

HP Network Automation

Software Version 9.00

Release Notes

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Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
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Introduction

These release notes include important information regarding HP Network Automation (NA), Release 9.00. For assistance, please contact Support at http://support.openview.hp.com/contact_list.jsp.

To report product issues, please go to <http://support.openview.hp.com/>.

Note: NA 9.00 ships with up-to-date drivers. Driver Packs dated September 2010 and later will be compatible.

What's New in NA 9.00

NA 9.00 includes many new features and enhancements, including:

- Quick Launch — You can now customize tasks and quickly launch them with pre-filled data without having to navigate away from the current page.
- Task Templates — Task Templates enable you to save task definitions so that you can easily configure and run new and existing tasks without having to start from scratch.
- Streamlined Policy Manager — You can now view policies that apply to a device. As a result, you can:
 - Verify that the correct policy was applied to the device
 - View if the policy passed or failed
 - View policies that are applied to the device when the device is added to NA
 - View the exceptions that are in place for a policy applied to the device
- Nmap port scanning — You can now use Nmap for discovering network devices. Nmap can also be used to scan a device's ports and return details on which ports are open and what services they provide. By running the Port Scan task, you can:
 - Easily confirm which ports on a device are open or closed
 - Determine a device's vulnerability based on TCP stack, OS detection, and other Nmap provided services
- Configuration file parsing — For easy navigation, there are now links directly above the configuration text that enable you to quickly parse sections of the configuration file. For example, if the configuration file includes an Access List section, you can click the Access List link at the top of the configuration file and navigate directly to that section. Note that currently, only the Cisco IOS generic driver supports section parsing.
- SecurID user device authentication — During installation, the NA Installer installs the `rsa_api.properties` file in the `NA_DIRECTORY/jre` directory. You can edit this file to include the IP Address of the server on which NA resides and the location of the RSA conf file that is generated by the RSA Server Authentication Manager.
- FTP server support — NA now has an integrated FTP server and will generally access a device via the CLI to set up data transfer to and from the device.
- Device uptime information — You can now search for a device's uptime and when the Detect Device Boot diagnostic was last run against the device.

- NA user password expiration — The following options are now displayed on the New and Edit User pages for NA system administrators when creating new user profiles or editing existing user profiles:
 - User must change password at next login
 - User cannot change password
 - Password never expires
 - Account is locked out
- NA 9.00 provides a more intuitive user interface, including new main menu drop-down menus for easier navigation and an updated “My Workspace” area.
- Set custom data fields in CLI/API — Previously, several CLI commands had the ability to modify a custom field through the use of the “customname” and “customvalue” options on the command. However, you could only manipulate one field at a time. This was cumbersome if you needed to modify multiple fields. As a result, the new “customnames” and “customvalues” values enable you to specify multiple fields to modify simultaneously in Distributed System and Horizontal Scalability environments.
- New Search and Reporting architecture — The new search and reporting architecture enables NA to more quickly display search results. In addition, new data type fields can be easily added, deleted, or modified.
- Improved Logging and Troubleshooting — You can now provide detailed Server logs, Task logs, and Wrapper log information when reporting troubleshooting information.
- NNMi Integration Enhancements — Integration enhancements between NA 9.00 and Network Node Manager have been extended to include inventory synchronization of deleted devices, event SNMP failure notification, and SNMP propagation.
- NA now supports the latest JDBC driver (11.2.0.1.0).
- NA 9.00 now includes platform support for:
 - Windows 2008 64-bit
 - Oracle 11gR1
 - 64-bit Linux
 - MS-SQL 2008

What's Been Fixed in NA 9.00

The following issues have been fixed in NA 9.00.

Bug Number	Bug Summary	Fix Description
QCCR1D86752	The NA Module Status diagnostic is not selectable for a Diagnostic Policy rule.	The NA Module Status diagnostic is now selectable for a Diagnostic Policy rule.
QCCR1D90596	Device information is incorrectly imported to NA from NNMi if the device belongs to a non-default partition.	Device information is now correctly imported to NA from NNMi for devices that belong to a non-default partition.
QCCR1D94759	ACL search results are inaccurate.	ACL search results are now accurate.
QCCR1D100889	Device IP information does not load into the Device Selector when using a Firefox browser.	Device IP information now loads into the Device Selector when using a Firefox browser.
QCCR1D101241	The Detect Network Devices task fails to start when using Auth rules defined with IP ranges.	You can now use Auth rules with IP ranges when running the Detect Network Devices task.
QCCR1D104454	Selecting the View Diagnostics link generates errors on the Event Detail page for diagnostics policy non-compliance.	Selecting the View Diagnostics link no longer generates errors on the Event Detail page for diagnostics policy non-compliance.
QCCR1D104657	The Run Command Script task is missing from the Actions drop-down menu when doing advanced searches.	The Run Command Script task is now available from the Actions drop-down menu when doing advanced searches.
QCCR1D104838	The NA/NNMi Connector Installer does not successfully install the NA/NNMi Connector on NNMi 9.00.	The NA/NNMi Connector Installer now successfully installs the NA/NNMi Connector on NNMi 9.00.
QCCR1D104900	The Snapshot task fails for some devices when using MS-SQL database replication.	The Snapshot task now works for devices when using MS-SQL database replication.
QCCR1D106058	Dynamic groups are not displayed when doing advanced searches.	Dynamic groups are now displayed when doing advanced searches.
QCCR1D106260	Imprecise queries are causing an exception error.	Queries now execute as expected.
QCCR1D107298	A SQLServerException is generated for "All changes made in the last <i>nn</i> hours" System reports.	A SQLServerException is no longer generated for "All changes made in the last <i>nn</i> hours" System reports.

