

HP Storage Essentials and Reporter

Build 9.4.0

Release Notes

Software Version: 9.4.0

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This document provides release note information for HP Storage Essentials version 9.4.0. It contains important information not included in the manuals or in the online help.

Be sure to download the latest version of the Build 9.4.0 Release Notes before starting the 9.4.0 installation. The updated release notes on the web are updated with latest available information.

The following topics are covered in these release notes:

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Intended Audience

This document is intended for users who are familiar with the installation and maintenance of the HP Storage Essentials.

Related HP Storage Essentials Documentation

In addition to the online help and support matrices, the following documents are provided with the HP Storage Essentials solution:

- *HP Storage Essentials SRM 9.4.0 Data Protector Reporter Edition Quick Start Guide*
- *HP Storage Essentials SRM 9.4.0 Performance Edition Quick Start Guide*
- *HP Storage Essentials SRM 9.4.0 Storage Performance Management Guide*
- *HP Storage Essentials SRM 9.4.0 Installation Guide*
- *HP Storage Essentials SRM 9.4.0 User Guide*
- *HP Storage Essentials SRM 9.4.0 Application Guide*
- *HP Storage Essentials SRM 9.4.0 CLI Guide*
- *HP Storage Essentials SRM 9.4.0 File System Viewer Guide*
- *HP Storage Essentials SRM Report Optimizer 9.4.0 Creating Reports Guide*
- *HP Storage Essentials SRM Report Optimizer 9.4.0 Report Database Guide*
- *HP Storage Essentials SRM Report Optimizer 9.4.0 Report Quick Start Guide*

Accessing Updated Documentation

Follow these steps to download the latest versions of the release notes and product manuals.

Note: The online help files that you access while working with the management server user interface and its online help system will be updated in the next full product release of the management server. The online help system and the earlier editions of the product manuals that are accessed through the Documentation Center link in the management server user interface are not updated in service packs.

1. Click <http://support.openview.hp.com/selfsolve/manuals>.
2. Enter your user name and password to sign in or register as a new user if you have not already registered.
3. Select **storage essentials srm** in the Product list box.
4. Select **9.40** in the Product Version list box.
5. Select **Linux** or **Windows** based on your operating system in the Operating System list box.
6. Select any other optional search criteria at the bottom of the search page.
7. Click **Search**. The search results are displayed with a list of the available Storage Essentials SRM documentation.
8. Scroll down to the bottom of the search results window to see the list of available Storage Essentials SRM documentation.

Additional documentation, including white papers and best-practice documents, is also available on the HP website: <http://www.hp.com>.

Accessing Future Product Updates

HP strongly recommends that you sign up online for e-mail notifications that are sent when new patches are available for Storage Essentials. Follow these steps to sign up:

1. Click http://support.openview.hp.com/email_notifications.jsp.
2. Enter your HP Passport user name and password and click **sign-in** or click **new users - please register** and register if you have not previously registered.
3. Click **Register for patch e-mail notification**. The Register for Patch Information screen is displayed.
4. Select **storage essentials srm** and click **Register**.

The HP e-mail notification system will send you a message, to the e-mail address in your HP Passport profile, when a new patch is released for the product(s), version(s) and platform(s) you specify. Your customized requests are stored and can be reviewed and modified in your personalized HP Passport profile.

About Build 9.4.0

Build note: The Build Number of this release, 9.4.0, is used throughout this document. This number is displayed in the user interface as “Build:” on the login screen, in the Documentation Center, and on the Help > About pages in Storage Essentials.

Build 9.4.0 is a new release of the management server, CIM extensions, CLI, Windows Proxy software, and reporting engine software. In addition to support for new elements and inclusion of new features, issues from past releases have been corrected.

Build 9.4.0 is a full release which can be installed on a new system. Upgrades from previous releases are supported.

Note: Based on the license keys you received, you might have access to only certain features. See the List of Features to determine if you have access to all features. The List of Features is accessible from the Documentation Center (**Help > Documentation Center**).

Support Matrix and Management Server Requirements

Information about device support and requirements for the management server are listed in the Support Matrix document available on the software distribution media.

About the Internal Tracking Numbers

Some of the information in this document refers to internal tracking numbers. These references are enclosed in parentheses and contain prefixes, such as QCCR1G, IEV, or SE. These reference numbers can be used when discussing an issue with technical support.

Information for Upgrading Customers

This section mentions the major changes in the release, general information about upgrades, and a list of the notable changes from prior versions of the software. See also [HP Storage Essentials and Reporter on page 1](#) and [HP Storage Essentials and Reporter on page 1](#).

- **Major Changes in 9.4.0 include**

- **New Features:**

- Performance analysis and reporting for EMC Symmetrix and NetApp storage systems
- IBM VIO Host Virtualization
- Generic Thin Provisioning across multi-vendor storage systems
- Updated back end topology filtering for External Storage
- Enhanced Hewlett-Packard storage support, including P9500, X9000, HP 3PAR, P2000 G3, alert monitoring for HP XP
- Enhanced multi-vendor storage support, including IBM XIV, NetApp iSCSI
- SNMP v3 support for Cisco Switch discovery

- New Global Reports
- Support for the management server software in 64-bit Windows and Linux environments
- Updated versions of management server components, including Oracle 11G and SAP Business Objects version XI 3.1 SP3
- Improved Active Directory authentication and improved single sign-on capabilities for HP Storage Essentials and Report Optimizer
- New SAN Port Licensing Report, which provides information about the Managed Access Port (MAP) usage for hosts, switches and arrays
- Pre-Migration Assessment Tool (PMAT) updated to include a drop list of unsupported and deprecated features
- Single DVD containing the installation for the management server on Windows and Linux
- Trending reports for arrays, switches, backup servers, and Data Protector hosts

Additional changes :

- Support for additional elements, new firmware, operating system, and software levels, and configurations (as outlined in the Support Matrix)
- Corrections for a number of issues raised in previous releases of the product

Notable device support changes:

- Review the Support Matrix for changes in supported environments.
- The management server software is no longer supported on the Linux 32-bit operating system. See "Supported upgrades" below.

● **Upgrading the Software**

It is essential that you review the installation documentation, release notes, and support matrix prior to upgrading to Build 9.4.0 from your current version of the software.

Keep in mind the following information when upgrading:

- **Contact your software vendor for information about upgrade support and when to involve professional services**

Build 9.4.0 of the management server is customer-upgradeable for HP customers running Build 6.2.1 or later. HP customers running earlier builds of the management server software should contact HP Services for upgrade assistance.

- **Supported upgrades**

Upgrades of the management server are supported from Builds 6.2.1 (6.2.0 Service Pack 1) and later. CIM extensions are included in the distribution media for all supported operating systems, but some legacy CIM extensions have not been updated for 9.4.0.

If your current management server software is running in a Windows 2003 SP2 environment with Microsoft .NET Framework earlier than version 3.5, download and install Microsoft .NET Framework 3.5 (available as an optional patch from Windows Update,

KB951847) prior to upgrading. If your management server .NET Framework is not at this level, the upgrade will fail with two error messages: "Isnrctl.exe failed to initialize properly [...]" and "ORADIM.exe failed to initialize properly [...]". (Ref. QCCR1G44232)

If your current management server software is running in a Linux 32-bit environment, you must migrate to Linux 64-bit. Instructions for migrating to Linux 64-bit are provided in the Installation Guide.

- **Review the legacy release notes for changes**

If you plan to upgrade an earlier release of the software to Build 9.4.0, review the release notes for the intervening builds. These will list the important changes introduced since the build of the software you are currently running. These documents are available on the web or through support.

- **Windows Proxy and CLI builds must match the management server build**

Do not run the latest management server software with legacy Windows Proxy or CLI installations. Upgrade the Windows Proxy and any CLI installations when you upgrade the management server software.

- **Reduced functionality with legacy CIM Extensions**

Although CIM Extensions from recent releases of the software are supported as part of a rolling upgrade process, there might be reduced functionality for hosts still running earlier versions of the CIM extensions. New features that rely on changes in the CIM Extensions will not be available until the CIM Extensions are upgraded. Unless otherwise noted, CIM Extensions from the latest service packs of the two prior releases of the software should continue to provide data to the new management server. You are encouraged to upgrade the CIM Extensions to the most recent version as soon as possible after upgrading the management server.

- **Java plug-in upgrade might be required**

When you view particular parts of the management server user interface in a web browser, you might be asked to upgrade the Java plug in.

- **Upgrades in HP-SIM Integrated Environments**

Storage Essentials is no longer integrated with HP-SIM. When you upgrade the management server software in legacy HP-SIM integrated environments, Storage Essentials will run standalone.

- **CISCO, QLogic switch data is not migrated during an upgrade from Builds earlier than 6.2.0**

Because of the extensive changes required for Virtual Fabric support, historical data for CISCO and QLogic switches is not migrated during an upgrade from software releases prior to Build 6.2.0.

- **Legacy JReporter-based Custom Reports**

Existing custom reports created for JReporter cannot be migrated to the new version of the software. The reporting engine introduced in Build 6.2.0 permits the creation of site-specific reports.

- **Review the Support Matrix and installation documentation for changes in supported management server configurations**

Prior to installing the new version of the software, review the machine that is currently hosting the management server software to make sure the hardware configuration is appropriate. Consider the reporting engine as well. For some sites it might be best to use two servers, one for the management server software and one for the reporting engine, to achieve the best system performance.

- **Review the Support Matrix for changes in supported configurations**

Often adding support for newer features means a change in the minimum required firmware, proxy, and operating system versions for elements to be managed by the Storage Essentials software. Review the Support Matrix prior to upgrading the Storage Essentials software components.

- **Discontinued OEM kits and Cross-OEM upgrades**

It is not possible to upgrade from the Hewlett-Packard or other OEM branded version of the software to another OEM's version. Attempting to do so will create configurations that do not function properly.

- **Changes in materialized views**

Refer to the "Running Reports" chapter in the *User Guide* for a description of changes to the materialized views in this software release.

- **Hosts previously inferred as generic storage arrays might now be shown as hosts**

In releases of the software prior to Build 6.2.0, elements in a fabric were shown as generic storage arrays if the element type could not be determined. Hosts with Emulex or Brocade HBAs, HP-UX hosts with HBAs, and Linux hosts with QLogic HBAs will be shown as hosts by the management server, even if they do not have CIM Extensions installed. If a host has been shown as a generic storage array in the past, rediscover the fabric on which it resides to have the management server detect the host element type of the agentless hosts:

1. Using the management server user interface, open the system topology.
2. Identify and delete the generic storage devices.
3. Perform a detailed discovery on the fabric.

- **Notable Corrections and Changes in HP Storage Essentials**

Build 9.4.0 corrects a number of issues encountered in earlier versions of the software. The notable items are listed below.

- (QCCR1G24638) Recent revisions of the IBM CIMOM have been corrected to time out properly if they are unable to respond.
- (QCCR1G26755, QCCR1G26756, QCCR1G27922 (formerly IEV-23272, IEV-24372)) FileSRMProvider.properties and cim.extension.parameters files are preserved when upgrading or uninstalling the CIM extension software.
- (QCCR1G29581 (formerly IEV-25503)) The 3PAR SMI-S provider has been updated to match 3PAR's point tools and return correct information to the management server.

- (QCCR1G30506, QCCR1G30507 (formerly IEV-26221)) The Size on Datastore reported to the management server by the VMware software is correct. It is no longer reported as less than the Allocated Size.
- (QCCR1G37903 (formerly IEV-31136)) The management server software can be installed on a Red Hat 5 system where the /opt partition is on a separate volume from the / partition and not simply a directory created within the / directory.
- (QCCR1G38046) The AD355 HBA is properly recognized on HP-UX 11.23.
- (QCCR1G39892) The switch navigation page shows only the trunked switch port that is in the virtual fabric being displayed.
- (QCCR1G39967, QCCR1G40127) Element information is populated properly for all elements in the Element Manager.
- (QCCR1G40229) Recent updates to Cisco firmware permit Cisco switches in multi-vendor fabrics discovered through SNMP to return information about remote switch ports from other vendors' switches.
- (QCCR1G40485) For a disk drive on an XP array, the serial number field is now filled in as well as the model and the description contains just the model number.
- (QCCR1G40697) When the custom property "useHighStrengthCipher" is set on the management server, the management server uses high strength ciphers.
- (QCCR1G41010) The Back End Storage Dependencies page for IBM SVC has been redesigned and no longer lists all permutations of the dependency paths which made it appear that duplicate or extraneous data was listed.
- (QCCR1G41091) The Replication Reports report Source and Target information in a more clear manner.
- (QCCR1G41335) Write Latency and Hit Latency Policies accept decimal values.
- (QCCR1G41376) Multipath values, which can be sizeable, are no longer added to the Description field.
- (QCCR1G41410) Test Discovery works properly for databases when the hostname on which the database resides is stored in uppercase or mixed case within the management server database.
- (QCCR1G41440) The value reported by the management server for MSA Raw Used Storage has been reconciled with the MSA point tool (SMU).
- (QCCR1G41476) Capacity Manager charts have been redesigned to display capacity data larger than 10000 in decimal format.
- (QCCR1G41508, QCCR1G41575) The Database Consistency Checker (DBCC) works properly on data from legacy management server databases containing Cisco switch data upgraded to management server version 6.2.0.
- (QCCR1G41529) A raw iSCSI volume discovered on an ESX Server and discovered through a CIM Extension installed on a VMware Host will appear on the VMware topology page.

