

# HP Storage Essentials and Reporter

## Service Pack 9.5.1 Release Notes

Release notes generated: Tuesday, March 27, 2012

This document provides release note information for HP Storage Essentials version 9.5.1. It contains important information not included in the manuals or in the online help.

Be sure to download the latest version of the 9.5.1 Release Notes before starting the 9.5.1 service pack installation. The updated release notes on the web are updated with latest available information.

The following topics are covered in these release notes:

- [Intended Audience below](#)
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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 9.5.1 Storage Performance Management Guide*
- *HP Storage Essentials SRM 9.5.1 Installation Guide*
- *HP Storage Essentials SRM 9.5.1 User Guide*
- *HP Storage Essentials SRM 9.5.1 Application Guide*
- *HP Storage Essentials SRM 9.5.1 CLI Guide*

- *HP Storage Essentials SRM 9.5.1 File System Viewer Guide*
- *HP Storage Essentials SRM Report Optimizer 9.5.1 Creating Reports Guide*
- *HP Storage Essentials SRM Report Optimizer 9.5.1 Report Database Guide*
- *HP Storage Essentials SRM Report Optimizer 9.5.1 Report Quick Start Guide*
- *HP Data Protector Reporter 9.5.1 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 9.5.1 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](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 9.5.1

Build note: The Build Number of this release, 9.5.1, 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.

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](#).

You can find the version of the BIAR file that you currently have by right-clicking the Report Pack Folder and selecting **Properties** in Report Optimizer.

- **Major Changes in 9.5.1 include**

- New Features:**

- Performance Metrics and Performance Reports for 3PAR, IBM SVC and V7000. This new functionality requires a purchase of the Performance Pack license for 3PAR (F-series, S-series, and T-series) and the Performance Pack Enterprise license for 3PAR (V-series), IBM SVC and IBM V7000.
    - New Element Topology Filter. HP Storage Essentials now provides a maximum number of Element Topology paths to display” field in the System Manager and Element Topology Preferences section of the User Preferences tab. This new field enables you to specify the maximum number of paths you want displayed in Element Topology views. In environments with arrays of tens of thousands of mounted and unmounted storage points, using this filter gives you the ability to build topology maps faster and show deeper path levels for elements associated with hosts.
    - Two new properties for improving the loading of the topology and the backup details collection time in Backup Manager:
      - backup.loadBackupJobStatus – This property enables an administrator to stop the loading of the last job status for the backup hosts. By default, Backup Manager displays the last job status for every host in its topology. The last job status is a status flag on every backup host, which denotes whether the last job run on the host was successful, failed, or partially successful. In large backup environments, it may take very long time for loading the backup topology. So by setting this property to value False, the loading of last job status can be skipped, enabling Backup Manager to load the topology faster.
      - backup.skipDPRStatCalculations – This property enables an administrator to skip the HP Data Protector Reporter’s summary and statistics calculations which are computed as part of the Get Details (backup details). This property improves the backup details collection time.
    - Support for 64-bit clients on Red Hat was added. Although SUSE Linux 64-bit clients are not supported, 32-bit clients on SUSE Linux are supported.
    - HPX9000 now appears as an element type on the Add or Remove Storage Elements page. The Storage Systems tab lists all the discovered HP X9000 devices in the management server. The Storage Volumes tab lists all the available file systems for a selected HP X9000 system in the Storage Systems tab. No information is available for HP X9000 systems under the Storage Pools tab.
    - HP Storage Essentials now provides a CIM extension for Red Hat Linux AS/ES 6.0 U1, U2 (x86, x64). Refer to the *HP Storage Essentials 9.5.1 Installation Guide* for the installation steps.

- Updates to Capacity Manager:
  - New statistics that calculate free space for each storage system based on unallocated space and amounts of provisioned physical space are now shown in the Post-RAID Allocation tab as Actual Mapped and Actual Unmapped.
  - For storage systems that support thin provisioning, statistics for the amount of space consumed by volumes is shown in the Post-RAID Usage tab as Actual Used Mapped and Actual Used Unmapped.

#### 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
- Support for modifying the server.xml file on Tomcat to secure the management server from random access is no longer supported. Use a firewall product to control the access to the management server.

## Requirements for Installing HP Storage Essentials 9.5.1

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.

### Installing Service Pack 9.5.1

Service Pack 9.5.1 can only be installed on servers running version 9.5.0 of HP Storage Essentials.

### Service Pack 9.5.1 Components

Service Pack 9.5.1 includes the following required components. The installation of each component is required unless it is noted as optional.

- ManagementServer - This directory contains the following installation files:

- Windows

`SP_9_5_1.exe`

- Linux

`SP_9_5_1.bin`

- CimExtensions - This directory contains the following subdirectories:

**Important:** Each subdirectory includes a complete CIM extension that can be installed on a new host; a previous version of the CIM extension is not required. All operating systems except Microsoft Windows require that previous versions of the CIM extension be removed before installing the CIM extension from the service pack.