Bug Number	Bug Summary	Fix Description
QCCR1D107446	After installing the NA/NNMi Connector, NA references incorrect ports in the URL. As a result, cross launching from NNMi to NA does not work.	You can now launch NA from NNMi.
QCCR1D109234	Command script variables persist despite removal from script text.	Command script variables no longer persist when removed from script text.
QCCR1D109362	Disabling the Dynamic Group Monitor still runs "doDynamicGroupRegularUpdate".	Disabling the Dynamic Group Monitor no longer runs "doDynamicGroupRegularUpdate".
QCCR1D109363	Permission checks using the new JCS cache code causes Group pages to slowly render.	Permission checks using the new JCS cache code no longer causes Group pages to slowly render.
QCCR1D109667	Policy compliance check is skipped when selecting more than one group of devices.	Policy compliance check is now available when selecting more than one group of devices.
QCCR1D110581	Searching by device hostname when using the search by "IP or Hostname" field does not display the device.	Searching by device hostname when using the search by "IP or Hostname" field now displays the device (even if the device is inactive).
QCCR1D112104	Expect scripts fail after a new password rule is implemented.	Expect scripts now work after a new password rule is implemented.
QCCR1D112421	ACL Batch Edit scripts do not follow Cisco best practices. (Network outage potential when implemented with DISA ACL requirements.)	ACL Batch Edit scripts have been modified to include warning messages.
QCCR1D112289	Device Group pages display SiteName: GroupName partition preface.	Device Group pages no longer display SiteName: GroupName partition preface.
QCCR1D113068	Workflow FYI recipients do not receive approval emails.	Workflow FYI recipients now receive approval emails.
QCCR1D114262	Ensure that SCP connections are always closed.	SCP connections are now closed.
QCCR1D114456	Device deleted events are not triggering event rules when the rule is partition specific.	Device deleted events now trigger event rules when the rule is partition specific.
QCCR1D114658	Editing tasks on multiple devices times out.	Editing tasks on multiple devices no longer times out.

Bug Number	Bug Summary	Fix Description
QCCR1D115049	The drop-down menu for a selected group does not correctly display the group.	The drop-down menu for a selected group now correctly displays the group.

Documentation Addendum

Multi-task Projects: Setup an option to continue or stop when a sub-task displays a Warning status

For multi-task projects, if a sub-task completes with a Warning status, you can continue to run subsequent sub-tasks or cancel all of the remaining sub-tasks. This feature enables you to cancel tasks that are running against a device that could be experiencing issues.

To enable this feature:

1. From the Admin menu, navigate to the Custom Data Setup page.
2. Scroll down to the 6th API Name field under the Tasks section.
3. In the 6th API Name field, enter: **subtask_control**
4. In the Display Name field, enter: **Cancel remaining tasks that have warning messages**
5. In the Values field, check the *Limit to:* checkbox and enter: **Yes, No**
6. Click the Save button.

If this feature is enabled, when you create sub-tasks for multi-task projects, the following field is displayed under the Comments field on all multi-task sub-task pages:

Cancel remaining tasks that have warning messages

This field includes the following options:

- Blank — The remaining sub-tasks continue to run.
- Yes — The remaining sub-tasks are canceled.
- No — The remaining sub-tasks continue to run.

Note: To disable this feature, uncheck the 6th API Name checkbox on the Custom Data Setup page and click the Save button.

Enabling FIPS Mode

The Federal Information Processing Standardization (FIPS) specifies cryptography requirements for both software and hardware. For NA managed devices, FIPS functionality is only pertinent for SSH/SCP device access or SNMPv3 use. Devices that do not support SSH/SCP or SNMPv3 are not affected.

Enabling FIPS mode provides the following in terms of device access:

- Restricts what encryption algorithms can be used (for example, AES and 3DES are allowed, however Blowfish and DES are not).
- Replaces implementation of other encryption algorithms with a FIPS-compliant one.

Note: Enabling FIPS restricts the algorithms NA uses to communicate with devices and as a result could render some non-FIPS compliant devices unreachable.

To enable FIPS mode:

1. Add the following line to the *adjustable_options.rcx* file:

```
<option name="crypto/fips/enabled">true</option>
```

- Restart NA. On NA startup, the following is displayed in the log file when FIPS mode is enabled. (It is not displayed when FIPS mode is not enabled.)

```
{system/crypto} [main] 75 FIPS140Mode: Loading FIPS JCE Provider
```

- Login to NA as Admin.
- Navigate to the View Details page (Admin → System Status → BaseServerMonitor → View Details). The following is displayed:

```
crypto/fips/cipher_list = [3des-cbc, aes128-cbc, aes128-ctr, aes192-cbc  
crypto/fips/mac_list = [hmac-sha1, hmac-sha1-96]
```

To disable FIPS mode:

- Add the following to the *adjustable_options.rcx* file:

```
<option name="crypto/fips/enabled">false</option>
```

- Restart NA.

API Reference Guide: Setting Up a Command-line Environment

If you are invoking Javac and Java from the command line, you need to include two jar files:

- truecontrol-client.jar*
- bcprov-jdk16-141.jar*

If you are using the Java environment that comes with NA, the *bcprov.jar* file is in your extended classpath. If you are using your own Java environment, copy *<installation directory>\jre\lib\ext\bcprov-jdk16-141.jar* to *<java home>\jre\lib\ext*.

The *truecontrol-client.jar* file should be set in the classpath environment variable as shown below.

Note: Do not put the *truecontrol-client.jar* file in *<installation directory>\jre\lib\ext*. The NA Java processes will not start.

To verify that your environment is correct, edit *Example0.java* and set a valid username and password, then compile and run it. Note that the example wraps due to documentation margin restrictions.

```
C:\NA\client\sdk\examples\java>set CLASSPATH=.;c:\NA\client\truecontrol-client.jar  
C:\NA\client\sdk\examples\java>javac -d . Example0.java C:\NA\client\sdk\examples\java>  
java com.rendition.api.examples.Example0 Starting Example0 Session connectivity verified  
C:\NA\client\sdk\examples\java>
```

If you are invoking Javac and Java from the command line, you need to include two jar files:

- truecontrol-client.jar*
- bcprov-jdk16-141.jar*

If you are using the Java environment that comes with NA, the *bcprov.jar* file is in your extended classpath. If you are using your own Java environment, copy *<installation directory>\jre\lib\ext\bcprov-jdk16-141.jar* to *<java home>\jre\lib\ext*.

The *truecontrol-client.jar* file should be set in the classpath environment variable as shown below.

Note: Do not put the *truecontrol-client.jar* file in *<installation directory>\jre\lib\ext*. The NA Java processes will not start.

To verify that your environment is correct, compile and run *Example0.java*. If *Example0.java* is not in your local directory, you can copy the file from `$INSTALL_DIRECTORY/client/sdk/examples/java/Example0.java` or you can “cd” into that directory.