- (QCCR1G41538) The management server software discovers Oracle RAC applications with Automatic Storage Management (ASM) disk groups on raw devices on hosts running the SUSE Linux operating system.
- (QCCR1G41539) Historical data is retained for quarantined EVA arrays.
- (QCCR1G41544) Dependencies > Storage Virtualizers displays Front End Volumes for SVSP.
- (QCCR1G41570) The management server software has been updated to avoid frequent rolling over of the statistics collected from Cisco switches.
- (QCCR1G41572) Operations in the database have been altered to avoid the out of memory condition when there is a great deal of optional data for discovered elements.
- (QCCR1G41585) Corrections have been made to the management server to avoid the creation of "orphaned records" in many situations.
- (QCCR1G41600) The management server is able to collect and report DataProtector information even if improperly formatted data is returned from DataProtector while gathering client and mediaserver details.
- (QCCR1G41711) EMC Centera can be discovered from the Windows 2008 64-bit management server.
- (QCCR1G41722) It is possible to remove a "child Organization" from a "parent Organization".
- (QCCR1G41727) Existing data discovered by the rule for a particular file system is cleared prior to new data being made available for that file system.
- (QCCR1G41728) "include extensions" and "Include directories" work properly in Report Rules for File System Viewer.
- (QCCR1G41732) The custom property "discovery.exclude.CxwsProvider=true" is not required to enable the discovery of Solaris Containers. This property is no longer supported and should be removed from your custom properties.
- (QCCR1G41742) SNMPv3 is supported for Cisco switch discovery and management, for the traps SE receives from Cisco switches, and for the traps SE generates.
- (QCCR1G41750) Private LUN capacity is included in storage pool capacity calculations for CLARiiON arrays.
- (QCCR1G41806) vFiler shares are associated with the correct vFiler.
- (QCCR1G41810) The extra task to match backup clients with managed hosts is no longer performed when only hosts are discovered in a Step 3 Detailed Discovery.
- (QCCR1G41824) File scans do not fail if the file scanning process encounters duplicate trustees for any given directory.
- (QCCR1G41827) The documentation for discovering IBM arrays has been updated to cover discovery of IBM SVC Firmware 5.1 and later.
- (QCCR1G41889) In environments with a multi-homed management server (a management server with multiple network connections), events will be received from EVA arrays.

- (QCCR1G41917) The System Manager page correctly displays the fibre channel links to switches for NetApp filers that do not have a MultiStore license.
- (QCCR1G41935) The management server remains responsive after an upgrade in environments where databases and backup applications are managed.
- (QCCR1G41936) The management server software has been updated to handle paths and sub-paths more efficiently. The number of sub-paths in the configuration was affecting the normal operations of the management server.
- (QCCR1G42062) The management server software has been updated to handle paths and sub-paths more efficiently to avoid out of memory errors in configurations with large numbers of paths.
- (QCCR1G42088) File Servers may be created only on those hosts that have Operating System values set and are not "null".
- (QCCR1G42092) The management server remains responsive over time when discovering and managing database applications and when viewing the Backup Manager portion of the user interface.
- (QCCR1G42101) The management server software properly handles the Unix VSA LUN number for Symmetrix arrays. Run a Step 3 Detailed Discovery that includes the affected Symmetrix array and the attached hosts to update the VSA LUN information.
- (QCCR1G42125) A non-0.0.0.0 IP address is reported for a VMware Virtual Machine where there is a NIC that is not connected and has a 0.0.0.0 IP address. The valid IP address of a connected NIC is reported.
- (QCCR1G42136) The File Server Summary Chart is sorted based on the used space.
- (QCCR1G42141) The management server limits the number of Capacity Collectors that may run at the same time, queuing the remaining requests to run as earlier Collectors complete their work. The custom property "maxCapacityCollectors=nnn" may be set to instruct the management server how many Capacity Collectors to run at once. The default value for "nnn" is 300.
- (QCCR1G42169) Storage Essentials is able to automatically discover Serviceguard Cluster on HP-UX 11.31 .
- (QCCR1G42183) The Solaris CIM Extension starts correctly in Solaris Global Zone environments.
- (QCCR1G42234) To work around the redundant events from the CV EVA SMI-S provider, the management server has been modified to filter out EVA events that do not have an Element Name. The management server will not process these events, nor will they appear in the management server user interface. This workaround may be disabled by setting the following custom property on the management server: "hpeva.indications.emptyelement.drop=false".
- (QCCR1G42261) Per the updated documentation: On the Exchange server host, change the logon account for the AppStorWin32Agent service to a Domain Administrator account or Exchange View Only Administrator privileges account that has a valid mailbox configured.
- (QCCR1G42348) If the Access Control is enabled in Solutions Enabler and the management server is not in the authorized client list, an event is generated on the management server to assist in troubleshooting.

- (QCCR1G42350) When importing users from LDAP (Active Directory), the management server software matches the user ID discovered through file scans with the LDAP imported user ID, eliminating duplicates.
- (QCCR1G42373) The Database Consistency Check tool (DBCC) runs successfully when the "-null_device_id" check is run in repair mode.
- (QCCR1G42504) An inconsistency in the System Manager applet was corrected to allow all clusters that are moved to be saved to their new locations in the topology.
- (QCCR1G42557) Read Latency policies under Policy Manager -> Performance Policies-> Storage Systems -> EVA Storage Systems -> EVA ->Controller allow decimal values.
- (QCCR1G42586) The manner in which the management server obtains information about VMware ESX Servers has been improved to be more efficient, faster, and to avoid a time out condition during Discovery operations.
- (QCCR1G42656) Oracle applications are discovered in configurations where ASM disk groups are created on top of Raw Disk Extents in a CRS cluster.
- (QCCR1G42672) NetApp discovery takes into account the same HSG names that are present on both the physical Filer and Vfiler. Performance of collecting LUN and LUN Masking and Mapping information has been improved.
- (QCCR1G42686) All Universal Replication / Continuous Access Journal pairs are identified and listed correctly for HP XP arrays.
- (QCCR1G42726) Free space in external RAID groups on HDS USP arrays is not included in the computation of internal capacity.
- (QCCR1G42730) Backup Session State is shown on the Session Details page.
- (QCCR1G42829) The spelling of "Utilization" is correct in the heading of the Used Space in GB chart in the "Exchange Applications Utilization" report.
- (QCCR1G42888) Multipathing information is collected for IBM SDDDSM 64-bit software.
- (QCCR1G42910) Extraneous messages will not show in the log when the CIM Extension is started on HP-UX or Linux hosts with no backup applications installed.
- (QCCR1G42981) The management server displays the synchronization time for BCV, Snap, and Clone volumes on EMC Symmetrix arrays.
- (QCCR1G42998) The management server discovers and reports on DataProtector 6.11 running on Windows 2008 R2 (64-bit).
- (QCCR1G43000) All administrative groups are searched to identify Exchange Servers to be part of the test discovery initiated by the Test button.
- (QCCR1G43004) The database import and upgrade process performs the required changes to the management server to enable the management server service to start properly.
- (QCCR1G43007) The DISCOVERED_ADDRESS and CIM Repository Check in the DBConsistency tool is updated to delete the repository files not associated with any current access point.

- (QCCR1G43025) Report Cache Refresh handles the case where Disk Extent "children" in the MVC_DISK_EXTENTVW materialized view are also "parents" of their parent extents.
- (QCCR1G43042) The correct mailbox Last Access Time is returned for Exchange 2007 mailboxes.
- (QCCR1G43055) Use the following custom property to exclude individual Cisco switches from SNMP discovery: "cimom.cisco.snmp.switch.exclude=WWN1,WWN2,... WWN1,WWN2,..." The value is a comma separated list of one or more 16 hexadecimal character switch WWNs, not case sensitive. For example:
"cimom.cisco.snmp.switch.exclude=2000000DEC254800,2000000DEC254823".
- (QCCR1G43112) Use a custom property on the management server (Configuration->Product Health->Advanced) or in the CIM Extensions parameters file on the Exchange host to set the property "IgnoreUnicode=false" if Exchange 2007 Mailbox and Public Folder names with special characters display incorrectly in the management server user interface.
- (QCCR1G43126) The interaction between the management server software and Microsoft Power Shell has been changed to avoid a hang condition when Exchange 2007 Public Folders are being discovered.
- (QCCR1G43371) The management server software is able to discover, report on, and manage InterSystem Cache 2010.
- (QCCR1G43429) In environments where NetApp Filers exceed the discovery timeout value and are not discovered, a new custom property is available on the management server to increase the timeout: netapp.ontapiTimeout=n ...where "n" is the number of seconds for the timeout value. If this is not set, the default value is 60 seconds.
- (QCCR1G43430) Volumes that have an emulation type of Celerra FBA are properly associated with the correct storage pool based on RAID type.
- (QCCR1G43431) For EMC arrays, the RDF controller and port data is collected by the management server software. This allows for SAN connected Symmetrix RDF ports to be associated correctly with their attached switches and prevents placeholder icons from appearing in the topology map for SAN attached RDF ports. This functionality can be disabled by setting the following custom property through the management server's custom property editor (Configuration->Product Health->Advanced): "cimom.symmetrix.includeRdfPorts=false".
- (QCCR1G43437) Events from Brocade switches managed through SMI-S 120.11.0 have the correct fabric WWN as well as fabric name.
- (QCCR1G43552) You may limit or filter the display of numerous event messages for the same condition from Brocade switches, commonly called an "event storm". Use the custom property editor on the management server (Configuration->Product Health->Advanced), and set the Brocade event to be filtered out as follows: "brocade.<messageid>=false" <messageid> is the event Message ID as listed in the Alert Indications of the Brocade SMI Agent Developer's Guide, available where you obtain the Brocade SMI Agent (SMI provider) from the Brocade web site. Specify the <messageid> in lower case. For example, use the following custom property: "brocade.brzd42=false" to eliminate receiving instances of the event "A processing error occurred for method associators" generated when the Brocade SMI-S proxy cannot communicate with one of the switches it is managing.

- (QCCR1G43557) Cisco SNMP switch discovery runs properly in environments with mixed vendor fabrics.
- (QCCR1G43623) Enhancements to the Cisco SNMP provider make it possible to discover SAN environments with large zone databases faster and more efficiently.
- (QCCR1G43816) The Cisco SNMP provider is capable of discovering all switches in a SAN from the proxy switch.
- (QCCR1G43824) When multiple ESX Servers have a UUID of all zeroes, the first ESX Server discovered will remain, but an error will appear in the management server logs for any additional ESX Servers with an all zero UUID. Further enhancements to the management server software to work within VMware environments with non-standard or duplicate UUIDs are tracked in issue QCCR1G44488.
- (QCCR1G44082) Performance statistics collection is successful for Oracle File I/O %, File Read % and File Write % metrics for an Oracle instance which has two or more files with same name in different directories.
- (QCCR1G44134) Veritas Volume Manager information is presented for Solaris 10 hosts when devices are unmounted from a VxVM group and VxPrint shows a device's state as "NODEVICE".
- (QCCR1G44194) The management server software discovers Common Provisioning Groups and corresponding volumes on 3PAR arrays running InForm OS 2.3.1.
- (QCCR1G44411) Discovery post-processing of host information has been optimized.
- (QCCR1G44475) The path snapshot operation that occurs during a Report Cache Refresh has been optimized. Report Cache Refresh will run more quickly in large environments.

- **Notable Corrections and Changes in Report Optimizer**

Build 9.4.0 corrects a number of issues encountered in earlier versions of the software. The notable items are listed below.

- (QCCR1G41396) The Available White Space Report and Host Unused Capacity Report shows the correct white space for Fencing Disks in Veritas Cluster configurations.
- (QCCR1G41490) The NAS Dependency Report lists dependent applications for Celerra and NetApp NAS.
- (QCCR1G41543) The new version of the reporting engine supplied with the management server, Business Objects XI 3.1 SP3, corrects the intermittent "An internal error occurred while calling 'openDocumentMDP' API. (Error ERR_WIS_30270) (Error: INF)" error.
- (QCCR1G41688) The Storage Details Report and Disk Extents and Storage Volumes objects show the correct disk extents.
- (QCCR1G41743) The Fabric and Storage System Classes return the appropriate data when used in conjunction with the Host Class to create reports.
- (QCCR1G41866) Virtual Machine information in the Reporter Global Universe is populated without duplicate entries, eliminating the duplicate items in the Solaris Container/Zone Reports.

- (QCCR1G41876) The joins between various materialized views have been modified for better performance.
- (QCCR1G41892) The NAS Share Report displays the correct information when a NAS share is used by more than one client.
- (QCCR1G42000) A customized banner message may be added to the login pages of Infoview and Central Management Console (CMC).
- (QCCR1G42140) The Array Centric Report for EMC Symmetrix runs properly when there are large amounts of data to be processed.
- (QCCR1G42472) The "Storage Volume Device ID" object is available in the "Storage Volumes" class.
- (QCCR1G42644) The PDF page size has been altered to accommodate the data expected in the performance reports.
- (QCCR1G43192) Gray Space White Space Utilization class returns zero when appropriate instead of NULL.
- (QCCR1G43212) The Universe has been updated to permit Global HBA Ports to be used with the Storage System and Host Classes.
- (QCCR1G43544) McDATA switches are shown in the "Asset Count Summary" report in the Asset Management folder of the Standard Reports.

Installation Notes

This section provides information about installing the software.

