HP BSA Essentials

For the Red Hat Enterprise Linux operating system

Release Notes

Software version/date: 9.10/August 2011

Document release date: April 5, 2012

This document provides an overview of the changes made to HP BSA Essentials for the 9.10 release. It contains important information not included in the guides or online help.

Contents

What is New in This Release?

Installation Related Features

- Installation

  The installation process is now easier and can be done via a graphical installer in X Window System or an improved command-line installer. You can also set more options during installation, so you do not have to configure them later.

  See "Installing BSA Essentials" in the *BSA Essentials Installation Guide* for more information.

- Upgrade

  Upgrading BSA Essentials from 2.01 to 9.10 is as simple as upgrading your desktop applications. The installation script automatically detects if you have BSA Essentials 2.01 installed and performs an upgrade. You must still use HP Professional Services or a certified consultant to perform an upgrade as noted in Upgrade Information in this document.

  See "Upgrading BSA Essentials" in the *BSA Essentials Installation Guide* for more information.

- Uninstall

  Previously, this was a completely manual process and now it is done automatically. Simply run the uninstall script, and then run a second script to remove the database instance. You also have the option of removing the database instance manually, with instructions provided for the database elements that can be removed.

  See "Uninstalling BSA Essentials" in the *BSA Essentials Installation Guide* for more information.

Database

- Database Instance Creation from Command Line

  It is now possible to create a database instance from the command line in one of two ways, namely, using the installer program or using an interactive script.

  See "Creating the Database Instance from the Command Line" in the *BSA Essentials Installation Guide* for more information.

- Database Instance Creation from SQL Scripts

  The process of creating a customized Oracle database instance directly from SQL scripts has been fully tested and documented. See "New Custom Database Creation White Paper" in the Documentation subsection in this section.

NOTE: The Oracle database software must be installed on your system before you can create a database instance in either the single server or dual server – database instance installation configuration. In dual server configuration, if the Oracle database software is not installed on your database server, only the install BSA Essentials Core Server option will be available.

Backup and Restore

The proper backup and restore procedures for BSA Essentials on Linux are now documented in the BSA Administrator Guide. This information includes which directories and database information should be backed up on a regular basis, and the sequence to follow if you need to restore your servers and retrieve missing information.

See "Backing Up BSA Essentials on Linux" in the *BSA Essentials Administrator Guide* for more information.

Password Encryption

To comply with security requirements, all datasource passwords and the keystore passphrase are stored in encrypted format in the configuration and properties files. In order to re-encrypt passwords and the keystore passphrase in the event that you need to modify them, an encryption command line tool is available that allows you to re-encrypt them after modification.

See "Core Server Administration" in the *BSA Essentials Administrator Guide* for more information on encrypting passwords.

Monitoring BSA Essentials

A monitoring package is now included with BSA Essentials, which helps you stay on top of key information about your server and quickly solve problems if they occur.

See "Monitoring BSA Essentials" in the *BSA Essentials Administrator Guide* for more information.

New Platform Support

BSA Essentials now supports additional versions of Red Hat Enterprise Linux and Oracle Enterprise and Standard.

NOTE: In this release, Red Hat Enterprise Linux is the only operating system that is supported for BSA Essentials. Solaris is not supported in this release.

See the *BSA Essentials Platform Support* document for more information. See Supported Environments for the exact location of this document.

Documentation

- New Troubleshooting Guide

  A new Troubleshooting Guide has been introduced in this release. It contains solutions to several common issues and provides tips and information to help prevent problems from occurring. The help topics included in the guide are also incorporated in the online help for the product.

- New Custom Database Creation White Paper

  A new white paper is available explaining how to create a custom Oracle database instance directly from SQL scripts. This document is included in the `db_utils.tar` file located in the root directory of the distribution media for this product.

- Addition of BusinessObjects Guides

  As a convenience, relevant BusinessObjects user guides have been included on the distribution media of this product. They are also available on the BSA Essentials server once you have installed the product. These guides are located in the `/opt/HP/BSAE/manuals/BusinessObjects` directory on the server and are located in the `docs/BusinessObjects` directory on the distribution media.