Keep in mind that if you “cd” into the directory, you must have directory permissions to compile the class. Note that the example wraps due to documentation margin restrictions.

```
bash# INSTALL_DIRECTORY=<install directory> bash# export INSTALL_DIRECTORY
bash# export CLASSPATH=$CLASSPATH:.$INSTALL_DIRECTORY/client/truecontrol-client.jar
bash# <install directory>/jre/bin/javac -d . Example0.java
bash# <install directory>/jre/bin/java com.rendition.api.examples. Example0
Starting Example0 Session connectivity verified
bash#
```

Changing NA credentials when connecting to a new database location

If the NA database has been moved to a new server, you can configure NA to connect to the new database location using the *tc_tools* utility.

The *tc_tools* utility enables you to update the following information on the NA server:

- Database server name
- Database name
- Database username
- Database user password

Note that the *tc_tools* utility requires that the new database location includes a valid NA database. As a result, the NA database must be configured through database administration tasks or through the NA install procedure. Please refer to your Database Administrator and/or the *NA 9.00 Upgrade and Installation Guide* for information on installing the NA database.

The *tc_tools* utility is located at:

- `<installdir>/client/tc_tools.bat` (Windows platform)
- `<installdir>/client/tc_tools.sh` (Unix platform)

To execute the *tc_tools* utility:

1. Run the *tc_tools* utility. The following options are displayed:

```
1 - Change database connection information
2 - Save device passwords to file
3 - Reset update in progress information
4 - Exit
```

2. Select Option 1 – Change database connection information. The following sample information is displayed:

```
Database Server [devsql2k]:Database Name [Caladan_Bruce]:Database
User [sa]:Database Password [*****]:Database connection
information changed.
```

Note: The entries inside the brackets are the previous values. If you are confirming an existing value, you can retype it or simply press [Enter]. To confirm all existing values without updating them, you can exit the script by entering ctrl-C.

3. Make any necessary updates and save the file.
4. Select Option 4 – Exit (or enter ctrl-C).
5. Restart the NA Management Engine.

12/13/11: Additional Product Issues

SQL Error When Attempting to Open Some Compliance Center Reports

NA 9.00 patch 3 introduces a bug that prevents some Compliance Center reports from opening. QCCR1B95686

Solution: Apply the available hotfix.

Incorrect SNMPv3 Configuration Prevents Correct Device Detection

For a device whose NA configuration includes SNMPv3 settings, NA first tries to communicate with the device using SNMPv3. NA then tries the SNMPv1 or SNMPv2c settings. If the SNMPv3 settings are incorrect, NA does not recognize that the SNMPv3 connection failed and detects the device as a non-active node or an unrecognized host. Therefore, NA does not attempt SNMPv1 or SNMPv2c communication with the device. QCCR1B86730

Workaround: Correct the SNMPv3 settings or remove the SNMPv3 configuration so NA uses only SNMPv1 or SNMPv2.

Using SNMPv3 with Privacy and AES192 and AES256 Encryption

Several tasks, including Detect Network Devices and Discover Driver, do not correctly use SNMPv3 with the AES192 or AES256 encryption privacy protocol. QCCR1D88942

Workaround: Use a different encryption method, such as AES128.

SNMP Timeout Value Might Be Too Short for SNMPv3 Communications

If you encounter frequent timeouts during communications with SNMPv3 devices, increase the value of the SNMP Timeout setting on the Device Access tab of the Administrative Settings page. QCCR1B87867

Telnet and SSH Sessions (IPv6 devices)

NA does not cache telnet or SSH sessions to IPv6 devices. Therefore, these histories are not available from the device information page. QCCR1B87641

Alternate Driver Discovery (IPv6 devices)

Alternate driver discovery incorrectly interprets the first colon (:) of an IPv6 address as indicating a port on the device. QCCR1B87801

Driver Discovery with SNMP (IPv6 devices)

Driver discovery using a supplied SNMP community string fails for IPv6 devices. QCCR1B87825

Users Without Permissions to All Partitions Might Not Be Able to Compare Device Configurations

Users with access to some, but not all, partitions do not see the options for comparing devices on the Configuration Changes tab of the Devices page. QCCR1D94263

Product Issues

Using the "mod authentication" command

When using the "mod authentication" command, if there are no device specific authentication records to modify for a device, the system reports an error: `GEN_FAILURE: The Device Password Information for Device you requested can not be found. It may have been deleted.` QCCR1D116666

Workaround: You can use the "add authentication" command to create a new entry.

NA/NNMi Integration

To use the new delete device synchronization NA/NNMi integration feature, you will need to download the NNMi 9.01 patch 2 from the SSO patch download site:

<http://support.openview.hp.com/selfsolve/patches>

(Product: *network node manager*, Version: *9.01*)

QCCR1D111222

Multi-task Projects

When you click the "Add to Quick Launches" link on the Task Templates page, the Quick Launch link is displayed in the Quick Launches section under the "My Workspace" area. However, creating a Quick Launch link for a multi-task project does not work. QCCR1D115330.

Network Diagrams

Network diagrams can be viewed in either Visio, static JPEG, or interactive JPEG format. When installing NA 9.00 on Windows Server 2008, JPEG formatted network diagrams do not contain icons. QCCR1D113667

Memory Allocation Error

If you have installed NA on a Linux platform, you might see the following error in the log messages or within the results of failed NA tasks:

```
Caused by: java.io.IOException: java.io.IOException: error=12, Cannot allocate memory
```

This error occurs when the JVM (Java process) attempts to run an external shell script, such as a custom action or memory monitor. To run the external shell script, the system must fork its process--a mechanism that requires the parent process to copy itself for the child process. Making a copy of the parent process could send a request to the system kernel for more memory than the system can allocate. (Note that this can occur on either a 64-bit or 32-bit server.) QCCR1D114717

Workaround: As root, run the following command at the root shell prompt:

```
echo 1 > /proc/sys/vm/overcommit_memory
```

Using API calls to move sites and tasks

Currently, NA 9.00 does not support failover scripts when a NA Core goes down in a Distributed System or Horizontal Scalability environment. QCCR1D112938

Workaround: NA provides API calls for moving sites and tasks from a down NA Core to an up NA Core. (Note: Be sure to move the sites before you move the tasks.)