- **Modified /etc/issues.net File Causes Issues with Installing Oracle(QCCR1G46090)**

(RedHat Linux (5.5 64-bit)) If the /etc/issues.net file contains a logon greeting, Oracle does not install. The /etc/issues.net file is used to check the platform version. The software is unable to perform the platform check because it cannot find the platform name in /etc/issues.net.

- **Do Not Install Report Optimizer on a Linux Host with a Dash in its Hostname (QCCR1G44260)**

A limitation in the Business Objects installation prevents the successful installation of Report Optimizer on a Linux host with a dash (hyphen) in its hostname.

- **Disable SELINUX Mode During Oracle Installation on Red Hat Linux 5 U3**

Set SELINUX to "disabled" when installing Oracle during the installation of the management server 6.1.0 software on Red Hat Linux 5 U3. You can set SELINUX back to its original value during other phases of the management server installation and during normal operation of the management server software.

- **Installation Files can Become Corrupted/Damaged; Exercise Caution Handling the Installation Media and Files**

The product installation files can become corrupted and damaged (uninstallable) under some circumstances when the files (either from CD/DVD or ISO) are unsuccessfully copied and/or downloaded.

Installation file corruption has been reported and observed, under some circumstances, when:

- The installation files are not successfully copied from the physical media to network or local drives.
- An ISO extraction tool is used to break the ISO.
- The ISO version of the product installation files is downloaded and the checksums are not verified to ensure the download was completed properly.
- The ISO image is extracted and placed into a deep path.

For best results, install the product locally on the Storage Essentials management server using the CD/DVD media that was shipped with your product kit.

- **Management Server User Interface Language defaults to English in European Locales (QCCR1G26187 (formerly IEV-22742))**

The management server user interface will display in English by default if installed on an operating system with a non-English single-byte (essentially European) locale. You can set the display language of the management server through the management server user interface itself. Please see the documentation for more information.

Upgrade Notes

This section provides information about upgrading the software.

- **Upgrading a Management Server where the Oracle Installation Directory is less than Two Levels Deep (Ref. QCCR1G44671)**

The upgrade will not be allowed to proceed past the Scan page if the Oracle software on your current management server was installed at the top level of a drive, such as D:\, or down one level, such as C:\ora10. The upgrade will proceed if Oracle is installed two levels deep, such as C:\oracle\ora10.

If you plan to upgrade a management server where Oracle is not installed at least two levels deep, you must perform a migration instead of doing an in-place upgrade. See "Migrating the Product" in the Installation Guide.

- **Canceling Report Optimizer Upgrade on Windows (QCCR1G44526)**

In the installation wizard for Report Optimizer on Windows, you are asked to "Upgrade" or "Cancel" when the installation process is ready to perform the upgrade operation. If you click Cancel instead of Upgrade and run the upgrade again, the upgrade may not be able to import the latest BIAR file with updated management server reports.

The ImportBiarFile.log file contains the following errors:

```
com.crystaldecisions.sdk.exception.SDKServerException: An error
occurred at the server : Enterprise authentication could not log
you on. Please make sure your logon information is correct.
```

```
cause:com.crystaldecisions.enterprise.ocaframework.idl.OCA.oca_
abuse: IDL:img.seagatesoftware.com/OCA/oca_abuse:3.2 detail:An
error occurred at the server : Enterprise authentication could
not log you on. Please make sure your logon information is
correct.
```

```
The server supplied the following details: OCA_Abuse exception
10498 at [.\secpluginent.cpp : 832] 42040 {} ...Invalid password
```

Contact technical support for a workaround for this issue.

- **‘ORA-20000: Unable to analyze TABLE “APPIQ_SYSTEM” in alert_appiq.log after an upgrade from an earlier version of the management server (QCCR1G29629 (formerly IEV-25534))**

After performing an upgrade of the management server, an examination of the alert_appiq.log might reveal:

```
ORA-20000: Unable to analyze TABLE “APPIQ_SYSTEM,” “HARDWARE_ELEMENT_
HISTORY,” insufficient privileges or does not exist
```

This error can be ignored.

- **Database Instances Missing after Upgrade or Database Import (QCCR1G29806, QCCR1G29878 (formerly IEV-25674, IEV-25732))**

When the management server database is upgraded or imported, the password for the appiq_ user account used to manage remote database instances is set back to its default value. If you set custom, non-default passwords for security purposes, when previously managed database instances are discovered, they are reported as Missing. If your database instances are reported as Missing, follow these steps:

1. Use the **Change Password for Managed Databases** option in the management server Discovery user interface to set the **appiq_user** account password back to the customized passwords that you might have set.
2. Run Get Details to resolve the Missing database instances that were previously reported as missing.

- **Discovery Step 2 Elements Selected after Upgrade (QCCR1G26930 (formerly IEV-23440))**

Normally, Discovery Step 2 elements are selected only if Step 2 needs to be run. However after an upgrade of the management server, all Step 2 elements are checked. You can ignore this and simply follow the upgrade instructions in the installation guide for post-upgrade tasks for the management server.

Known Issues

The following sections describe known issues throughout the product.

CIM Extensions and the CIM Extension Management Tools

This section provides information concerning CIM Extensions and the CIM Extension Management Tools.

- **"getenforce" and other harmless errors during CIM Extension installation on SUSE IA64 (QCCR1G44787)**

When you install the CIM Extension on a SUSE IA64 host, you will notice the following messages:

```
/var/tmp/rpm-tmp.567: line 10: getenforce: command not found
/var/tmp/rpm-tmp.567: line 10: [: =: unary operator expected
```

These errors may be ignored.

- **CIM Extension Management Window displays non-host Targets (QCCR1G38961)**

When you launch CIM Extension Management from the Discovery Setup page, the resulting list of targets includes elements for which CIM Extensions do not apply. Select only supported hosts from the list.

- **CIM Extensions Management Tool Requires CIM Extensions for All OS's (QCCR1G27556 (formerly IEV-24025))**

The CIM Extensions Management Tool requires that the CIM extensions for all remotely installable operating systems be copied to disk. If any of the operating systems are missing, the Install and Update items will not appear in the Management Tool's menu. Review the documentation for additional information.

- **Restarting the CIM Extensions Management Tool with Installations In-progress (QCCR1G25183 (formerly IEV-21777))**

Do not restart the CIM Extensions Management Tool while installations are in progress. If you exit the Management Tool while a remote installation is happening, allow that installation to finish, and then launch the Management Tool again.

- **CIM Extensions Management Tool Freezes While Deploying a CIM Extension (QCCR1G20886 (formerly IEV-18122))**

If the host goes offline while the CIM Extensions Management Tool is deploying a CIM Extension, the CIM Extensions Management tool might freeze with most of the functionality within the tool no longer working. If this happens, export the hosts list, restart the tool, and import the hosts. Perform the Deploy CIM Extensions operation on the host again.

- **OpenVMS CIM Extension Install “CANNOTVAL” Message (QCCR1G28277 (formerly IEV-24608))**

The CIM extension installer displays a “product kit is not signed” message on OpenVMS 8.3. The CIM extension installer `OVMSINST.COM` script displays the following informational message on OpenVMS 8.3:

```
%PCSI-I-CANNOTVAL, cannot validate
COUPE$DKA0: [SYS0.] [OPT.APPQCIMELocal]HP-AXPVMS-APPQCIME-V0500--
1.PCSI;1

-PCSI-I-NOTSIGNED, product kit is not signed and therefore has no
manifest file
```

The message can be ignored.

- **Manually restarting the NonStop CIM Extension (SE-2317)**

The NonStop CIM Extension is based on top of the OSS layer, so if the OSS layer restarts, the CIM Extension needs to be restarted manually. Similarly, if the CIM Extension shuts down on its own, it needs to be started again manually. There is no automatic restart for the NonStop CIM Extension.

Discovery and Get Details

This section provides information on discovery and Get Details.

- **As of March 1, 2012, an Updated Vendor Key is Required to Continue to Discover and Manage EMC Storage Arrays Administered Through EMC Solutions Enabler (QCCR1G48286)**

In order for HP Storage Essentials to continue discovering and managing existing or new EMC arrays, a new application vendor key must be installed.

1. From the HP Storage Essentials page, in the upper-right corner, select:

Configuration > Product Health > Advanced

2. Add the following line to Custom Properties:

```
cimom.emc.applicationVendorKey=aecc8e-Cf83a-B8beCd
```

3. Click **Save**.
4. Restart the HP Storage Essentials management server service (AppStorManager) and run a Step 3 Discovery Data Collection (Get Details).

- **Cannot Delete Existing Hosts if the Custom Property "permissions.allhosts" is Set (QCCR1G44752)**

You cannot delete hosts that were discovered prior to setting the custom property "permissions.allhosts" on your management server. If you attempt to delete such a host from the System Manager, it fails with: "Can not delete element from system manager". If you attempt to delete the access point, it fails with: "Some elements associated to the discovered address could not be deleted".

To delete the hosts, first remove the custom property and restart the management server service. Delete the hosts, set the custom property again, and restart the management server service.

Hosts discovered after setting the custom property "permissions.allhosts" are not affected.

- **"CIM_ERR_FAILED: index out of bounds" during Step 1 Discovery (QCCR1G44560)**

Step 1 Discovery produces the error "CIM_ERR_FAILED: index out of bounds" after discovering an ESX Server and attempting to probe the SMI-S provider on the subsequent IP address. This error is written to the management server logs and does not impact the Discovery operation.

- **An Event may not Appear when a New Device is Discovered (QCCR1G39860)**

When a new device is discovered, an event is generated in the management server. The event may not appear for all new devices that are discovered.

- **Discovery Logs Show ORA-01430 Error for the DATABASE_PORTS Table (SE-2941)**

The first Detail Discovery following an upgrade of the management server might show the following in the discovery logs:

```
Exception in alterTable batching for table: DATABASE_PORTSerror
occurred during batching: ORA-01430: column being added already
exists in table.
```

This error can be ignored.

- **Test Discovery Repeats Discovery Messages (QCCR1G22614 (formerly IEV-19420))**

A Test Discovery shows a number of repeated attempts by the same provider to access an element, but each attempt uses a different set of credentials. There can be at most three default credentials. This is normal behavior. The Test Discovery mechanism tries all available default credentials, as will Step 1 Discovery.

- **Discovery in Environments where IBM Director is Running (QCCR1G29065 (formerly IEV-25175))**

When a host running IBM Director software is discovered by the management server, the discovery process will be delayed for up to 10 minutes waiting for a time-out period to expire.

- **Step 1 Discovery Might Show EVA for which Credentials were not Explicitly Supplied (QCCR1G27962 (formerly IEV-24397))**

Step 1 Discovery might list an EVA for which credentials were not supplied. If you discover a host on which the EVA SMI-S Provider resides and the host has the same credentials as the SMI-S Provider, the SMI-S-based EVA will appear in Step 1 Discovery. This is expected behavior. Please refer to the documentation for information about discovering EVA arrays.

- **Data is not gathered for unlicensed elements (SE-1873)**

A Discovery or Test Discovery operation by the management server might show a successful contact for elements such as CXWS host operating systems, SMI-S providers and arrays for

which you might not be licensed. Detailed information for these unsupported elements is not gathered; however, and there will be no detailed information about the unsupported elements in the management server user interface.

- **Discovery Log Messages Shown out of Order (QCCR1G32152 (formerly IEV-27396))**

During a Step 1 Discovery the log messages shown in the Storage Essentials user interface sometimes appear out of order. You might see log messages with a timestamp of 11:12 followed by log messages with an 11:11 timestamp.

- **NetAPP Devices Sometimes Appear as Hosts (QCCR1G19915 (formerly IEV-17219))**

NetAPP devices appear as hosts when initially discovered using Step 1 Discovery. When a Get Details is run, the management server displays them properly.

- **Fabrics Managed by more than one SMI-S Provider (QCCR1G21941 (formerly IEV-18882))**

If you have a set of switches managed by more than one SMI-S provider, discover the switches in the same fabric using only one of the SMI-S providers. If you discover the same set of switches through more than one SMI-S provider, the access point used to discover the switches will be deleted from the management server's Discovery pages. To recover from this situation, use the system topology screen and delete each individual switch that was managed by the access point that was deleted (if asked whether you want to delete the access point or the element, select the element). After all the affected switch elements are deleted from within the system topology, change the Discovery list so all switches in that fabric are discovered through the same SMI-S provider. You can now Discover the switches.

- **Specifying an IP Range Requires a Range in the Same Subnet (QCCR1G20458 (formerly IEV-17745))**

If you enter an IP range that includes more than one subnet for Step1 Discovery, the discovery mechanism behaves as if the range is all in the same subnet. So if you discover, for example, the range 192.168.1.10-192.168.2.20, it will discover 192.168.1.10-192.168.1.20. Specify starting and ending IP addresses that are in the same subnet on the Discovery page.

- **Devices in a Legacy Fibre Channel Loop Cannot Be Discovered**

The management server does not support legacy Fibre Channel arbitrated loop devices connected to switches. This includes devices that are attached through Brocade Quick Loop implementations.

- **For Faster Results, Perform Get Details Rather Than a Single Element Refresh (SE-1184)**

Performing a single element refresh of any SAN element can be slow, especially elements with a large number of ports or volumes. A single element refresh can take even longer if performance collectors are running; the task can take several hours. For faster results, add the element to a discovery group and then perform Get Details (discovery groups let you specify elements for discovery). Refer to the installation and user guides for more information about discovery groups.