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

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

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

NOTE: To view files in PDF format (`*.pdf`), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:
http://www.adobe.com/

Installation Notes

Installation requirements and instructions are found in the *BSA Essentials Installation Guide*, provided in PDF format in the `/docs` directory on the distribution media for this product. After installation the document can be found in `/opt/HP/BSAE/manuals` directory on the BSA Essentials Server. It is also available for download on the Self-Solve site at http://h20230.www2.hp.com/selfsolve/manuals.

NOTE: Installation of BSA Essentials is *not* supported on virtual machines.

Assembling the ISOs

The electronic distribution of BSA Essentials 9.10 comes on three 2 gigabyte ISOs. When using the electronic distribution, you must unpack all three ISOs and reassemble them into a single distribution before you can install the product. The contents of the ISOs just need to be copied to a single folder with at least 5 gigabytes of storage before installation can begin.

In order to rebuild the electronic distribution, perform the following steps as root:

1 `mkdir disk1`

2 `mkdir disk2`

3 `mkdir disk3`

4 `mount -o loop T9238-15000-01.iso disk1`

5 `mount -o loop T9238-15000-02.iso disk2`

6 `mount -o loop T9238-15000-03.iso disk3`

7 `ls disk1`

   `bsae-healthcheck-bin.tar.gz  db_utils.tar  docs  install.bin  License`

8 `ls disk2`

   `boinst.tar`

9 `ls disk3`

   `bosp2.tar`

10 `mkdir image`

11 `cp disk1/* image`

12 `cp disk2/* image`

13 `cp disk3/* image`

14 `cd image`

15 `./install.bin`

16 `umount disk1`

17 `umount disk2`

18 `umount disk3`

Required Client Libraries for Oracle 11g Release 2

If you plan to use the Oracle 11g Release 2 (11gR2) database as your database server, you must install the 32-bit Oracle client on your system in the correct location. For instructions on how to accomplish this task, refer to the Before You Install BSA Essentials > Required Client Libraries for Oracle 11g Release 2 section in the "Pre-Installation Requirements" chapter in the *BSA Essentials Installation Guide*.

Oracle Database Upgrade Caveat

If you plan to upgrade your Oracle database software after installing BSA Essentials on a single-server installation, you must maintain the same value for $ORACLE_HOME even though the Oracle upgrade procedure indicates that you should change this value. If you change this value, BSA Essentials will not function correctly.

Upgrade Information

NOTE: If you are upgrading to BSA Essentials 9.10 from a 2.01 installation, the upgrade is not customer self-installable. All production BSA Essentials upgrade deployments must be installed by an HP Professional Services team or certified consultant to be eligible for official HP support. This caveat *does not apply* to new customers installing 9.10 for the first time. A new 9.10 install of BSA Essentials is fully customer self-installable.

Manual Rollback after Partial Install

If you abort the installation, you must manually remove all of the files laid down by the installation to the point of failure before you can attempt a new installation.

The files you must remove are located in the following directories:

- /opt/opsware/omdb

- /opt/HP/BSAE

- /var/opt/opsware/omdb

- /var/log/opsware/omdb

- /var/opt/opsware/crypto/omdb

- /etc/opt/opsware/omdb

- /tmp/.oracle

- /var/tmp/.oracle

- /var/log/HP/BSAE

You must also remove the database instance by following the instructions in the "Removing the BSA Essentials Database Instance" section of the *BSA Essentials Installation Guide*.

Fixed Defects

The following defects have been fixed in this release.

RESOLVEDInstalling BSA Essentials on a server with an AMD Opteron processor sometimes fails

PROBLEM:	BSA Essentials installation may fail in rare cases on an AMD Opteron-based server. HP has noticed one instance of such install failure on system with an Opteron processor.

RESOLVEDA Cooper Exception error may display in a search result

PROBLEM:	Running an Advanced Search with a filter operator of either Contains, or Does Not Contain, and a filter value containing one or more blank spaces as the entire value, may cause a Cooper Exception error to display as the search result. If the user running the search or report has a security boundary that has one or more blank spaces as the entire value of a Contains or Does Not Contain constraint, a Cooper Exception error may also result.

RESOLVEDUnable to Search for SAS Device Group, NAS Device Group or SAS Server

PROBLEM:	When you search for a SAS (SA) Server Group and the query contains the relationship "Parent of SAS Server Group", then the search does not yield accurate results. The same behavior is observed for:
	• NAS Device Group containing the relationship "Parent of NAS Device Group"
	• SAS Server containing the relationship "Processed by SAS Jobs"
	Also when you search for SAS Servers and the query contains "Processed by SAS Job", then the search does not return any results. The same behavior is also observed for the Item Browser.