RSA Server Authentication Manager

RSA device authentication is only available on Windows 2003, 32-bit. QCCR1D115349

Oracle Database Server

Oracle Database Server does not support case insensitive queries. As a result, all searches in NA are case sensitive if you are using Oracle Database Server. QCCR1D75206

Uninstalling NA 9.00

After upgrading from NA 7.60.2 to NA 9.00, when uninstalling NA 9.00, the NA 7.60.02 version of the NA Uninstaller is used. QCCR1D113930

Workaround: If you upgrade a 32-bit NA platform to a 64-bit NA platform, check the NA install directory. If there is a directory named "jre_old", do the following before uninstalling NA:

1. Stop NA services (this includes TFTP, Syslog, SWIM, and FTP).
2. Rename `<NA install dir>/jre`.
3. Rename `<NA install dir>/jre_old` to `<NA install dir>/jre`.
4. Run the NA Uninstaller.

FTP Server error

The System Status page displays the results of the most recent monitor runs. If the following error message is displayed, the FTP server could be running properly. As a result, the error message will go away when the NA Management Engine is restarted. QCCR1D114963

```
Unknown IOException: com.oroinc.net.ftp.FTPConnectionClosedException: FTP response 421 received. Server closed connection.
```

FTP Service (Starting)

If you restart NA through the CLI on a Linux or Solaris platform, the FTP service will not start. You must start the FTP service via the NA Web UI after the NA has been started. QCCR1D114411

Note that there are cases where FTP configuration is changed and the FTP service needs a restart to reflect the changes. In this case, you must do this via the NA Web UI.

FTP Service (Stopping)

In some UNIX environments, you cannot stop the FTP service from the NA Web UI. QCCR1D114923

Workaround: Manually stop the FTP service via the console by executing the following:

```
<NA install dir>/server/ext/wrapper/bin/StopFTPWrapper.sh
```

FTP Accounts

The NAUserManager class utilizes a configuration option to identify the username and password of the authorized FTP account. There is only one FTP account at this time. If the NA administrator changes the configuration value in NA, the FTP server will not be aware of the change until it has been restarted because the FTP server does not reload configuration options before performing a user check. QCCR1D112098

Workaround: The FTP server runs as a separate process outside of NA and is not notified when changes to the .rcx files are made. Restart the FTP server if the FTP account username or password is changed.

SA/NA Integration

When integrating HP Server Automation (SA) with HP Network Automation (NA), you will encounter out of memory errors due to increased memory requirements when integrating SA with NA. QCCR1D113638

Workaround:

1. Stop NA.
2. Edit the `<na root>/server/ext/wrapper/conf/jboss_wrapper.conf` file and find the entry for `wrapper.java.maxmemory=512`.
3. Increase value to 1024 and save the file.
4. Restart NA.

CLI driver discovery via Bastion Host does not work for some devices

When configuring a device to use a Bastion Host server with SSH, the Discover Driver task fails with the following error message: `This task did not complete`

In addition, the Session Log is not stored for the failed task. QCCR1D104772

Workaround: Discover the driver without the Bastion Host or manually assign the driver.

Oracle Database Log Files

Oracle database users could encounter the following error in their log files, associated with a failed query:

```
java.sql.SQLException: ORA-00600: internal error code, arguments: [kg1hdgn_1], [0xA000000], [0], [2], [], [], [], []
```

This is an Oracle internal error, normally handled by the DBA and Oracle Support. The error is shown below:

```
ORA-00600 internal error code, arguments: [string], [string], [string], [string], [string], [string], [string], [string]
```

This is the generic internal error number for Oracle program exceptions. It indicates that a process has encountered a low-level, unexpected condition. Causes of this message include:

- Timeouts
- File corruption
- Failed data checks in memory

- Hardware, memory, or I/O errors
- Incorrectly restored files

The first argument is the internal message number. Other arguments are various numbers, names, and character strings. The numbers may change meanings between different versions of Oracle. QCCR1D1114453

Workaround: Report this error to your DBA or Oracle Support Services.

VLAN Data Gathering Diagnostic

If you are running several diagnostics, including the VLAN Data Gathering diagnostic, on a device that does not support the VLAN Data Gathering diagnostic, there is no Session Log available for that task. QCCR1D102848

Workaround: Remove the VLAN Data Gathering diagnostic from the task.

Stopping the NA Management Engine on a Solaris platform

If you are running NA on a Solaris platform, if you click the Start/Stop Services menu option from the Admin menu, and then click the “Stop” option for the Management Engine button on the Start/Stop Services page, the NA Management Engine (also referred to as the NA server) is not stopped. QCCR1D102881

Workaround: Go to the operating system and run `/etc/init.d/truecontrol stop`.

VLAN Searches

Previously saved VLAN searches are not valid in NA 9.00 due to the addition of new VLAN features. If you attempt to view a saved VLAN search, you could see the following error message:

```
Error executing query VLAN: PortInVlanName is not a valid field name for this query.
```

Workaround: Remove and re-create the VLAN search. QCCR1D102754

Uploading Large Image Files

Currently, NA is limited to uploading device configurations no greater than 1GB. QCCR1D99027

Provision Device Task

Although the Provision Device task enables you to select more than one device, the task only works with one device (or when using a .csv file for multiple devices). Attempting to select more than one device, or a device group, using the Device Selector will cause an error. QCCR1D102620

Device Selector Display

When using the Device Selector with Internet Explorer 6, some of the Device Selector display features might not work properly due to a browser limitation. QCCR1D101145

Workaround: Upgrade to Internet Explorer 7.

Security Partitions

When modifying Security Partition details, if you save the Security Partition before the Device Selector loads, you will lose all the devices from that Security Partition. QCCR1D102646

Canceling Tasks

If you cancel a task that is currently communicating with a device, NA could mark subsequent attempts to run the task (or similar tasks) as "skipped". This could happen even if communication between the task and the device seem to be hung and you are waiting for a timeout.

This issue can occur because NA is looking for a clean opportunity to end communication between the task and the device before actually canceling the task. As a result, NA will continue to execute the task until that point is reached. Any attempt to rerun the task before it is canceled will appear to NA as if the task is already in progress. As a result, NA will mark the new task as "skipped". You must give NA ample time to finish with the canceled task. Once that has occurred, NA will be able to rerun the task. QCCR1D101509

Using the `$tc_device_enable_password$` variable in command scripts

When using the `$tc_device_enable_password$` variable in a command script, if the device enable password contains an at sign (@) character, the @ character will be preceded by a backslash (\) character. QCCR1D100314

Device Managed IP Addresses Page

When making changes to the Device Managed IP Address, because NA attempts to remember a connection path, the change might not take effect. QCCR1D101755

Workaround: On the Device Managed IP Addresses page, click the "Reset last used IP" link.