- **Update Element Does Not Update NetAPP Volumes Created in an Aggregate (SE-1184)**

Use Get Details to update element information for NetAPP volumes created in an aggregate. If you use Update Element Data, the information for aggregate volumes is not collected and updated; use the more complete Get Details functionality instead.

- **User Name for Unsecured SMI-S Switch Shows as “%null#” (QCCR1G16809 (formerly IEV-14389))**

When you discover an unsecured SMI-S server, the user name will appear as %null# in the management server Discovery pages.

Host Information

This section provides information concerning information returned for Hosts. See also the Host Virtualization and Clusters sections.

- **Dependent Switch Information after Disabling a Switch Port (QCCR1G43553)**

In a discovered multipathing configuration where a switch port is set to disabled, after a subsequent Detailed Discovery the host's dependent switches are not shown correctly, and multipathing meta data is incorrect.

- **Mount Point Labels Differ Depending on Configuration on the Dependent Storage Systems Page (QCCR1G41462)**

iSCSI-based storage, such as storage from the HP StorageWorks P4000, mounted directly to the host with a drive letter shows as expected on the Dependent Storage Systems page for the host. If the mounted drive is created from an ESX datastore created using the iSCSI volume, the mount point will display the ESX datastore identification instead of the host-specified drive letter.

- **HP-UX Host Unused Capacity does not exclude DVD Capacity (QCCR1G40917)**

The Host Unused Capacity for HP-UX hosts include the capacity from any DVD device on the host.

- **CCISS Volumes are not Supported (QCCR1G39988)**

SUSE CCISS volumes are not supported. The information pertaining to the volumes is not shown in the Disk Partitions reported by the management server nor on the multipathing tab.

- **Internal Volumes shown for RedHat Systems (QCCR1G40133)**

Internal volume information (mimage_0, mimage_1, log) is shown on the Volume Management page for a mirrored LVM volume on a RedHat host.

- **Real Time Performance Data Unavailable for Tru64 Processor Utilization (QCCR1G40998)**

Real time Processor Utilization is not shown for Tru64 hosts. The message "Data is late or an error occurred" appears.

- **Solaris x86 Hosts do not Report all Disk Partitions (QCCR1G40705)**

fdisk partitions p1-p4 on Solaris x86 hosts are not reported back to the management server. In addition to the disks not being displayed in the management server user interface, capacity numbers for the Solaris x86 hosts are also affected.

- **HP Fibre Channel Enablement Kit for RedHat 5.3 and Emulex 8Gbps HBAs (QCCR1G38497)**

The Linux CIM Extension is unable to obtain information for Emulex 8Gbps HBAs on RedHat 5.3 systems using the drivers from the Hewlett-Packard Fibre Channel Enablement Kit. Download HBAAnywhere from the Hewlett-Packard web site to obtain drivers that properly return information for Emulex 8Gbps HBAs on RedHat 5.3.

- **AH403A HBA model not shown on HP-UX 11.31 Systems (QCCR1G38696)**

The model number for the AH403A HBA is not shown when installed on HP-UX 11.31 hosts due to an issue in the SNIA HBAAPI library.

- **VxFS Size Capacity 2TB Limit on HP-UX (QCCR1G37244 (formerly IEV-30761))**

The HP-UX CIM Extension does not report capacity for a VxFS file system on HP-UX where the file system's size exceeds 2TB.

- **HP-UX “agile” device presence causes local devices to show in Multipathing Tab (QCCR1G35474 (formerly IEV-29775))**

The presence of special agile devices on HP-UX causes the local disk to appear on the Multipathing Tab for the host.

- **Update Element Data duplicates multipathing and capacity information (QCCR1G35725 (formerly IEV-29917))**

Running Update Element Data (Single Element Refresh) for a host duplicates multipathing and capacity information for that host. Run Step 3 Discovery to clear the duplication.

- **NonStop (NSK) Itanium Model Reported as “NSE-A”, J-Series reported as H-Series (QCCR1G41023, QCCR1G32461 (formerly IEV-27592))**

The Model reported on the Host Navigation page for NonStop Itanium machines is shown as NSE-A. The Model reported on the Host Navigation page is H-Series NonStop J-Series machines.

- **Veritas with the Japanese Language Pack (QCCR1G26148 (formerly IEV-22706))**

Veritas software running with the Japanese Language Pack does not return the appropriate information to the Windows CIM extension. Hewlett-Packard is in contact with Veritas about this issue.

- **Unmounted Volume Capacity not Reported for Windows Hosts (QCCR1G30061 (formerly IEV-25869))**

Capacity Manager will not report unmounted volume capacity for Windows hosts. Unmounted volumes appear correctly on the Volume Management page.

- **The LP9002 HBA Reports 0 Gbps Port Speed on OpenVMS (QCCR1G29508, QCCR1G29509 (formerly IEV-25461))**

The port speed for the Emulex LP9002 Host Bus Adapter is reported as 0 Gbps on OpenVMS hosts.

- **HBAs and HP-UX (QCCR1G22303 (formerly IEV-19180))**

The Link Failure counter does not report data for most HBAs supported on HP-UX. The A5158A HBA does report values correctly.

- **Volume Management Does Not Display all Mount Points for Veritas Volumes with Multiple Mount Points (QCCR1G28699 (formerly IEV-24894))**

In a configuration where Veritas Volume Manager volumes have multiple mount points (mounted as a drive letter and then as a reparse point, for example), the Volume Management page shows only one mount point for the volume.

- **Compaq RAID Arrays Are Incorrectly Reported Under Linux (SE-1771)**

Local disks on Compaq RAID arrays are not reported correctly under Linux.

- **Drives Are Not Shown Attached (SE-1771)**

Drives are not shown attached to the Compaq Smart Array Controller on the Properties page. From the host Properties page, click the link for the array controller. No drives appear on this page.

- **RAID Volume Capacity for Windows Dynamic or Veritas RAID5/Mirror Reparse Points Reported Incorrectly on the Storage Volumes Page (SE-1785)**

Capacity reported for RAID5 or Mirror Windows dynamic volumes or Veritas Volume Manager volumes that are mounted to a Windows directory (reparse point) without a drive letter do not display the correct capacity on the Storage Volumes page. Total Capacity, Total Used, Available, and Percentage Used consider the whole volume as usable storage when it should only be a portion of the volume when considering the RAID configuration.

- **Issues with Solstice DiskSuite (SE-1304)**

Only Solstice DiskSuite slices that are in use will be reported on. The metadata slices are not reported on. Currently the descriptions given for DiskSuite slices are inconsistent.

- **NonStop and Disk I/O Information (SE-2317)**

The management server is unable to gather or present disk I/O information for NonStop in this release.

- **LUN Information Missing in QLogic Failover Configuration (QCCR1G28289 (formerly IEV-24619))**

In a QLogic Failover configuration, LUN information is missing from the Multipathing page unless the LUN is visible through all HBAs.

Host Virtualization

This section provides information concerning information reported for virtual host configurations.

- **Display of hdisks on IBM VIO Clients (QCCR1G42552)**

When an IBM VIO client uses an hdisk directly, the management server displays the hdisk identifier with additional unnecessary characters. For example, in the Topology "hdisk0" will be shown as something similar to "hdisk0/Pseudo_lpar7".

- **ESX Servers with Non-Standard (All Zero) or Duplicate UUIDs (QCCR1G44488)**

In some environments, ESX Servers have non-standard (all zero) or duplicate UUIDs. In these environments, the first ESX Server the management server discovers remains, but other ESX Servers with all zero or duplicate UUIDs are not shown by the management server. An error message is placed in the management server logs during Discovery when such an ESX Server is encountered. Ensure that all ESX Servers have an distinct non-zero UUID should there be difficulty discovering all the ESX Servers in the environment.

- **Copied VMware VMs have the same UUID Key (QCCR1G39730)**

If you create a VMware VM and copy it to multiple machines, the virtual machines will report the same UUID key. In order to manage and report on these VMs properly, the management server software requires that the UUID be unique (as was intended by the VM software producer). When you deploy VMs, make sure they have distinct UUIDs.

- **VMware Size on Datastore is Inconsistent with Allocated Size (QCCR1G30506, QCCR1G30507 (formerly IEV-26221))**

The Size on Datastore is reported by the VMware software as less than the Allocated Size and is displayed as such by the management server. This inconsistency has been reported to VMware.

- **Policy Manager Shows Unmanaged VMware Hosts (QCCR1G33097 (formerly IEV-28022))**

Although unmanaged VMware Hosts appear in Policy Manager, policies might not be created for any unmanaged host, including unmanaged VMware Hosts (VMware hosts without VMtools running or CIM extensions).

- **Backup Applications are not Supported on VMware Hosts (QCCR1G32959 (formerly IEV-27917))**

The management server does not support backup applications running on VMware Hosts. The Show Backup Topology button is disabled in the System Manager for VMware hosts.

Clusters

This section provides information about cluster support.

- **Unmounted Volume Capacity is not updated for Linux CRS Clusters when Storage is Added (QCCR1G39223, SE-3955)**

When new storage is added to a Linux CRS cluster and is not yet mounted or is being used as raw storage, the capacity for that storage is not reported.

- **Cluster Host Instances are not Removed from the System Topology After Being Deleted from Discovery (QCCR1G32770 (formerly IEV-27800))**

After you discover a cluster in the management server, deleting the cluster hosts from the management server discovery will not remove all instances of the clustered elements from the System Topology. Select and delete the unwanted elements manually from the System Topology screen to clear them.

- **Total Capacity Summary Chart shows only Local File Systems for a Cluster Node (SE-3459)**

In the Capacity Chart tab for a clustered host, the Total Capacity Summary chart data for Total, Used, and Free includes only the local file systems.

- **Manual Cluster Builder does not Support Volume Manager Volumes (QCCR1G29764 (formerly IEV-25637), SE-942, SE-944, SE-941)**

At this time the Manual Cluster Builder will allow the selection of volume manager volumes, but the cluster is built using logical disks or disk partitions. Support of volume manager volumes in a manually built cluster is not available at this time.

- **Automatically Detected Clusters and Shared Resources (QCCR1G32852, QCCR1G32854, QCCR1G32880 (formerly IEV-27853, IEV-27854, IEV-27870))**

Although the management server can detect the shared resources in a cluster, there might be inconsistencies in what is presented by the management server. If the cluster configuration detected and shown by the management server is incorrect, delete the partially detected cluster and use the manual cluster builder to assemble the cluster within the management server user interface.

- **Adding Application and File Servers to a Cluster, Removing from a Cluster can Lead to Double-Counting (SE-2346)**

Moving an existing application server or file server for which the management server has already collected data into a cluster can result in double-counting of information and the loss of all history information associated with the host and applications on the host. When you move a host into a cluster, it is best to remove all applications and file information from that host first. It might be simplest to delete the host from the management server user interface and rediscover the host alone with none of its applications or file data, and then add the host to the cluster. From that point, you can begin to discover the applications and file data on the newly clustered host. Removing a host from a cluster introduces a similar situation and has a similar workaround.

- **Storage Marked as Shared Through Cluster Builder Not Shown as Remote on Property Page (QCCR1G28514 (formerly IEV-24766))**

On the shared logical drive property page the Remote Storage property is set to "false" for external drives marked as shared through the Cluster Builder. Shared drives in discovered clusters report the property correctly.

- **Use the Collectors Tab for a Host Cluster to Start/Stop Report Data Collectors (QCCR1G28265 (formerly IEV-24601))**

The general Report Data Collectors Tab “Action” button has an incorrect status for host clusters. Use the host cluster’s Collectors Tab to start and stop Report Data Collectors.

- **Cluster Shared Resource Information for Disk Partitions and Disk Drives Limited for Manually Built Cluster (QCCR1G28251 (formerly IEV-24591))**

In a manually built cluster the information shown for shared disk partitions and disk drives is limited: the Cluster Host Capacity shows as zero; on the Cluster Host Properties page the Shared Resource Volume is blank; on the File Server Scan Page the Cluster Host Volume is blank, meaning it is not possible to do a File Scan on these types of resources.

- **Cluster Builder Allows Selection of Logical Disk Elements (QCCR1G28168 (formerly IEV-24530))**

The Cluster Builder feature allows the selection of logical disk configurations such as Volume Manager volumes when building a cluster. Limit your Cluster Builder Shared Resource selections to the lowest level disk elements available in the list.

- **Always Specify at Least One Shared Resource when Building a Cluster (QCCR1G26512 (formerly IEV-23053))**

When you build a cluster, always specify at least one Shared Resource in Step 3. If you do not, the built cluster will not appear as clustered in the topology.

- **Deleting a Cluster Deletes Custom Commands on each Element in the Cluster (QCCR1G26175 (formerly IEV-22730))**

If you delete a manually built or discovered cluster from the management server, any user-defined custom commands will be removed from the elements the cluster comprises. These custom commands will need to be added back to the elements manually.

Backup Manager

This section provides information about Backup Manager.

- **Display Limitation with a large number of Backup Sessions/Savesets (QCCR1G40250)**

The management server user interface is limited by the number of savesets and/or sessions it may display. In testing when there is in excess of 100,000 items, the user interface will not display the information.

- **Restore Sessions not Reported for EMC Networker (QCCR1G37396 (formerly IEV-30847))**

Backup Manager does not currently support the display of restore sessions for EMC Networker.

- **Backup Details are not Gathered from Multi-homed Hosts if CIM Extension IP is Restricted (QCCR1G28704 (formerly IEV-24898))**

The CIM extensions have the capability of being restricted to listening on and using a particular IP address on multi-homed systems (hosts with multiple IP addresses). Although the host information will be returned, backup information will not be sent back to the management server while the CIM extension is in this type of configuration.