Known Problems, Limitations, and Workarounds

The following are known issues in this release.

BO - Add > Crystal Reports action in UI generated 404 error

PROBLEM:	When attempting to add Crystal Reports in the Reports tab, the following 404 error is generated: HTTP Status 404 - /CrystalReports/uploadset.do.
CAUSE:	BSA Essentials does not support integration of Crystal Reports into SAP BusinessObjects, hence the requested resource (/CrystalReports/uploadset.do) is not available.
WORKAROUND:	None.

Connecting to multiple BSA Essentials core servers can lead to an invalid session

PROBLEM:	You may encounter an invalid login session when there are multiple sessions occurring simultaneously. As a result, you are unable to log out or re-login and an exception is thrown when you click the login button.
CAUSE:	Not known.
WORKAROUND:	You must restart the BSA Essentials server or you must clear the browser.

Cannot change BO folder permissions using Internet Explorer

PROBLEM:	In Internet Explorer, when you log in to the Web Client as a user who has the proper permissions to manage the folder permissions, you cannot modify the folder permissions. When you click on the Modify Folder Permissions button, the window to perform this task is not displayed, no error message is displayed, and no errors are present in the `server.log` file.
CAUSE:	In Internet Explorer, this event is undefined and prevents the folder permission popup window from displaying.
WORKAROUND:	Use Firefox to change BO folder permissions.

Message for using uninstallDatabase.sh is displayed after rollback is finished

PROBLEM:	When an installation of BSA Essentials fails unexpectedly and enters a rollback mode, the user is presented with a panel at the end of rollback that indicates that they need to uninstall the database using "uninstallDatabase.sh." This file will not be on the system once the rollback is complete so the user might waste time searching through the file system for a non-existent file.
CAUSE:	Problem in rollback script. It needs to be modified to display the correct message.
WORKAROUND:	The user should ignore the message displayed in the panel and follow the directions for uninstalling the product and cleaning up the database that are found in the BSA Essentials Installation Guide.

Empty error message displayed when user without write privileges tries to view report properties

PROBLEM:	In Internet Explorer, when a user who has only read privileges tries to view report properties, an empty error box is displayed.
CAUSE:	In Internet Explorer, this event is undefined.
WORKAROUND:	Use Firefox to view report properties.

After uninstall of BSA Essentials 9.10 from upgraded 2.01, 'the -install' is failing with "Reporting Administration Feature failed"

PROBLEM:	If you attempt to uninstall a 9.10 system that has been upgraded from 2.01 BSA Essentials system, the uninstall is incomplete.
CAUSE:	Not all the old packages and directories are removed.
WORKAROUND:	You must manually remove the packages and directories that have been left on the system. You should verify the version numbers for the rpm packages before executing the rpm commands to remove the unwanted packages. You can run the `rpm -qa` command and search for the strings "OPSW" and "bsae-*" to discover the correct version numbers. In addition, if a package has errors during uninstall, use the `"--noscript"` option on the rpm command line.

Input data type control not implemented across administrative area

PROBLEM:	Input data type control is not implemented across the administrative area. It is possible for you to enter invalid special characters in various input fields. This is not prevented and no warning messages are displayed.
CAUSE:	Mechanisms have not yet been implemented in the BSA Essentials GUI that prevent the input of invalid special characters.
WORKAROUND:	You must avoid using invalid special characters in the: Username, User Group Name, Cross Device Group Name, Cross Job Group Name, Cross Policy Group Name, First Name, Last Name, Description input fields. The data type for these input fields should be ALPHANUMERIC (0_9, a-z, A-Z) only.

No warning message for unsaved changes in the administration area

PROBLEM:	No message or warning is displayed for saving changes performed in the administration area (for user or group) if the user navigates to another area after the modification is performed and as a result, the modifications are lost.
CAUSE:	Mechanisms have not yet been implemented in the BSA Essentials GUI to display warning message.
WORKAROUND:	You must remember to save your changes before navigating to another administrative area in the BSA Essentials GUI.

Password Rule information is not correctly reported for NA Devices

PROBLEM:	The password rule is not being reported correctly and as a result, the report is empty (a message is displayed stating there is no data to retrieve).
CAUSE:	Password rules are reported only when they are applied to a specific device group. Password rules which are defined based on IP Range or Hostname are not reported.
WORKAROUND:	You must use a specific device group rather than an IP range or hostname for correct reporting for NA devices.