Setting Parent Task Priority

When changing a parent task's priority that is currently running, any existing child tasks that are in the "Pending" or "Waiting" state will appropriately change their priority to that of the parent task. However, child tasks that have not been created yet or are in another state, such as "Running" or "Paused" will retain the parent task's original priority. If a parent task is not running and its priority is changed, all of the parent task's child tasks take on the new priority. QCCR1D98393

Duplicate VLANs Displayed in Layer 2 Diagrams

When diagramming VLANs, if a VLAN includes an IP address, it is possible for the VLAN port table to include both the VLAN name and the VLAN ID. As a result, duplicate VLANs could be displayed in Layer 2 diagrams since NA assumes the VLAN name and the VLAN ID refer to different VLANs. QCCR1D100138

Testing OpenLDAP User Authentication

When configuring OpenLDAP for NA user authentication, the "Test" function might not work. In this case, be sure to save all of the options before testing if they work. QCCR1D100201

Using LDAP Servers

If you are using a LDAP server for external user authentication, you might need to modify certain LDAP related options in the *appserver.rcx* file. The default settings will work with the ActiveDirectory server under most situations. However, for other types LDAP servers (depending on the LDAP schema configurations), you might need to customize the following settings if you are experiencing issues with the default settings: QCCR1D99663

```
<!-- Attribute mapping for Generic LDAP server-->
<option name="ldap_server/attr_mapping/Generic/group_search">group,organizationalunit,
container,groupOfUniqueNames</option>
<option name="ldap_server/attr_mapping/Generic/group_name">name,cn,commonName</option>
<option name="ldap_server/attr_mapping/Generic/member_search">member,uniqueMember
</option>
<option name="ldap_server/attr_mapping/Generic/username_search">samAccountName,uid,cn
</option>
```

Note: Ignore the following settings. They are not used at this time.

```
<!-- Attribute mapping for SunLDAP server-->
<!-- Attribute mapping for OpenLDAP server-->
```

The “group_search” option specifies the list of LDAP entries to search against for LDAP groups. This information is used Step 3 of the LDAP Setup Wizard, where you define the LDAP groups of which the members are allowed to login to NA. Consult with your organization’s LDAP Administrator to ensure that the list contains all necessary group attributes. For example, it might be necessary to add “groupOfName” to the list for the LDAP group search to work.

The same concept applies to “username_search” and “member_search”. Both of these are used during the NA login process to positively identify the user and to determine the user's group memberships. If the default LDAP attribute names do not match your LDAP schema configuration, change them accordingly.

The “group_name” option specifies the attribute names that usually contain the group name. If the attribute name for the LDAP group is not “name”, “cn”, and “commonName”, you must modify them accordingly. You rarely need to change this option, however.

After you made appropriate changes, save the *appserver.rcx* file and restart the NA server.

Device Relationships

Scripting to a vSwitch is done via direct API calls to the containing ESX server. As a result, there is no way to prevent scripts from modifying ESX server settings outside those that pertain to the vSwitch. Note that this is true even in cases where MSP permissions are being granted to the vSwitch, but not the containing ESX server. QCCR1D100298

Including URLs in Policies

When creating a policy and including a vendor solution URL and/or a vendor advisory URL, the URL must start with the “http://” prefix, otherwise the link might not be correctly interpreted by the browser. Note that if the URL field is left blank, when selected, the link could open the NA Home page. QCCR1D98621

Running NA on a Solaris Platform

When starting the NA server on a Solaris platform, there is a remote chance that the NA server will crash due to an error in the native *frame_sparc.cpp* file. This is due to a bug in the Solaris JVM Biased Locking feature. QCCR1D99873

Workaround: Add the following VM argument to the *jboss_wrapper.conf* file located in `NA_INSTALLED_DIR/server/ext/wrapper/conf`:

```
wrapper.java.additional.#=-XX:-UseBiasedLocking
```

Where # is the next number in sequential order of all the parameters. For example, if the *jboss_wrapper.conf* file has the following arguments, the workaround VM argument would be #6.

```
wrapper.java.additional.1=-DTCMgmtEngine=1
wrapper.java.additional.2=-Duser.dir=C:\NA\server\ext\jboss\bin
wrapper.java.additional.3=-Xmn170m
wrapper.java.additional.4=-Djava.awt.headless=true
wrapper.java.additional.5=-Dfile.encoding=UTF8
wrapper.java.additional.6=-XX:-UseBiasedLocking
```

Viewing VLAN Information for a Port/Interface

When viewing device MAC Addresses details on the MAC Address Details page, the VLAN field is not populated. QCCR1D98139

Workaround: To display VLAN information for a port/interface, click the Port Name link for that port on the MAC Address Details page. The Interface Details page opens. Scroll down to the Member VLANs field to view VLAN information.

Using Active Directory

If you are using Active Directory, you must modify the corresponding options in the *appserver.rcx* file to include the correct attributes in the search mapping session. QCCR199633

1. In the *appserver.rcx* file, locate `<!-- Attribute mapping for Generic LDAP server-->` session.
2. Make sure that:
 - "groupOfName" is included in the "group_search".
 - "uid" is included in the "username_search".
 - "member" is included in the "member_search".
3. Save the changes to the *appserver.rcx* file.
4. Restart the NA server.

Using ActiveState ActivePerl on Windows

Due to limitations of ActiveState ActivePerl on Windows, if you use this environment you will not be able to use SSH connections with the NA Perl API.

Workaround: Install the NA client on a supported Linux or Solaris system and run the NA Perl API from that system. QCCR1D92850

Java Plug-in Version

If the Connect function fails and the NA server hangs, check what version of Java you have running on your Windows system. This is an issue with the Java Plug-in to your Web browser. The issue is not on the NA server.