- **Status not Displayed in Topology for Backup Master Server (QCCR1G28076 (formerly IEV-24470))**

The Session Status is not displayed in the Backup Manager Topology for the Backup Master Server Hosts.

- **NetBackup Does Not Report Media Information for Disk-based Backups (QCCR1G20203 (formerly IEV-17502))**

NetBackup does not report media information for disk-based backups. Consequently, the Media Used field is blank in Backup Manager.

- **Disk-based Backup Devices are Shown as Physical Tape Libraries in HP Data Protector (SE-2159)**

- **Disk-based backup devices are shown as physical tape libraries in HP Data Protector. In Veritas NetBackup, only robotic tape library devices are shown; other backup devices (simple tape drives or disks) are not shown.**

Chargeback Manager

This section provides information about Chargeback Manager.

- **“Name Contains” Filter in NAS Chargeback Returns Validation Error (QCCR1G28408 (formerly IEV-24695))**

Attempting to perform a filtering operation while editing NAS information in a storage tier will not work properly if Names Contained is specified. You will see a Validation Error on the page, and the items will not be filtered.

- **Creating Virtual Applications for Chargeback Manager on the Host in Topology is Preferred Over Using Chargeback Manager (QCCR1G27966 (formerly IEV-24400))**

Although it is possible to create an Application in the Chargeback Manager feature, these Applications might not be tied to a particular switch fabric and might not be shown or available in some parts of the management server user interface. Create Virtual Applications in the Topology by adding them directly to a host, and use the Virtual Applications in Chargeback Manager.

- **Business Cost Per Hour Field does Not Validate, Needs Refresh (QCCR1G26890, QCCR1G27995 (formerly IEV-23401, IEV-24424))**

In Chargeback Manager the Business Cost per Hour field does not validate the entry. No information is saved, and no error message is given if an inappropriate value is entered into that

field. When the values are changed on that page, after you click to save the changes, you must do a page refresh (F5) in order to see the saved values.

- **Chargeback and Backup Applications (QCCR1G20024 (formerly IEV-17329))**

Disk-based backup media is not taken into account when calculating storage-based Chargeback Manager for a backup application.

- **Roles with Chargeback Manager Access (QCCR1G19748 (formerly IEV-17053))**

Roles with only Chargeback Manager access do not permit access to elements, even if the user has access to the Everything organization. Add the System Explorer role to enable access to the various elements. See the user guide for details on creating and editing roles.

- **Incorrect Salvage Cost (QCCR1G5907 (formerly IEV-4800))**

Double Declining Balance and Fixed Declining Balance depreciation methods do not result in the correct Salvage Cost when the asset is fully depreciated.

Switches

This section provides information about switches discovered and managed by the management server software.

- **The Management URL for Cisco Virtual Switches is Incorrect (QCCR1G40339)**

The Management URL presented on the properties page for Cisco Virtual Switches incorrect. It does not point to the expected target.

- **Physical Switch Properties for Cisco Switches discovered through SNMP (QCCR1G40196)**

The following physical switch properties are missing or incorrect for Cisco switches discovered through SNMP: Switch Sate; Status; Domain ID; Role; Hardware Zoning Capabilities; Software Zoning Capabilities; Current Zoning Enforcement; Max. Number of Modules; Zoning Installed.

- **Aggregated Real Time Port Statistics are available for Cisco Switches (QCCR1G40326)**

Real Time port statistics are available aggregated per physical switch, not on a per port basis, for Cisco switches discovered through SNMP or SMI-S. Cisco virtual switches do not show either aggregated or per port Real Time performance statistics.

- **Cisco Switch Provisioning with switches discovered by both SMI-S and SNMP (QCCR1G40311)**

In environments where some Cisco switches are discovered through SMI-S and some through SNMP, adding a Zone Alias or WWN to a Zone shows the message "Provisioning not supported", and the provisioning operation does not proceed. To work around this issue, create a new Zone with the desired members, and replace the Zone you wanted to change with the new Zone. Activate the changes.

- **Cannot remove a Zone Alias from a Zone with Cisco SMI-S Provisioning (QCCR1G40284)**

An issue in the Cisco SMI-S provider prevents the removal of a Zone Alias from a Zone during a provisioning operation. Use the tools provided by Cisco to remove a Zone Alias from a Zone.

- **Brocade Virtual Switches shown in Step 3 Discovery (QCCR1G38887)**

When a Brocade proxy server is discovered, it returns a list of virtual switches to the management server. These are used in Step 3 Discovery. This differs from other switch vendor proxies which return physical switches. Brocade has been notified of this issue.

- **Duplicate E Ports shown for CISCO Multi-VSAN ISL (QCCR1G38885)**

Duplicate E ports are shown in the port list for all fabrics for multi-VSAN ISLs on CISCO switches. Logical ports are shown instead of physical ports. A correction will need to be made to the CISCO provider to resolve this issue.

- **CISCO 8Gb/s switch ports reported as 0Gb/s (QCCR1G34434, QCCR1G34435 (formerly IEV-29221))**

CISCO switches with ports higher than 4Gb/s report the switch port speed to HP Storage Essentials as 0Gb/s, which is what HP Storage Essentials then reports. CISCO has been made aware of this issue.

- **Cisco SMI-S DomainID:PortNumber Format (QCCR1G21925 (formerly IEV-18870))**

The Cisco SMI-S provider does not always handle DomainID:PortNumber format properly when creating zones or reporting on zone content. Existing zones on Cisco switches with DomainID:PortNumber members might not be displayed correctly. The management server UI has been changed to prevent the creation of zones with DomainID:PortNumber style members.

- **Some Inactive Zone Aliases do not Appear in the Associated Zones on Cisco SNMP Switches (QCCR1G28917 (formerly IEV-25055))**

On Cisco switches managed through SNMP, some inactive zone aliases are not shown in the zones to which they belong.

- **Cisco Provisioning Fails if Enhanced Zoneset Feature is Enabled (QCCR1G32773 (formerly IEV-27802))**

If the Enhanced Zoneset feature is enabled on a Cisco switch, provisioning fails with a message similar to the following: "ZoneAlias creation failed with error code 1234." Hewlett-Packard is working with Cisco to resolve this issue.

- **Cisco Port Type (SE-2605)**

TE ports on Cisco switches discovered through SMI-S are shown in the management server as E ports. This is because the Cisco SMI-S provider returns the E port type for TE ports.

- **Fabric Shown as the Source for some McDATA Switch Events (QCCR1G32185, QCCR1G32186 (formerly IEV-27417))**

The McDATA SMI-S provider does not return source information for some events (indications), such as those events dealing with fan or power supply issues. Such events are reported in the management server user interface as coming from the fabric, not the individual switch.

- **Brocade SMI-S Active Zone/Zone Set Does Not Contain Aliases (QCCR1G27280 (formerly IEV-23765))**

When you use Path Provisioning to provision a zone using aliases on a Brocade switch managed through SMI-S, the management server user interface will show you the results of the zoning operation from the active zone set. Although you might have used aliases to create the zones, the active zone set uses actual WWNs, not aliases. This can be misleading, but it is expected in this situation because of the way the Brocade SMI-S provider operates.

- **Unmanaged CISCO Switches Display as Unmanaged Hosts (SE-2307)**

CISCO Switches discovered through SMI-S will show ISL'ed switches as unmanaged hosts if the ISL'ed switches are not managed by the management server. If you discover and manage the ISL'ed switches, they will be shown as switches.

- **Changes to Inactive Zone Sets on Cisco Switches (QCCR1G18505 (formerly IEV-15830))**

On Cisco switches discovered through SMI-S, provisioning changes for inactive zones are reverted if the switch reboots or if the switch loses power. Changes made to active zones and zone sets are saved across switch reboots. To make changes to inactive zones and zone sets permanent, use the Cisco native tools. Follow these steps:

1. Start the Cisco Fabric Manager. See your Cisco documentation for more information if needed.
2. Under Physical Attributes, expand the Switches folder and select **Copy Configuration**.
3. In the upper left of the screen, select the desired switches for which you want to save the running configuration to the startup configuration.

- **Cisco Fabrics Connected through FC-IP with IVR Returns Zonesets from only the First VSAN (SE-639)**

In Cisco fabrics where the connections are made through FC-IP with IVR, the management server will report on zonesets that are in the first VSAN encountered in the configuration. Other zonesets will not be reported.

Command Line Interface (CLI)

This section provides information about the CLI.

- **The appiqshow -pool CLI Command Does Not Yet Show Information Available in the User Interface (QCCR1G27473 (formerly IEV-23956))**

The management server user interface has been enhanced to show additional information about the capacity of various arrays. The appiqshow -pool CLI command, however, has not yet been

updated to reflect all of this new information.

Database Admin Utility

This section provides information about the Database Admin Utility (DB Admin Tool).

- **Database Consistency Tool Limited to the Command Line (QCCR1G39702, SE-3956)**

The user interface for the Database Consistency Tool has been disabled in this release. The tool is accessible only from the command line.

- **NullPointerException Opening an Empty Folder and Clicking in the File Name Field (QCCR1G33873, QCCR1G33874 (formerly IEV-28926))**

While using the Database Admin Utility, you might notice a “NullPointerException at javax.swing.JComponent.repaint” message in the command window when you use the enter key to open an empty folder and click in the “File name” field. The NullPointerException can be ignored, because there is no effect on the operation of the Database Admin Utility.

- **Do Not Use NAS Volume or Network Share DBAdmin Archive Destination Path (QCCR1G27920 (formerly IEV-24370))**

Using a NAS Volume or Network Share for the DBAdmin Archive Destination Path is not supported. If you set the archive path to such a location, the Oracle database will shut down when you start the archive operation, and you will see a series of messages starting with “ORA-16032: parameter LOG_ARCHIVE_DEST_1 destination string cannot be translated” in the DBAdmin log.

- **Extra Files might be Removed after Importing a Database (QCCR1G27046 (formerly IEV-23549))**

Files of .dmp, .ora, and .txt in the install/database/Oracle directory on the management server might be removed after you use DBAdmin to import a database.

- **DBAdmin Reset Admin Password Feature Should Not be Used in AD/LDAP Mode (QCCR1G26568 (formerly IEV-23104))**

The Reset Admin Password feature within DBAdmin does not apply when you are running the management server with AD/LDAP authentication.

Arrays

This section provides information about managing arrays.

- **IBM DS5300 Capacity Numbers May Differ from the Native Point Tool (QCCR1G43139)**

The "Unused Raw" capacity reported by the management server for IBM DS5300 arrays may differ from the information returned by the IBM tools for managing the array.

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- **"Primary key violation" while Collecting Performance Metrics for NetApp (QCCR1G43868)**

When performance metrics are collected for NetApp devices, you may note "Primary key violation / unique constraint (APPIQ_SYSTEM.NAS_LUN_STATS_PK) violated" messages in the management server logs. Data collection is not affected, and these messages may be ignored.

- **Space Efficient (Thin Provisioned) Volumes not shown in HSGs for IBM DS8000 Arrays (QCCR1G44197)**

Due to an issue in the provider, Space Efficient (Thin Provisioned) volumes are not shown in HSGs for IBM DS8000 series arrays. The management server logs indicate an error similar to the following: "ERROR replicating ":IBMTSDS_ProtocolControllerForUnit.Antecedent ... Cannot find reference in database for: IBMTSDS_Volume".

- **IBM DS5300 Pool Names Differ from the Native Tool (QCCR1G43136)**

For the IBM DS5300, the management server displays Pool Names similar to "Volume Group 1", "Volume Group 2", and so on. The native tool to manage the array shows "Disk_Group_1", "Disk_Group_2", and so on.

- **Capacity Manager "% Over-Allocated" Value for Thin-Provisioned Arrays (QCCR1G43531)**

The "% Over-Allocated" value in Capacity Manager is calculated by dividing the "Virtual Allocated" by the "Total Capacity". The heading in Capacity Manager implies that the value given is the percentage exceeding the Total Capacity.

- **EVA Post-RAID Capacity does not match the value from Command View EVA (QCCR1G43473)**

Post-RAID capacity reported by the management server does not match the capacity reported by Command View EVA. Command View EVA includes items such as replication log file growth and meta-data overhead which are unavailable through the EVA SMI-S provider the management server uses to discover the EVA arrays.

- **Celerra Processor Count is 1 (QCCR1G41236)**

The processor count reported for Celerra configurations is always 1 (one).

- **Centera Events are Handled through SNMP (QCCR1G41292)**

Events from Centera devices are handled through SNMP.

- **Quota for "/" shown for EMC Celerra (QCCR1G41513)**

The management server user interface shows a tree quota for "/" on the Volume Composition Page for the EMC Celerra.

- **EMC Volume Property not populated until Detailed Discovery (QCCR1G40837)**

The EMC Volume Property does not contain disk drive and member information for a newly created Meta volume until a Step 3 / Detailed Discovery is complete.

- **Port Speed 0 is shown for some Back End Ports on SVSP (QCCR1G40694)**

When the management server requests information from an SVSP, some back end switch ports return a port speed of 0.

- **Outdated Data from the SMI-S Provider for MSA Arrays (QCCR1G39986)**

The management server requests information from MSA Arrays using the MSA SMI-S provider. The MSA SMI-S provider does not always report the latest configuration information from the MSA Array. There may be a delay between the time the array is changed and the time the MSA SMI-S provider updates the information it has for the array. For example, you may create a volume on an MSA Array using the tools provided with the MSA Array, but the management server will not see the new volume until the MSA's SMI-S provider contains the updated information and a Detailed Discovery or a Single Element Refresh is performed.