BSA Essentials installer does not validate length of keystore passphrase

PROBLEM:	When installing BSA Essentials via the GUI or the console mode, the install will fail if the keystore passphrase specified is not at least 6 characters in length. There is no warning check regarding the required length of the keystore passphrase.
CAUSE:	Keystore passphrase length verification has not been implemented in the installer.
WORKAROUND:	Ensure that the keystore passphrase is at least 6 characters in length.

cmdb_appl user is locked after changing passwords if wait some time between steps

PROBLEM:	If you wait about 20 to 30 seconds after changing the Oracle user passwords and before running the BOPassword script, the oracle user, cmdb_appl can become locked.
CAUSE:	This is a corner case timing issue.

WORKAROUND:	1. Unlock the cmdb_appl user by executing following SQL statement:
	`ALTER USER CMDB_APPL ACCOUNT UNLOCK;`
	2. Restart BSA Essentials services by executing the following commands:
	`/etc/init.d/opsware-omdb restart`
	`/etc/init.d/bsae-bo restart`

Java logs unknown major Oracle version error on BSA Essentials startup when connected to Oracle 11g

PROBLEM:	On a system connected to Oracle 11g, when BSA Essentials 2.01 services start up, the following message is logged:
	`javax.persistence.PersistenceException: org.hibernate.HibernateException: unknown Oracle`
	`    major version [11] at org.hibernate.ejb.Ejb3Configuration.buildEntityManagerFactory`
	`    (Ejb3Configuration.java:737)`

CAUSE:	The error message is caused by an unused jar file.
WORKAROUND:	It is a benign error that can be ignored.

Customer is unable to do a date filter on the field 'Last Agent Report' without getting an error. 11g

PROBLEM:	The customer gets the following database error when trying to use a date filter on the field "Last Agent Report": A database error occurred. The database error test is: ORA-01843: not a valid month. (WIS 10901).
CAUSE:	Incorrect values are being passed to Oracle's date format.
WORKAROUND:	The error cannot be resolved until the product moves to SAP BuisinessObjext xp3.

Loader errors occur while processing data files related to SA audits that contain the & character in their name

PROBLEM:	An error occurs when the Loader processes the data files that contain the ampersand character. The files are moved into the failures directory. The error presented in the log file is: "ERROR Exception thrown while processing file: The entity name must immediately follow the '&' in the entity reference."
CAUSE:	The ampersand character is not correctly escaped.
WORKAROUND:	Do not use the '&' character or any other valid xml tokens in the 'Name' field in the SA UI in Library -> Audit Remediation -> Audits Or in Snapshot Specifications. Characters and strings that should be avoided are &, <, >, ", ', \ The same applies to any custom SA scripts/extensions.

User with adequate rights is unable to modify personal/public folder permissions

PROBLEM:	A user having adequate rights cannot modify personal and public folder permissions that are not under the BSAE folder tree receiving the following message: "You do not have permission to perform this function."
CAUSE:	This is working as designed. The personal folders and public folders not under BSAE folder tree are off limits to BSAE folder modifications.
WORKAROUND:	None. Folder permissions modifications are only available under the BSAE folder tree.

Remote connection to db instance fails using service name configured at install time

PROBLEM:	After installing the BSA Essentials database instance, a remote connection using the service name configured at install is not possible. It does not matter if the service name configured is custom or default. Tnsnames.ora file contains two entries, one with bsaedb and one with the service name you specified at install time and the only functional service name for remote connection is bsaedb.
CAUSE:	See WORKAROUND.
WORKAROUND:	Suggested fix is to change the mapping to have two names as shown in the following example:

```
SID_LIST_LISTENER=
  (SID_LIST=
    (SID_DESC=
        (GLOBAL_DBNAME=bsaedb)
        (SID_NAME=bsaedb)
        (ORACLE_HOME=/u01/app/oracle/product/10.2.0/db_1)
    )
    (SID_DESC=
        (GLOBAL_DBNAME=bsaedb.world)
        (SID_NAME=bsaedb)
        (ORACLE_HOME=/u01/app/oracle/product/10.2.0/db_1)
    )

  ).
```