To check what version of Java you are running:

1. Go to Start → Control Panel.
2. Double-click **Java**.
3. In the General tab, click the About... button.

If you have Version 6 Update 11 or later, you must install an older JRE on your Windows system. Version 6 Update 10 and earlier are known to work. QCCR1D88659

Using the Device Group Selector

Some Chinese characters will not be displayed when using the Device Group Selector. QCCR1D98865

Workarounds: (1) Remove the device from NA, add the device to NNMi, and then run the Import task to import the device into NA. (2) Navigate to the Administrative Settings → Server → Device Import page and set the 'Overwrite Existing Devices' option to "yes" and then run the NNMi Import task to import the device into NA.

Creating advanced Perl scripts

When creating an advanced Perl script, keep in mind that NA treats `$some_text$` as reserved variables. If you use '\$' pairs in the script that are not NA variables, ensure you separate them with a space. QCCR1D97574

For example:

Incorrect: `my($host,$port,$user,$pass) = ('localhost','$tc_proxy_telnet_port','$tc_user_username','$tc_user_password');`

Correct: `my($host, $port, $user, $pass) = ('localhost', '$tc_proxy_telnet_port', '$tc_user_username', '$tc_user_password');`

Error when viewing results for diagnostics with single quotes in their name

When creating a diagnostic with single quotes in its name, such as "Ana's Diagnostic", after running the diagnostic against a device, the diagnostic results are not displayed. QCCR1D95437

Workaround: Do not use single quotes in diagnostic names.

Diagnostic Name Limit

When naming a diagnostic, you are able to enter up to 100 characters. However, when running the diagnostics, the name is limited to 50 characters. QCCR1D96090

Workaround: Limit diagnostic names to 50 or less characters.

Using SCP with devices in remote Realms

Devices in remote Realms cannot use the Secure Copy (SCP) Transfer Protocol because in most cases, the remote Gateway Satellite Agent cannot use SSH/SCP port 22, since the Gateway OS is already using the port. QCCR1D87003

Workaround: Disable SCP for devices in remote Realms.

MySQL Install and Upgrade

If you are using a MySQL database and MySQL is installed or upgraded on a NA build prior to February 5, 2009, do the following:

1. Stop NA services.
2. On Windows, open the *my.ini* file (under the MySQL Install folder). On Solaris or Linux, open the */etc/my.cnf* file.
3. Search for `max_allowed_packet`. If not found, append `max_allowed_packet=16776192` to the bottom of the file. If found, change its value to 16776192.
4. Restart MySQL.
5. Restart NA services.

For information on how to stop and start MySQL and NA services, refer to Chapter 5, Starting and Stopping NA Services, in the *HP Network Automation 9.00 Upgrade and Installation Guide*. QCCR1D87961

Solaris and SecurID

Configuring NA to use SecurID as the authentication method can cause the management service to crash. The SecurID libraries provided by RSA are the source of the problem. Currently, the problem can occur on Solaris 10 with a version string of "SunOS 5.10 Generic_118833-22", while version "SunOS 5.10 Generic_120011-14" works fine. Please update your OS to at least this version if you are experiencing problems with SecurID on Solaris until this issue can be resolved. QCCR1D86370

Using SCP on Linux and Solaris

The Secure Copy (SCP) Transfer Protocol enables you to securely transfer files between a local and remote host or between two remote hosts using the Secure Shell (SSH) protocol. When using SCP on a Linux platform, you will need to modify your system's SSH daemon (SSHD) to run on an alternate port and restart the SSHD service. Port 8022 is recommended.

Once the system's SSHD is reconfigured, you can restart NA so that it can bind to Port 22. System administrators will need to `'ssh -p 8022 username@host'` to login via the system's SSHD after the change is made.

Note: Use `'ssh username@host'` for a direct connection to the NA proxy.

When logged-in to NA, you can navigate to the Device Access page (Admin → Administrative Settings → Device Access). Scroll down to the SSH Device Access field. Enter a SSH User and SSH Password. The device driver will use this information when copying files to the NA server.

Note: The device specific settings must be configured to enable SCP and SSH to function properly. In addition, the device and the device driver must support SCP to use the NA SSH server for SCP.

To use SCP with remote Realms, the SCP connection must be made back to the managing NA server. A SCP connection to the NA Gateway will not succeed because the NA Gateway runs the Linux and Solaris system SSHD. The NA Gateway sets the host to the NA Gateway and not the managing NA Core. This can be overridden by setting an access variable (TFTPServer) to the IP address of the managing NA Core. Refer to the *HP Network Automation 9.00 Satellite User's Guide* for detailed information. QCCR1D82379

Using SCP

The SSH protocol runs on port 22. Secure Copy (SCP) is a data transfer mechanism that uses the SSH protocol. By default, Linux and Solaris installs run on port 8022. Windows installs run on port 22. For Windows installs, if the port is switched to 8022, there could be connectivity issues. (Because most devices do not allow for the specification of an alternate port, this issue is uncommon.)

Note: SCP will not work if the device is in a remote Realm and access to the device is managed via a NA Satellite. You must run the NA SSHD proxy on port 22. If you use port 8022 on any platform, SCP copies from a device to NA will not work. Refer to the *NA 9.00 Satellite User's Guide* for information on configuring NA Satellites. QCCR1D80180

Using a non-English operating system

When running NA 9.00 on a non-English operating system, unreadable text is displayed in the "Password Information" section on the Edit Device page when you select a Partition from the drop-down menu. QCCR1D86705

Auto-remediation scripts

When creating an Auto-remediation script on the New Policy Rule page, if you input extended characters in the Rule Conditions field, it will produce unreadable text. QCCR1D86831

Proxy Interface

If you login to NA as a limited access user and attempt to connect to a device via the proxy interface, you will be dropped at the username/password prompt. QCCR1D86391

Searching for Diagnostics

When searching for diagnostics, in the list of diagnostic types, there are two options for the NA Topology Data Gathering diagnostic: NA Topology Data Gathering and Topology. Selecting either will search for the NA Topology Data Gathering diagnostic. QCCR1D79575

SNMP Timeouts

Using SNMP device discovery over networks with latency can cause SNMP timeouts. To resolve this issue:

1. Login to NA.
2. On the menu bar under Admin, select Administrative Settings and click Device Access. The Administrative Settings - Device Access page opens.
3. Scroll down to the Detect Network Devices Task Settings section and set SNMP Timeout to a higher value, for example 2500 (milliseconds). QCCR1D75228