- **HDS 9970V Returns 0 for Cache Statistics (QCCR1G38574)**

The HDS 9970V (RAID-450) arrays return 0 for the Percent Write Pending Data and Percent Cache Used cache statistics, so this information will be displayed as 0 by the management server for this model of array. The vendor has been notified of this issue.

- **Physical Disk Status, Associated Disk Group, and Ungrouped Disk Capacity not Updated after Grouping a Disk Drive Using “Add Disks” on the Disk Group Properties Page in Command View EVA (QCCR1G37313, QCCR1G37314, QCCR1G37324, QCCR1G37325 (formerly IEV-30801, IEV-30808))**

Physical disk status, associated disk group, and ungrouped disk capacity are not updated after grouping a disk drive using the “Add Disks” functionality on the disk group properties page in Command View EVA. As a workaround, use the “Group” or “Ungroup” functionality on the disk drive properties page in Command View EVA to affect the desired changes on the EVA. When done this way, HP Storage Essentials will be able to obtain the correct disk group property information from the array.

- **XP Array Port Traffic and Continuous Access and External LUNs (QCCR1G37356 (formerly IEV-30826))**

When an XP array is enabled for Continuous Access or External LUNs, the statistics initiator does not return the Total I/O Rate and the Total Data Rate. As a workaround, use the associated switch or host port statistics.

- **Anomalous Historical Performance Data Points from the Legacy Built-In EVA Provider (QCCR1G36909 (formerly IEV-30579))**

The legacy built-in EVA provider might return anomalous data points (spikes) for historical performance statistics. This is caused by an issue in the firmware on EVA arrays. A solution is to move to a newer version of Command View EVA (9.1 and later), and the management server will begin to use the new external EVA SMI-S provider, which is unaffected by this issue.

- **The External EVA SMI-S Provider Reports Incorrect Used and Available Space when creating certain Volumes (QCCR1G35329 (formerly IEV-29696))**

The external SMI-S provider for the EVA arrays reports incorrect used and available space after a storage pool with more than eight disks has been created. Eventually the SMI-S provider returns the correct information, although this is not immediate. The correct storage is reported if the same volume is created using the EVA point tools.

- **Virtual Volume (V-VOL) and Virtual Array Group Utilization % is shown as 0 (QCCR1G36353 (formerly IEV-30272))**

In Performance Manager the Utilization % for THP/Snapshot Virtual Volumes (V-VOLs) and Virtual Array Groups is shown incorrectly as 0%.

- **Some NPIV Ports show as Connected to Unmanaged Storage Arrays (SE-2560, SE-2758)**

When an N_Port ID Virtualization (NPIV)-enabled switch port is physically connected to a Brocade Access Gateway (AG) switch port or Cisco N_Port Virtualizer (NPV) switch port, the NPIV switch port shows the remote AG or NPV port as an unmanaged storage array. In Topology the NPIV switch will display an unmanaged storage array for each port connected to an AG or NPV switch. Switches running in Access Gateway or NPV mode cannot be managed by the management server at this time. It is not possible to remove the unmanaged storage arrays that appear in the topology.

- **The MSA SMI-S provider is unstable with 4 or more arrays (QCCR1G32013, QCCR1G32014 (formerly IEV-27310))**

The MSA SMI-S provider has been shown to be unstable when managing four or more arrays. HP Storage Essentials is unable to connect to the provider, indicating "Connection refused."

- **Cannot Always Delete Selected Volume on MSA (QCCR1G16750, QCCR1G16751 (formerly IEV-14342))**

MSA volumes must be deleted in the reverse order of their creation. For example, if you have six volumes, and you want to delete the second one you created, you must delete the volumes one at a time, starting with the volume created sixth and continuing with the fifth, fourth, third, and then the second. Attempting to delete other volumes will return a generic error code 4. For this operation you might wish to consider using the MSA native tool.

- **Use Edit, not New Host Security Group, for EVA Provisioning if Host Storage Group (HSG) Exists (QCCR1G28902 (formerly IEV-25043))**

When editing an EVA Host Storage Group (HSG) in Wizard Provisioning, select the initiator if available in the table on the Step 3 Host Security Groups pane and use the edit function. Do not use New Host Security Group to modify an HSG. If you select New Host Security Group and then select an initiator that is already associated with an HSG, you will see a CIM_ERR_FAILED java.lang.reflect.InvocationTargetException error. New Host Security Group is for creating, not modifying, an HSG.

- **Incorrect Size Range Displayed while Creating an EVA Storage Pool (SE-2062)**

Selecting advanced options when creating an EVA storage pool could show an incorrect size range for available space. Advanced options can include reserving a drive for parity, yet this drive space is not included in the size calculation of available space. Please keep in mind that when using advanced options for storage pool creation on EVAs that some space might not be available based on the options you choose.

- **Replication Errors for HDS or HP XP Arrays (QCCR1G24033 (formerly IEV-20705))**

Customers with HDS or HP XP series arrays might see replication errors for the HdsFCPort and HdsProtocolControllerForPort.Antecedent classes during the first Get All Details operation after upgrading to SP4. To resolve this issue, run Get All Details again. The errors will no longer appear, and the management server information about the arrays will be updated properly.

- **IBM DS6000 Array Port Speed Shown as 0 Gbps (QCCR1G29650 (formerly IEV-25552))**

The array port speed reported for the IBM D6000 array is 0 Gbps. The IBM 5.2.1 CIMOM used to manage the array does not report the port speed for this array (it is reported as 0).

- **Unused Raw Capacity on IBM DS Arrays (QCCR1G29728, QCCR1G29729 (formerly IEV-25606))**

For IBM DS series arrays using IBM CIM Agent version 5.2.1 and possibly higher, raw capacity of ArraySites is used to compute capacity for IBM DS series arrays if any ArraySites are not formatted into Arrays. If the ArraySites are not formatted into Arrays, the raw capacity of the disks comprising the ArraySites is not used to represent Unused Raw Capacity.

- **IBM SAN Volume Controller Mirrored Virtual Disks Show only in the Primary Storage Pool (SE-3973, QCCR1G33016 (formerly IEV-27963))**

Mirrored virtual disks on IBM SAN Volume Controllers are shown in the primary storage pool only.

- **Provisioning is not Supported for 3PAR Arrays (QCCR1G29303 (formerly IEV-25334))**

Although permitted in the management server user interface, provisioning does not work correctly for 3PAR arrays and is not supported at this time.

- **EVA Host Security Group Information Unavailable if iSCSI Link Down (QCCR1G28747 (formerly IEV-24936))**

Host Security Group information is not gathered for EVA arrays that have an iSCSI module where the network link is down. If you have several EVAs discovered through Command View, all EVAs will be affected if one EVA has a link down on an iSCSI module.

- **Command View EVA HSG Folders are not Supported (QCCR1G33086, SE-2566)**

Folders associated with Host Security Groups on EVAs managed through Command View are not shown in the management server user interface. Attempting to provision volumes using folders that differ in name by case can create a volume in the incorrect folder.

- **MSA Capacity and Variable RAID Overhead (SE-2442)**

The RAID overhead for MSA disk groups varies depending on the RAID level and the number of disks. MSA capacity calculations done by the management server do not take into account the variability of the RAID overhead at this time.

- **Problems Performing LUN Security Operations and Zoning on a CLARiiON Array (QCCR1G7191 (formerly IEV-5866))**

If there is a new host bus adapter (HBA) attached to a CLARiiON system, performing LUN Security operations and zoning on the array might fail due to the registering process of the new HBA to the CLARiiON port. The work around is to perform zone operation first (create zone) and then perform LUN Security.

File System Viewer

This section provides information about File System Viewer.

- **Limitation of File Server Users in Policy Manager with Firefox (QCCR1G39418)**

Firefox 3.5.3 (and likely other versions of Firefox) will not load the Policy Manager tree if there is a large number of File Server Users to be shown. Internet Explorer is able to load the Policy Manager tree under these conditions.

- **File Manager Exclude Directory might not Contain the Underscore Character (QCCR1G30517 (formerly IEV-26229))**

Scanning file detail information fails if the custom property fileSrm.excludeDirectories is set to a value that contains the underscore (“_”) character.

- **File System Viewer Event “Starting transfer of data file” is Not Sent (QCCR1G28609 (formerly IEV-24830))**

The “Starting transfer of data file” event from File System Viewer usually seen in the Event Manager is not sent. You will not be able to trigger a Policy using this event.

- **Start File Manager Scan only after the Host Scan has Completed (QCCR1G26193 (formerly IEV-22748))**

It is possible to attempt to start a File System scan before a scan of the host has been completed. The File System scan will not run. Wait until the host has been completely scanned before attempting to start a File System scan to gather file detail data.

- **Directory Accessed/Modified Rules and Unix File Servers (QCCR1G24977 (formerly IEV-21584))**

An artifact of the Unix operating system changes the Accessed and Modified dates for directories on Unix file servers when the directories are scanned by File System Viewer. Therefore, a File System Viewer Report Rule that specifies either the directory Accessed or Modified date will appear not to function properly.

Provisioning

This section provides information about provisioning.

- **Provisioning with Invalid HostMode2 Setting Partially Completes the Provisioning Operation (QCCR1G26640 (formerly IEV-23166))**

When provisioning a Host Storage Group (HSG) on an XP or HDS array, the provisioning operation will create the HSG if an invalid HostMode2 value is specified, but HostMode2 will not be set. You will see the following error: “java.lang.NumberFormatException: For input string: D.” The HostMode2 input field does not properly check for the values entered. Edit the HSG to assign an appropriate HostMode2.

- **LUN Security Mode Sometimes Set to True Automatically (QCCR1G15733 (formerly IEV-13525))**

If a new host security group (HSG) is created on an HDS port that has LUN security disabled, the port LUN security mode is set to true automatically. The management server reflects this change when a full Get Details is performed on the device.

- **Custom Organizations and Creating Metavolumes (SE-1484)**

If you belong to a custom organization and you create a metavolume using volumes to which you have access, the resulting metavolume will not be available in your organization. The management server administrator or other suitably privileged account will need to move the metavolume into your organization.

- **Setting HSG Name (QCCR1G12513 (IEV-10788))**

When you provision an HSG on an array such as the Sun 6920 which is managed by an SMI-S provider, it is not possible to set the name of the HSG.

- **IBM ESS-800 Storage Systems Provisioning (QCCR1G12374 (formerly IEV-10658))**

When you create a volume on the IBM ESS-800, the management server returns right away, implying the volume creation is complete. However it might take a while for the ESS-800 to fulfill a request to create a volume. The ESS-800 does not indicate to the management server that creation of the volume has not finished. IBM is aware of this issue.

- **“You have selected a host that does not have a physical connection to the selected storage system!” (QCCR1G20474 (formerly IEV-17761))**

The message “You have selected a host that does not have a physical connection to the selected storage system!” is displayed if you attempt to create a zone on a switch that is not managed by the management server. This can happen if you select an initiator on a managed array that is physically connected to the unmanaged switch.

Topology

This section provides information about the topology.

- **Display All Fabrics in Topology Cannot be Cleared (QCCR1G27757 (formerly IEV-24223))**

When you use the topology filter to “Display All Fabrics in Topology,” there is no option to clear the filter, and all fabrics continue to show. You must close down and restart your web browser to

clear the filter.

- **Trunked ISL Label Appears Behind the Switch in Topology (QCCR1G26486 (formerly IEV-23029))**

The text label for an ISL trunk appears behind the switch and is partially hidden by the switch in the topology layout.

- **Brocade Fabrics Remain Connected in Topology even if the ISL Ports are Disabled (QCCR1G26331 (formerly IEV-22882))**

When you remove ISLs from a set of Brocade switches managed by SMI-S by disabling the ports, the management server topology will still show the ISLs as active.

Ensure that one switch per fabric is managed by the Brocade SMI-S proxy host(s), and perform a Step 3 Discovery on the management server to update the switch topology.

Application Support

This section provides information about the applications discovered by the management server software.

- **Oracle ACFS shown with Drive Type "Local" even if the file system is on an External Drive (QCCR1G42148)**

The Drive Type on the Storage Volumes page is shown as "Local" for Oracle Automatic Cluster File System (ACFS) file systems even if the ACFS file system is on an external disk.

- **Unmounted Databases not shown on Properties Page for InterSystem Cache Databases (QCCR1G42948)**

On the Properties Page for InterSystem Cache Database instances, unmounted databases are not shown under Logical Elements.

- **sblobspace Reported for an Informix Server even if the sblobspace is Removed (QCCR1G40940)**

The sblobspace reported for an Informix installation continues to be reported by the management server even if the sblobspace is removed.

- **Username to Discover Applications must be Unique (QCCR1G38625)**

In the Setup->Applications tab, user names are unique. A single user name with different passwords cannot be used to discover databases on multiple hosts; the user interface will show only one entry for a particular user name.

- **Redo Groups on Raw Devices shown only for one RAC Instance (QCCR1G38688)**

Redo groups appear in the topology for only one RAC instance in an Oracle RAC configuration with raw devices.

- **Capacity Charts for Informix Databases show dbspaces (QCCR1G38371)**

Although databases are listed on the Capacity pages, the Capacity Manager Charts display data for dbspaces for Informix databases.

