the Web browser and enter the following address:  
**https://<CMS server>:8443/jmx-console.**
2. Click **UCMDB:service=Multiple CMDB Instances Services** to open the JMX MBEAN View page.
3. Click one of the following methods and enter values as required:

|  |   |
|--|---|
| <b>setAsGlobalIdGenerator</b>          | Specifies that the CMDB will act as the global ID generator for all locally existing scopes |
| <b>setAsGlobalIdGeneratorForScopes</b> | Specifies the scopes for which global IDs will be generated                                 |
| <b>setAsNonGlobalIdGenerator</b>       | Stops the CMDB from acting as the global ID generator for all scopes                        |

4. Click **Invoke**.

**Note:** If you want to check which scopes are currently set, use the **getGlobalIdGeneratorScopes** method.

## How to Configure Global ID Attribute Update on Non-Global ID Generator UCMDDBs

There are scenarios where a CI pushed from a global ID generator (source) to a global ID non-generator (target) UCMDDB is deleted from the source. On the target UCMDDB the CI still exists with the global ID that was pushed from the source UCMDDB. In case the same CI is recreated on the source UCMDDB, it will be assigned a new global ID.

On a new push job the re-created CI will be sent to the target UCMDDB. However, the global ID will not be updated on the target UCMDDB. There are two approaches to achieve this:

- If a differential push runs after the CI was deleted from the source UCMDDB, then the CI will be deleted on the target as well. (If the integration is configured to allow deletes on target.)

When the CI is re-created on the source UCMDB, it will be pushed and re-created on target UCMDB with a new global ID.

- In case the push is not configured to allow delete, then the other approach is to enable the **reconciliation.allow.update.global.id** setting from JMX console and invoke the **setSettingValue** JMX method with values. To do so, do the following:

- a. Go to UCMDB server **JMX Console > UCMDB:service=Settings Services > setSettingValue**.

- b. Invoke the **setSettingValue** JMX method with the following parameters:

**customerID:** 1

**name:** reconciliation.allow.update.global.id

**value:** true

This setting only allows global ID attribute update on the UCMDB server configured as non-global ID generator.

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**Feedback on Release Notes (Configuration Management System (CMS) 10.33 Cumulative Update Package 4 (CUP4))**

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