-sync option

When Workflow is enabled, attempting to run a CLI or API task with the `--sync` option will fail with a "No such directory" error. QCCR1D79600

Database Passwords

Any NA user input cannot contain multiple dollar signs (\$\$). As a result, if the password you use to connect to the database contains multiple dollar signs, you must modify the password before installing NA. QCCR1D61595

Installation Address

The IPv4 address range 169.254.0.0/16 is reserved for link-local usage (referred to as APIPA: Automatic Private Internet Protocol Addressing, by Microsoft) and is not applicable addressing for a network application server such as NA. For more information, refer to <http://www.ietf.org/> (rfc 3330 and rfc3927). QCCR1D78975

SSH Communication

NA 7.50 utilizes a new set of keys for SSH communication. In previous releases, NA used one Digital Signature Algorithm (DSA) key for all installations. When you install NA 7.5, NA creates two, new 1024 bit keys. The first key uses the DSA algorithm. The second key uses the RSA algorithm. These keys are used when you connects to NA via SSH. QCCR1D78861

Custom Data Setup

Custom data fields enable you to assign useful data to specific devices, configurations, users, and so on. This gives you added flexibility and enables you to integrate NA with other applications.

To add custom data, on the menu bar under Admin click Custom Data Setup. The Custom Data Setup page opens. Custom data field can include alphanumeric and underscores. While you can use dashes, custom data field names with dashes cannot be used with `tc_device_custom` device variables in custom scripts. QCCR1D77153

Advanced ACL Scripts

Selecting the "Update Script" button when specifying an advanced ACL script can lock-in values. As a result, running (or re-running) the script could result in variables not being updated properly. QCCR1D74295

Workaround: Avoid using the "Update Script" button with advanced ACL scripts.

Use of Dollar Signs (\$) in Scripts

If generating a script from a Telnet/SSH session log, the script will fail or perform in unexpected ways if the session contains dollar signs (\$) in the executed commands. QCCR1D69342

OS Analysis Task

When using NA in an environment with overlapping IP addresses, the OS Analysis task is not supported for devices behind remote Realm gateways. OS Analysis tasks run on devices in the locally reachable network. This could result in an image recommendation being incorrect for devices behind the gateway. Keep in mind that NA will report OS recommendations for a device in the default Realm instead of a remote Realm if they share an IP address.

QCCR1D67566

Device tasks ignores the user-defined *enforce_save* device variable

Device tasks that modify a device's configuration, such as the Deploy Password or Deploy Configuration tasks ignore the setting for the *enforce_save* device access setting. As a result, the current configuration is always saved to startup (via a mechanism such as "write memory"). QCCR1D64674

Workaround: The "DeviceInteraction/EnforceConfigurationSave/ConfiguringModels" configuration option (in *appserver.rcx*) can be set to false. This has the effect of disabling the save from running to startup configuration for all device tasks that reconfigure the device.

Email Report Task

When scheduling an Email Report task, if you select a report other than Summary Reports in the "Reports to run" field, the task is reported as failed. However, the report is successfully emailed to the recipient. Please disregard the error message. QCCR1D69342

Template Scripts

When using template scripts (i.e., Batch insert line into ACL by handle), selecting the Run Again option will rerun the same script. Attempting to change fields will not change the script that is run. QCCR1D70552

NA Core Gateways

You cannot configure redundant NA Core Gateways in the same NA Realm as a single NA Core. QCCR1D68751

Workaround: Edit the *adjustable_options.rcx* file and add the other NA Core Gateways' IP address(es):

```
<array name="rpc/allowed_ips">  
<value>10.255.54.10</value>  
</array>
```

Oracle database errors cause failed tasks and other issues

Oracle database errors cause failed tasks and other issues due to a bug in the JDBC Oracle driver. As a result, it is possible for the driver to cause database errors—causing tasks to fail and other issues. The error message information is OALL8 is in an inconsistent state.

QCCR1D69094

Workaround: It is recommend that you update your version of Oracle Database Server.

Potential for task failure when using reserved NA characters in device prompts

There are eleven characters with special meanings to NA:

- Opening square bracket ([)
- Opening round bracket and the closing round bracket (()).
- Backslash (\)
- Caret (^)
- Dollar sign (\$)
- Period or dot (.)
- Vertical bar or pipe symbol (|)
- Question mark (?)
- Asterisk or star (*)
- Plus sign (+)

If you use these characters in a device prompt, there is the possibility that null pointer exception errors could occur during tasks execution. As a result, the task will fail. QCCR1D70102

Workaround: Avoid using these characters when naming devices that interact with NA.

ACLs with the same name, but different case in NA, is not recommended

NA supports case-sensitivity in ACL names. As a result, you can have two ACLs with the same name, but different case. If you delete one of those ACLs, however, all ACLs with the same name are deleted, regardless of the case. HP does not recommend multiple ACLs with the same name, but differing case in NA. QCCR1D61744

Use of the dollar sign (\$) in Perl code

If you convert a Telnet/SSH Proxy session that contains a dollar sign (\$) to Perl (such as a script that puts a \$ in the banner), NA does not properly escape the dollar sign (\$) in the generated Perl code. QCCR1D61867

Workaround: Edit the script and put a backslash (\) in front of the dollar sign (\$).

Batch editing parent device groups or device groups

When you batch edit parent device groups or device groups/partitions that have no devices, an invalid error message is displayed: You do not have Modify Device Permission for any of the devices you selected. QCCR1D61742

Workaround: To batch edit all devices in a parent device group, do a batch edit against each child group in the parent device group.

Downloading software images from Cisco.com

You can download software images from Cisco.com for devices that are not currently in your NA system. However, to be able to successfully deploy the software image, you may need to modify the driver and/or model information. QCCR1D66891

Workaround:

1. From the Devices menu, select Device Tools and click Software Images. The Software Images page opens.
2. In the Action column, click Edit for the software image you want modify. The Edit Software Image page opens.
3. In the Image Set Requirements field, modify the driver and/or model information to be compatible with the device in NA.
4. Click the Save Software button.

Multimaster Distributed System: Importing Devices

If you import two devices with identical IP addresses into two separate NA Cores at approximately the same time, there is currently no way to detect the possibility of a duplicated device. QCCR1D59742

Workaround: Manually run the Deduplication task after importing devices. One device will be automatically “de-duplicated” and set to “Inactive.” (Refer to Chapter 7, “Scheduling Tasks,” in the *NA 9.00 User’s Guide* for information on running the Deduplication task.)