- **Cannot Create a Virtual Application on an Oracle RAC Shared Volume on Solaris x86 (QCCR1G30230, QCCR1G30231, QCCR1G30232 (formerly IEV-26009))**

At this time it is not possible to create a virtual application on a shared Oracle RAC volume on Solaris x86. You will see the following message: "java.lang.NullPointerException."

- **Update Element Data (Single Element Refresh) does not Update all Oracle Failover Information (SE-1184)**

Performing a single element refresh does not update the Oracle Failover information about which node is active if there has been a failover. Get Details updates all the necessary information.

- **Host Cluster Topology Does Not Show Oracle Database Instances as Shared (QCCR1G28234 (formerly IEV-24582))**

Oracle database instances on shared raw volumes in a cluster are not reported as shared on the Host Cluster Topology. The individual instances are shown as local to the host and not shared in the cluster. The Application Topology page shows the proper configuration.

- **Status not Displayed for Oracle Database Instance Control Files (QCCR1G18035 (formerly IEV-15425))**

The status of the Oracle database instance's control files is not shown on the instance properties page.

- **Exchange Services Statistics Chart Shows Raw Data (SE-2363)**

The Exchange Services Statistics Chart will report only the raw data available. It does not report on rolled-up data. This chart is being reconsidered, as a roll-up of a "service up" or "service down" value is not meaningful.

General Functionality

This section provides information about the product not specified elsewhere in this document.

- **Deleted Solaris Containers appear in Policy Manager, Chargeback Manager, and Report Data Collectors Pages (QCCR1G41443)**

If you delete a Solaris Container and perform a Step 3 Detailed Discovery on the management server, the deleted Solaris Container still appears in the Policy Manager, Chargeback Manager, and Report Data Collectors pages.

- **Element Manager Filter Drop-down Lists (QCCR1G40714)**

Drop down lists in the filter for Element Manager do not list the expected storage pools, pool types, or capabilities when creating a group.

- **Storage Planner (Export to Visio) Limitations**

Storage Planner (Export to Visio) does not export details for all configurations shown by the management server:

- Blades are displayed as regular hosts (QCCR1G23207 (formerly IEV-19934))
- VMware configurations are not supported with Storage Planner (QCCR1G32614 (formerly IEV-27690))
- Virtual fabrics are not supported with Storage Planner (QCCR1G39672)
- Configurations with Solaris Containers are not supported with Storage Planner (QCCR1G39673)
- Properties are not shown for Clusters within Visio (QCCR1G39827)

- **Importing Large Files Created by Storage Planner (QCCR1G39612)**

Storage Planner Visio files have been redesigned to be more efficient, requiring fewer resources to open. If you are experiencing difficulty opening large (12MB or larger) Storage Planner files created with Build 6.2.0 or later, observe the following:

Make sure you are running the latest version of Storage Planner and Microsoft Visio 2007.

1. Using Add-Remove Programs, uninstall Storage Planner 1.0 and older versions of Visio.
2. Reboot the machine.
3. Install Visio 2007, including the “XMLLite Patch” (a patch supplied by Microsoft).
4. Install Storage Planner from the latest management server installation media.
5. Configure Storage Planner with Visio 2007 as outlined in the “Configuring Visio to View Exported Topology” section of the management server User Guide.

Prior to opening the large Storage Planner files, run the Organization Chart Wizard Add-On tool within Visio.

1. In Visio, go to Tools->Add-Ons->Run Add-On, select Organization Chart Wizard and Click **OK**.
2. Click **Cancel** on the next screen.
3. Use the Import XML File within Storage Planner as usual to import the Storage Planner files.

- **Duplicate “admin” Users Created in AD/LDAP Authentication Mode (QCCR1G37836, QCCR1G37835 (formerly IEV-31088))**

It is possible to create two “admin” user accounts on the management server that differ by case when running with AD/LDAP authentication.

- **NAS Hosts link in the Policy Manager tree is incorrect (QCCR1G34079 (formerly IEV-29033))**

Clicking the NAS Hosts entry in the Policy Manager tree incorrectly shows the Policies for All Hosts page.

- **Restart the Management Server Service when Changing Custom Properties (QCCR1G27167, QCCR1G27291 (formerly IEV-23656, IEV-23776), SE-3316)**

A change in an earlier release of the management server software meant a restart of the management server service was expected to be unnecessary when custom properties are changed (with the exception of the `cimom` properties). However further testing has shown that additional custom properties beyond the `cimom` properties require a management server restart. To ensure the values you specify are being used by the management server software, restart the management server service when making changes to custom properties.

- **Localization Limitations (QCCR1G36375, SE-3944 (formerly IEV-30286))**

Build 6.1.0 of HP Storage Essentials introduces changes to the user interface but these items are not translated. New text in the management server user interface appears in English.

- **Extraneous Drives and Multipathing Volumes are Shown in Performance Manager (QCCR1G23003, QCCR1G23004, QCCR1G23005, QCCR1G23006, QCCR1G23007, QCCR1G23008, QCCR1G23009, QCCR1G23010 (formerly IEV-19754))**

Drives such as Veritas Volume Manager Volumes and Multipathing Volumes that do not support statistics collection are incorrectly shown in the Performance Manager user interface.

- **Dependent Switches for Hosts Shows the Switch Port Attached to the Host (QCCR1G32914 (formerly IEV-27891))**

The Switch Ports displayed on the Host's Dependent Switches page reflect the switch port directly connected to the host for each fabric.

- **Migrating the Management Server Data**

Migrating a running management server's data from one operating system to another is not supported.

- **Cannot Create Policies on Managed Tape Libraries (SE-2530)**

It is not possible to create policies for managed tape libraries. You will see the message "There are no templates defined for the Storage Library."

- **Email Server Configuration might Require Management Server Restart (QCCR1G26999 (formerly IEV-23505))**

When you change the Email Configuration on the management server, the new values will take effect immediately, but subsequent changes require the restart of the management server service in order to take effect.

- **Update Capacity Chart Data with Report Cache Refresh (QCCR1G27802 (formerly IEV-23581))**

Use the Report Cache Refresh feature to update the data supplied for generating Capacity Charts. In this version of the software, Capacity Charts use the same database materialized views as Reports do.

- **Rank Field not Shown in Event Manager (QCCR1G24003 (formerly IEV-20677))**

For customers who have enabled advanced Business Cost features, please note that the Rank field is not available at this time in the Event Manager.

- **EMC-based HDLM Devices are not Shown (SE-1422)**

The management server does not recognize when EMC storage is managed by Hitachi HDLM. EMC-based HDLM devices are not shown on the management server.

- **Raw Partitions Affect Host Capacity when Assigned to an Application (QCCR1G28253 (formerly IEV-24593))**

By default, raw partitions are not used in capacity calculations on the host. However when you assign the raw partition to an application, the raw partition is seen as being in use, and it will then be used in calculating capacity. When you create a Virtual Application, it is possible to select disk partitions such as /dev/sda1 in addition to the mounted file systems comprising that disk partition. If you select both when creating the Virtual Application, the Virtual Application's usage information will reflect both the mounted file system and the disk partition, in effect double-counting. A suggestion is to use only the mounted file systems when creating or editing a Virtual Application.

- **Polyserve/Cluster Gateway Version Not Reported (QCCR1G28231 (formerly IEV-24579))**

Polyserve/Cluster Gateway 3.5.1 changed the manner in which the product version is retrieved. The management server reports the version of the Cluster Gateway as "Unknown."

- **Multi-column Bar Charts Might Not Show First/Last Bars (QCCR1G27023 (formerly IEV-23526))**

When bar charts throughout the product are shown for multiple objects, the first and last bar or bars in the chart might not show. The producers of the charting package used within the management server user interface have been notified of this issue.

- **Utilization Summary Charts Might Not Show Some X-Axis Labels (SE-1374)**

When three or more vendors are included in data for a Utilization Summary Chart, the X-axis chart labels might not appear. Use the associated report to cross-reference what you are seeing in the chart. This issue has been reported to the vendor of the software that is used to create the charts.

- **Download Logs Opens Blank Page (QCCR1G26461 (formerly IEV-23006))**

After using the Download Logs feature, a blank page is opened in the web browser. You can close this blank page and continue using the product normally.

- **Capacity and Tru64 AdvFS, NonStop OSS and Guardian File Systems (SE-2282)**

Tru64 AdvFS and NonStop-specific file systems are not modeled properly in the management server software at this time. The capacity calculations for the NonStop host erroneously combine the capacities of the OSS filesets on the host along with that of the Guardian volumes while

computing the aggregated capacity of the host. Capacity for Tru64 AdvFS does not take into account that disk blocks can be shared in an AdvFS Domain.

- **XP Disks show on the Bindings Page even if Unpresented (QCCR1G24028 (formerly IEV-20700))**

Disks from an XP array will remain on the Bindings page even if you remove the disks from the hosts and run a full Get Details. This is caused by an issue in the SNIA HBAAPI library in the way it reports disks no longer presented to a particular host.

- **Daylight Saving Time Requires Java Changes (QCCR1G23281, QCCR1G27744, QCCR1G27790 (formerly IEV-20000, IEV-24210, IEV-24255))**

Support of recent changes to the Daylight Saving Time start and end dates is not included in all Java Runtime implementations. The OpenVMS/IA64 CIM Extension does not currently use the latest version of Java, so some features, such as log timestamps, will not be in synch with DST changes.

A Daylight Saving Time patch is available from Sun Microsystems for most operating systems. After installing the agent on the host, download and unzip the JDK DST Timezone Update Tool from:

<http://java.sun.com/javase/downloads/index.jsp>

Execute the tzupdater tool using the JRE included with the agent (usually in directory /opt/APPQcime/jre). For example, on Unix:

```
setenv JAVA_HOME /opt/APPQcime/jre

$JAVA_HOME/bin/java -Djava.home=$JAVA_HOME -Djava.vendor="Sun
Microsystems Inc." -jar tzupdater.jar -u
```

- **Organizations and System Manager (SE-1984)**

System Manager shows information for elements that are not part of the user's currently selected organization. The Access tab might show array LUN access for volumes and hosts that are not part of the user's current organization. The HSG navigation page displays hosts and volumes that belong to the HSG even if those hosts and volumes are not in the management server user's current organization.

- **SSL mode is not supported with Active Directory (QCCR1G21400 (formerly IEV-18491))**

Remote Active Directory login does not work if you have enabled SSL and have used a self-certification certificate. Active Directory functions properly if you use a CA certificate and do not use the SSL option.

Report Content

This section provides information about report content.

- **Drilling Down does not affect the Chart in the Backup Drill Down Report (QCCR1G44872)**

When you drill down into the data in the Backup Drill Down Report, the chart is not updated, even if you have selected the "Synchronize Drill on Report Blocks" preference in Report Optimizer.

In addition, there is no label on the X axis in the chart for this report.

- **Storage Details Report does not include Storage Pools that have no Volumes (QCCR1G44852)**

The Storage Details Report omits Storage Pools that do not have any associated Storage Volumes. When a Storage Volume is discovered in the Storage Pool, the Storage Details Report shows the Storage Pool.

If you would like to report on the details of the affected Storage Pools, do one of the following:

- Use a different report, such as Storage Capacity Details
- Provision a Storage Volume in the empty Storage Pool, then perform a Step 3 Get All Details and Report Cache Refresh. When the Reporter data is updated and the Storage Details Report data is refreshed, the Storage Pool will appear.

- **Storage Pool Name not shown for LUSEs in Storage Details Report (QCCR1G44240)**

The Storage Pool Names do not show in the Storage Details Report for LUSE storage extents on HDS devices.

- **Storage Dependency Report does not show Virtual Storage Dependency if LUNs not Mapped to Hosts (QCCR1G41438)**

The Storage Dependency Report for back end storage does not show Virtual Storage Dependency if the LUNs are not mapped to hosts.

- **"Refresh Data" Button in Report Descriptions (QCCR1G43778)**

In the description for various reports, the "Refresh Data" button is mentioned. This refers to the "Refresh All" button in the Reporter user interface.

- **Storage System Capacity Report includes Thin Provisioning Capacity Information (QCCR1G42437)**

The Storage Capacity Report shows capacity information for Thin Provisioned volumes but has not been updated to calculate the capacity information for Thin Provisioning correctly. Use the new Storage System Capacity Details Report for storage system capacity information.

- **Storage Virtualizer External Storage Report does not include LUN and Allocation Information (QCCR1G41574)**

The Storage Virtualizer External Storage Report does not include the number of mapped LUNs, the number of unmapped LUNs, allocated size, and unallocated size for each back end storage system.

- **Stopped Oracle ASM Instances not Counted in Host Unused Capacity and Available White Space Reports (QCCR1G41557)**

Disks that are part of an Oracle ASM disk group are removed from the Host Unused Capacity and Available White Space reports if the Oracle ASM instance is stopped and a Step 3 / Detailed Discovery is run. When ASM is active again, perform a Step 3 / Detailed Discovery operation to restore the expected information to the reports.

- **Back End Storage Dependency Report requires a LUN Mapped to a Host (QCCR1G41438)**

The Storage Dependency Report for Back End Storage does not display external storage dependencies if there are no LUNs from the virtualizer mapped to a host. The report shows the dependencies from the host to the back end storage as long as a LUN is mapped from the storage virtualizer to the host. The management server user interface displays the external storage dependencies of a storage virtualizer even if no LUNs are mapped to hosts.