As installed, only the following is supplied:
```
SID_LIST_LISTENER=
  (SID_LIST=
    (SID_DESC=
        (SID_NAME=bsaedb)
        (ORACLE_HOME=/u01/app/oracle/product/10.2.0/db_1)
    )
  )
```

Incorrect value for Database Service Name is not detected during core server install

PROBLEM:	Incorrect value for Database Service Name is not detected during core server install. The install continues and no error message is displayed for non-valid Database Service Name set.
CAUSE:	Since the service name is not exposed, validation is not possible.
WORKAROUND:	You can avoid this error by using the SID during installation.
	Alternatively, you can fix the service name by using the WORKAROUND information in the preceding known issue (Remote connection to db instance fails) before you start the core installation.
	Note: This error can occur only during a dual server installation.

Extra dot and space character in SQL command to create spfile (step 7) in db instance creation doc

PROBLEM:	In the *Creating BSA Essentials Oracle Database Instance with SQL Scripts* document contained in the `db_utils.tar` file, there is an extra dot and space character in the SQL statement described in Step 7 - Create the SPFILE for the Instance.
CAUSE:	Typo in documentation.
WORKAROUND:	Remove the extra dot and space character when executing this SQL command.

HPLN import fails for stream bsae.sa_reports on BSA Essentials 9.10 upgrades

PROBLEM:	After upgrading from a 2.01 system with a custom database install (which includes any customer on Oracle 11g), you will be unable to install HPLN updates. You will see the following error message: 2011-07-19 12:55:39,170 live-network-connector:ERROR : Result status message: Deployment failed due to unexpected exception: For input string: "X": For input string: "X""
CAUSE:	Some incorrectly named indexes are created during a 2.01 custom database install, which cause HPLN updates to fail.

WORKAROUND:	You must first delete and then recreate the set of database indexes by running the following SQL statements:
	
	`drop index cmdb_data.SA_SVR_SW_RESULTS_IDX;`
	
	`drop index cmdb_data.SA_SVR_SW_COMP_SUM_IDX;`
	
	`drop index cmdb_data.SA_SVR_PATCH_RESULTS_IDX;`
	
	`drop index cmdb_data.SA_SVR_PATCH_COMP_SUM_IDX;`
	
	`drop index cmdb_data.SA_SVR_AUDIT_RESULTS_IDX;`
	
	`drop index cmdb_data.SA_SVR_AUDIT_COMP_SUM_IDX;`
	
	`drop index cmdb_data.SA_SVR_APPINST_COMPSUM_IDX;`
	
	`drop index cmdb_data.SA_SVR_APPCFG_RESULT_IDX;`
	
	`create index cmdb_data.sas_svr_audit_comp_sum_ix9 on cmdb_data.sas_svr_audit_comp_sum(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.SAS_SVR_APP_INST_COMP_SUM_IX9 on cmdb_data.sas_svr_app_inst_comp_sum(compliance_summary_id)  TABLESPACE CMDB_DATA;`
	
	`create index cmdb_data.sas_svr_sw_comp_sum_ix9 on cmdb_data.sas_svr_sw_comp_sum(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.sas_svr_patch_comp_sum_ix9 on cmdb_data.sas_svr_patch_comp_sum(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.sas_svr_patch_results_ix9 on cmdb_data.sas_svr_patch_results(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.sas_svr_sw_results_ix9 on cmdb_data.sas_svr_sw_results(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.SAS_SVR_APP_CFG_RESULTS_IX9 on cmdb_data.sas_svr_app_cfg_results(compliance_summary_id)  TABLESPACE CMDB_DATA ;`
	
	`create index cmdb_data.sas_svr_audit_results_ix9 on cmdb_data.sas_svr_audit_results(compliance_summary_id)  TABLESPACE CMDB_DATA ;`

Supported Environments

Environments supported for installing BSA Essentials are listed in the *BSA Essentials Platform Support* document provided in PDF format in the /docs directory on the distribution media for this product. After installation the document can be found in /opt/HP/BSAE/manuals directory on the BSA Essentials Server. It is also available for download on the Self-Solve site at http://h20230.www2.hp.com/selfsolve/manuals.

Integration with Other HP Software Solutions

Information about integration with other HP Software solutions is included in the *BSA Essentials Platform Support* document. See Supported Environments for the exact location of this document.

Support

You can visit the HP Software support web site at:

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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