Multimaster Distributed System on SQL Server

If you see a conflict for which the *reason_text* field does not reference a constraint name, it is possible that NA automatically resolved the conflict. However, you might have to manually resolve the conflict. In the former case, simply delete the conflict. In the latter case, make the appropriate corrections and then delete the conflict. The following is an example of a *reason_text* field from a conflict that does not reference a constraint name:

```
reason_text  A row insert at 'red-dalmssql102.ds2880db2' could not be
propagated to 'RED-DALMSSQL101.ds2880db1'. This failure can be caused by a
constraint violation. The merge process was unable to synchronize the row.
```

Detect Network Devices Task

The NA system prevents you from inadvertently running more than one Detect Network Devices task concurrently. Although the Detect Network Devices task generates only a minimal level of traffic, NA provides this protection to help minimize additional traffic when running duplicate or additional Detect Network Devices tasks simultaneously.

If a second or third Detect Network Devices task is scheduled while an earlier Detect Network Devices task is running, NA will place the new task(s) in the “Waiting” state. The task(s) will run individually after the first Detect Network Devices task has completed.

Diagramming

NA applies an absolute value for the “text height” attribute for interface and port labels shown in Visio diagrams. When the Visio VDX file is loaded, Visio assigns an incorrect formula to the “text height” attribute. As a result, when you have more than two lines of annotated text (i.e. a label) for an interface or port and you attempt to copy & paste, the label of the new interface or port is displayed improperly and could hide the interface or port icon.

Workaround: Click the “Text Tool” option on the Visio tool bar and move the label so as to expose the interface or port icon.

Multimaster Distributed System Performance

When running a Distributed System, if you are deleting many objects simultaneously, the system may take a while to push transactions for large delete operations.

Multimaster Distributed System External Authentication

When using external authentication in a Multimaster Distributed System environment, the External Authentication Type, for example TACACS+ or Active Directory, is global (i.e., shared between all NA Cores). Specific authentication server information is NA Core specific.
QCCR1D53815

Workaround: Set the External Authentication Type to "None" on the Administrative Settings → User Authentication page. Configure each NA Core individually with authentication server information or Active Directory setup. After all NA Cores have been configured, set the External Authentication Type on any NA Core. The External Authentication Type setting is replicated to all NA Cores.

RADIUS External Authentication

When setting up a user to authenticate using RADIUS, if the RADIUS server does not respond, NA still authenticates the user against the NA local password, even if you instruct NA not to fail-over on external authentication. QCCR1D9099

Tasks: Running External Application tasks presents a possible security risk

All Run External Application tasks run the application with root (UNIX) or system (Windows) privileges. This is a potential security risk that should be acknowledged by the System Administrator before using the Run External Application feature. QCCR1D14089

Scripts: Output results in HTML Format

When executing an advanced script or a Run External Application task, any text that the advanced script or external application writes to 'stdout' is stored in NA as the task result. Typically, this output is treated and displayed as plaintext. As a result, before NA displays the task results, it will escape any characters that would affect the HTML rendering, for example converting < to <.

However, you may want to create an advanced script that outputs its results in HTML format. In this case, none of the output characters would be escaped, so the results displayed would include any applicable HTML formatting. To indicate to NA that your script outputs HTML results, the first item that your script writes to 'stdout' must be <html>. If your script output begins with anything other than <html>, the script results will be treated as plaintext.
QCCR1D21216

Nmap Scanning

Careful consideration should be taken when identifying the network range you are going to scan. Some network topologies can result in very long scans. In addition, it is recommended that you do not scan Internet addresses. If you think your Nmap scan will take more than a few minutes, you can use several Nmap options, for example `--max_scan_delay <milliseconds>`, setting `<milliseconds>` to a value between 1 and 1000. Nmap will throttle up to 1000ms max as packets are dropped.

Keep in mind that Nmap settings can be changed using the Administrative Settings option under Admin on the menu bar, and selecting the Device Access option. Please refer to the Nmap documentation at www.insecure.org for detailed Nmap information. QCCR1D19036

SecurID Software Token Software, Version 3.x

If the NA server is installed with the 3.x SecurID token software, turn off copy protection when exporting SecurID software token keys on the RSA server. Otherwise, NA reports an error when accessing SecurID software tokens. A patched version of the SecurID software is available at RSA's website (<http://www.rsasecurity.com>). QCCR1D18988

Canceling or Deleting Tasks

Some NA tasks will spawn external processes to run PERL or Expect scripts, or to run user-provided executables or shell scripts. Under certain circumstances, NA may not be able to kill these external processes when the spawning task is cancelled or deleted. This could include scripts that spawn sub-processes or processes that are coded to catch kill signals. QCCR1D16257

Workaround: Manually stop the external process on the NA server.

Tasks: A task scheduled for the 31st might run on the 1st

If you schedule a monthly recurring task for the 31st of every month and that task runs during a month that contains fewer than 31 days, NA will run the task on the 1st, 2nd, or 3rd day of the next month depending on how many days less than 31 the previous month contains. For example, if you schedule a task in February (with 28 days) for the 30th, the task will actually run on March 2nd. If you want to run the task on the last day of the month, you must set the date correctly. QCCR1D11142

Inventory: Data from device overwrites manually entered values

Certain data on the Device Details page (and other pages) is auto-populated. If you manually change the data, NA overwrites the values when the next snapshot occurs. QCCR1D11942

The automatically populated data includes:

- Domain Name
- Host Name
- Model
- Serial Number
- Location
- Vendor

Console Server: SSH access is not supported

NA does not support console server access via SSH. If you use a console server to access a device, you must use the Telnet connectivity. In other words, on the New Device page/Edit Device page, if "Use to access device" is checked in the Console Server Information section, you should make sure that the "Telnet" option in the Connection Information section is also checked. QCCR1D11402

Sending reports to external email addresses

Even though you may have properly configured NA to contact your SMTP server, for network security reasons your SMTP server could have been configured to reject messages from the NA server address. In this case, you would see the following error message, and any NA messages would not be delivered.

```
Error occurred when sending email. Please check the email address and/or your SMTP server settings.
```

If this occurs, you will need to configure the SMTP server to enable the NA server to relay email messages through it. QCCR1D15982