- **Available White Space Report may show #MULTIVALUE for "White Space Size in GB" (QCCR1G41294)**

In multipath configurations where multipathed disks are not part of the same volume group, the "White Space Size in GB" will list "#MULTIVALUE" in the Available White Space Report.

- **% Allocated in Storage System Capacity Report for EVA, MSA, and 3PAR does not match what is in Capacity Manager (QCCR1G41147)**

The Storage System Capacity Report currently uses raw disk capacity of the storage pools on the EVA, MSA, and 3PAR arrays to determine capacity. Because these arrays use multiple RAID levels per storage pool, post-RAID capacity is not properly represented through the raw disk capacity.

- **LUN Mount Report shows "Internal Volumes" for Storage Virtualizers (QCCR1G41081)**

The LUN Mount Report shows storage for SVSP and IBM SAN Volume Controller as "internal volumes".

The terminology used in the LUN Mount Report is being reviewed and may change in a future release.

- **Host Unused Capacity Report does not show Source Array of EMC LUN masking disks (QCCR1G41244)**

The Unused Capacity Report does not provide the source array of EMC LUN masking disks.

- **Reports Concerning Storage in Oracle ASM Configurations (SE-3557)**

Oracle ASM configurations have not yet been fully modeled within the standard reports provided in the management server user interface. The standard reports do not report used capacity information in Oracle ASM configurations.

- **Chargeback by Organization Report does not Contain Storage Tiers Configured on Storage Volumes (QCCR1G29940 (formerly IEV-25773))**

The Chargeback by Organization Report does not display Storage Tiers that are configured on Storage Volumes. Tiers created on Storage Systems and Storage Pools are reported correctly.

- **Storage-Based Chargeback by Organization Report can Report Extra Storage (QCCR1G29941 (formerly IEV-25774))**

Creating an Organization that contains all storage volumes, another that contains all storage systems, and dividing the storage volumes and storage pools into separate tiers, can result in the Storage-Based Chargeback by Organization Report showing extra Total Capacity for the Organization that contains the storage volumes.

- **Shared Raw Volumes, Shared ASM Disk Group Data Excluded from Total Capacity Chart for a Host Cluster (SE-2344)**

In the management server user interface, the Total Capacity Summary data reported in the Capacity Chart tab for the cluster excludes shared raw volume and shared ASM disk group information.

- **Host Connectivity Report shows HSGs without Initiators (QCCR1G32370 (formerly IEV-27532))**

HSGs without initiators appear in the Host Connectivity Report even though the HSGs are not connected to the host.

- **Capacities for Virtual Arrays Incorrect if Attached Storage is Discovered (SE-3140)**

The aggregated capacity reported for storage arrays is incorrect if virtual arrays, such as the IBM SAN Volume Controller and Hitachi Universal Storage Platform, are discovered by the management server along with the storage arrays hosting the volumes served to the virtual arrays. The volumes are double-counted. This affects the following reports: Storage Array Capacity by Applications; Storage System Array Overhead Utilization; Storage System Array Utilization; Storage System Utilization.

- **System Switch Reports Do Not Have Data if Only Switches Have Been Discovered (QCCR1G28582 (formerly IEV-24813))**

If you discover only switches, the System Switch Reports will not contain any data. When you discover a host or an array attached to those switches, the System Switch Reports will be populated properly.

- **Oracle 10 RAC Shown Twice in OpenVMS Host Dependency Report (QCCR1G28566 (formerly IEV-24801))**

The Host Dependency Report lists Oracle 10 RAC dependencies twice for OpenVMS hosts that are part of a manually built cluster.

- **Events from Tape Libraries are Not Shown in the Event Summary Report (QCCR1G26796 (formerly IEV-23307))**

Although events from tape libraries appear in Event Manager, such events are not displayed in the Event Summary Report.

- **MadCap:conditions="Conditions.HPSA"> Backup Volume Overview Report Missing Data from all Backup Applications (QCCR1G25778 (formerly IEV-22342))**

The Backup Volume Overview Report does not include information from all backup applications. The report includes only information for the last backup application scanned by the management server.

- **Information in some File System Viewer Reports does not include UNC Volumes (QCCR1G21207 (formerly IEV-18342))**

A number of File System Viewer Reports do not include information about UNC volumes: File Server Stale Files Summary; File Server Department; File Server Summary; File Server Summary by Operating System; TopN File Server Summary; TopN Volumes with Stale Files; TopN Volumes with Stale Files by File Server; Volume Details. UNC information is not shown in the Host Utilization Volume Details Report because mounted UNC shares are considered to have zero capacity.

- **Application Viewer is Required to Generate Application Reports (QCCR1G20305 (formerly IEV-17597))**

Application Viewer is required to generate Application reports that include element and system-specific application data, even if a user has access to all elements in the organization.

- **Report Data Might be Missing When Exported to Different Formats (QCCR1G19012, QCCR1G19014, QCCR1G19179, QCCR1G20052, QCCR1G20124 (formerly IEV-16344, IEV-16346, IEV-16506, IEV-17356, IEV-17424))**

Report data might be missing when exported to different formats due to issues in the reporting engine used by the management server. For example on the Applications by Host report, the operating system is incorrectly in HTML format only and some report data is truncated. In the Dependency report for a host, the IP address might be truncated. In a Detail report for a host, the WWN and drive ID information might be missing the final character. These issues have been reported to the report engine development team.

- **Task Dashboard and the Report Cache Refresh Time Stamp (QCCR1G18576 (formerly IEV-15901))**

On the Task Dashboard the time stamp for the last Report Cache Refresh is the last scheduled time for that operation. The manual Report Cache Refresh is not done with a task, so its results and time do not appear on the Task Dashboard.

- **Capabilities Column in HP XP “Details” Report Displays a Text String (QCCR1G11621 (formerly IEV-9949))**

The Capabilities Column in the “Details” Report for HP XP arrays displays a placeholder text string because the details of storage pool capabilities are not reported by the Command View XP SMI software.

- **Missing information in the Asset Details report (QCCR1G31192 (formerly IEV-26731))**

The **Asset Type** field is blank in the Asset Details report.

- **Report Pack: HDS storage system pool details are missing in the Storage System Capacity report (QCCR1G30465 (formerly IEV-26192))**

HDS storage system pool details are not displayed in the Storage System Capacity report.

- **Report Pack: "Last refresh date" is populated before the report initially runs (QCCR1G30302 (formerly IEV-26066))**

The **Last refresh date** field is populated before a report initially runs. You can ignore this value. The Last refresh date field should be blank until you click the **Refresh Data** button.

Reporter, Configuring and Using Reports

This section describes Reporter and general issues with configuring and using reports.

- **Do Not Import a Windows BIAR File on Linux (QCCR1G44041)**

Due to a limitation in the Business Objects software, it is not possible to import a Report Optimizer BIAR file created on Windows into Report Optimizer running on the Linux platform. You will see an error similar to the following: "The service container connected to the server with ID nnnn does not support the service with ID nnnn."

- **Fabric and Switch Contexts Modified (QCCR1G39980)**

Various Fabric and Switch Contexts have been renamed or removed:

- Fabric Storage has been renamed to Fabric-Switch Storage
- Fabric Host Application has been renamed to Fabric-Switch Host Application
- Fabric Host Backup has been renamed to Fabric-Switch Host Backup
- Fabric Host FileServer has been renamed to Fabric-Switch Host FileServer
- The Fabric Switch Context has been removed

- **Uninstalling Report Optimizer from Windows 64-bit can be slow (QCCR1G41528)**

Due to an issue in a vendor-supplied utility, uninstalling Report Optimizer from a Windows 64-bit server may take two hours.

- **Cannot Launch Reporter with IE6 or IE7 if Larger or Largest Text Sizes are Specified (QCCR1G39523)**

The reporting engine will not launch properly if the default text size set for the browser is “Larger” or “Largest”. Internet Explorer 6 and 7 exhibit this issue. As a workaround, set the default text size in the affected browser to be one of the other selections. Internet Explorer 8 does not exhibit this problem.

- **Installation fails after running the BusinessObjects cleanup scripts (QCCR1G37979 (formerly IEV-31182))**

You may be required to run the BusinessObjects cleanup scripts a second time to prepare the system for a reinstall of BusinessObjects. If the installation fails after you run the BusinessObjects cleanup scripts, run the cleanup scripts a second time.

- **Extra directory added after failed installation (QCCR1G37962 (formerly IEV-31172))**

After a failed installation, if you reinstall the product to a different directory, the original installation directory will still be added. It is safe to manually delete this directory.

- **Empty sections of reports overlap other data (QCCR1G35001, QCCR1G35002 (formerly IEV-29526))**

Empty sections of reports sometimes overlap other data in the report. Save the report as an Excel or PDF file to view a properly formatted report.

- **Host volume capacities are incorrect when filtered with the Select Statistics Type filter**

Host volume capacities are incorrect when filtered with the Select Statistics Type filter. If you want to report on the last collection timestamp, none of the statistics type filters or objects need to be included in the query. Use the statistics type filters and objects only when reporting on historical data.

- **Report Optimizer and the management server do not need to be on the same domain**

The Report Optimizer 6.0.0 installation guide incorrectly states that Report Optimizer and the management server must be in the same domain. It is not necessary for both machines to be in the same domain.

- **Uninstalling Report Optimizer does not remove all folders (QCCR1G31334 (formerly IEV-26840))**

The uninstaller for Report Optimizer does not remove files and folders that were modified or created after the installation, such as the jre folder and the “Uninstall_HPSRMReportOptimizer” folder. You can safely leave the files and folders that were not removed by the uninstaller or you can manually remove them.

- **Report Pack: The Prompt window has a number of usability issues (QCCR1G29981, QCCR1G29980, QCCR1G29979, QCCR1G29978, QCCR1G29701 (formerly IEV-25806, IEV-25805, IEV-25804, IEV-25807 and IEV-25590))**

When some of the standard reports run, a Prompt window appears. This Prompt window is missing some field labels, and the Help button does not work correctly.

- **“Windows DEP (Data Execution Prevention) can occasionally close WebIntelligence Report Server” message (QCCR1G31724 (formerly IEV-27121))**

You can safely ignore the following message:

```
Windows DEP (Data Execution Prevention) can occasionally close
WebIntelligence Report Server.
```

- **The elements listed as other on the management server are missing in Report Optimizer (QCCR1G31067 (formerly IEV-26628))**

Events reported under the element type "OTHER" in HP Storage Essentials are not visible from the Universe. There are no reports based on events, hence the Report Pack is not affected.

When generating event-based reports, HP Storage Essentials events reported under "ELEMENT TYPE = OTHER" are not visible through Report Optimizer.

- **Report Pack: An error message is not shown for the Library Utilization Report when the start date occurs after the end date (QCCR1G30113 (formerly IEV-25910))**

If you set the start date to occur after the end date for the Library Utilization report, you are not shown an error message and no data will be retrieved for this report.

- **The email address object provides storage group and user information (QCCR1G30828 (formerly IEV-26467))**

The "email address" object located at **Application > exchange storage groups > exchange stores > exchange mail boxes > email address** returns user login information instead of an email address.

- **Report Pack: Run the Absolute Date Range filter for the Backup sessions report (QCCR1G30209 (formerly IEV-25989))**

The **Specification of relative date range** option does not work for the Backup sessions report. This report should always be run with the absolute date range filter. In the **Select Type** field type **IGNORE**. In the **Select Number** field, type 0.

- **Report Pack: Reports with many elements may not display properly (QCCR1G29708 (formerly IEV-25594))**

If you have many elements in a report, labels and legends in the graph of that report might not appear not properly. To workaround this problem, graphs can be enlarged in the edit mode of the report.

- **Report Pack: In the Top N Aged Files report, text in a prompt window shows as "Top X File Name" instead of "Top N Aged Files" (QCCR1G31581, QCCR1G31582 (formerly IEV-27023))**

When you run the Top N Aged Files report from the Report Pack, a prompt window displays a field labeled **Top X File Name**. The label should read **Top N Aged Files**. The software will run a query for the Top N Aged Files based on the number entered in the Top X File Name field.

- **Some reports do not let you navigate by year (QCCR1G30114 (formerly IEV-25911))**

You cannot navigate by year in the **Collection Time Range** filter in some reports. You are forced to navigate month by month.

- **Start and end dates required for the Backup Sessions report when using the relative date range (QCCR1G30209 (formerly IEV-25989))**

In order to run the Backup Sessions report by using the relative date range, you must provide dummy start and end dates; otherwise, the **Run Query** button is disabled.

- **Top N Reports in Report Optimizer does not work the same way as in HP Storage Essentials (QCCR1G31662, QCCR1G31663, QCCR1G31692, QCCR1G31693 (formerly IEV-27081, IEV-27101))**

In Report Optimizer and in HP Storage Essentials, customers can use a filter called **Top N Reports**. However, this filter works differently in each product:

- **In HP Storage Essentials: The number of records displayed is based on the N value.**

For example, if you select N=10, the total number of records displayed is always less than or equal to 10 based on the number of files in that report criteria.

- **In Report Optimizer: The number of records displayed is based on rank and not the N value.**

If you select N=10, the total number of records displayed can vary from zero to many, based on the number of files present in a particular rank. For example: Assume you have four files of the following sizes: 5 GB, 2 GB, 2 GB, and 1 GB. The four files would be ranked as 1, 2, 2, and 4. The 5-GB file, which is the largest file in the group, is given the ranking of one; the two 2-GB files are given the ranking of two; and the 1-GB file is ranked last.

Support

You can visit the HP Software support web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

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