- AIX
    - HPUX
    - linux
    - Solaris
  - Solaris-x86
  - Windows
- ReportPatch - This directory contains files for updating the BIAR file and the report database schema. You will be using the following files to update Reporter, as described in [Steps for Installing the Service Pack below](#).
    - Windows
      - ReportPatch\_9\_5\_1.exe
    - Linux
      - ReportPatch\_9\_5\_1.bin

## Prerequisites for Installing the Service Pack

- Make sure your user account belongs to the local Administrators group.
- If you changed the Administrator user name for Report Optimizer, revert the name to "Administrator" before doing the upgrade. Do not modify the Administrator user name until after you have imported the BIAR file, after the upgrade; otherwise, you will not be able to import the BIAR file.

## Steps for Installing the Service Pack

Follow these steps to install the files for the service pack:

- [Step 1 – Read the Latest Support Matrix and Release Notes on next page](#)
- [Step 2 – Export Your Database and Create a Backup on next page](#)
- [Step 3 – Upgrading to the 9.5.1 HP Storage Essentials Management Server on page 7](#)
- [Step 4 – Export Your BIAR File on page 8](#)
- [Step 5 – Upgrade Reporter on page 10](#)
- [Step 6 – If the Installation Fails, Import the 9.5.1 BIAR File Manually on page 11](#)
- [Step 7 – Install or Upgrade the CIM Extensions on page 13](#)

Print the following table and use it to track your progress. Each time you complete a step, check off the step in the "Did You Complete This Step?" column.

Installation Checklist for 9.5.1

Step	Need More information?	Did You Complete This Step?
Read the latest support matrix and release notes.	<a href="#">Step 1 – Read the Latest Support Matrix and Release Notes on next page</a>	
Export your database and create a backup.	<a href="#">Step 2 – Export Your Database and Create a Backup on next page</a>	

Step	Need More information?	Did You Complete This Step?
Upgrade the HP Storage Essentials management server.	Step 3 – Upgrading to the 9.5.1 HP Storage Essentials Management Server on the facing page	
Export your BIAR file.	Step 4 – Export Your BIAR File on page 8	
Upgrade Reporter.	Step 5 – Upgrade Reporter on page 10	
If the installation fails, import the 9.5.1 BIAR file manually.	Step 6 – If the Installation Fails, Import the 9.5.1 BIAR File Manually on page 11	
Install or upgrade the CIM extensions.	Step 7 – Install or Upgrade the CIM Extensions on page 13	

### Step 1 – Read the Latest Support Matrix and Release Notes

Read the Build 9.5.1 Support Matrix included in the service pack installation files for important information about the new features provided in this service pack and any additional system requirements.

Be aware that the support matrix for 9.5.1 is installed on the management server once the service pack installation is complete. You can locate the support matrix for 9.5.1 at the top level of the service pack installation file directory to view the document before it is installed on the management server. The Build 9.5.1 Support Matrix overwrites the previous support matrix when the SP1 installation is done.

These release notes are updated frequently with late breaking information. See [Accessing Updated Documentation on page 2](#) for the latest edition before continuing with this service pack installation. A date stamp is provided on the release notes so that you can differentiate earlier versions.

### Step 2 – Export Your Database and Create a Backup

Export and back up your database before you install Build 9.5.1, as described in the following steps (based on your HP Storage Essentials 9.5.0 installation option and the operating system platform).

#### Windows

1. Stop the AppStorManager service on the management server by setting the Startup Type to Manual and then rebooting the server.
2. Use the Database Admin Utility to export your database. See "Accessing the Database Admin Utility" in the user guide for more information.
3. Continue to [Step 3 – Upgrading to the 9.5.1 HP Storage Essentials Management Server on the facing page](#).

#### Linux

1. Set your environment variables in HP Storage Essentials by entering the following at the command prompt on the management server: `eval ` /opt/<-productname>/install/usersvars.sh`where <productname> is the directory containing the software. It is defined by $APPIQ_DIST. You must include the back quotes around the full path to usersvars.sh in the command.`
2. Stop the AppStorManager service by entering the following at the command prompt: `# /etc/init.d/appstormanage stop`
3. Use the Database Admin Utility to export your database. See "Accessing the Database Admin Utility" in the user guide for more information.

4. Continue to [Step 3 – Upgrading to the 9.5.1 HP Storage Essentials Management Server on the facing page.](#)

### Step 3 – Upgrading to the 9.5.1 HP Storage Essentials Management Server

To upgrade to the 9.5.1 HP Storage Essentials management server:

#### Windows

1. Download SP1 from the HP website: <http://support.openview.hp.com/selfsolve/patches>.
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 **9.5.1** in the Product Version list box.
5. Select **Windows** in the Operating System list box.
6. Click **Search**.
7. Click the **Service Pack 1** link.
8. Click the **DOWNLOAD PATCH** link.
9. Save the zip file to a local directory when prompted by the Web browser, and then run the md5sum program to verify the bits were downloaded correctly.
10. Extract the zip file. Make sure the file you extract to contains only alphanumeric characters and underscores.
11. The AppStorManager service might have already been stopped if you previously backed up the database. If the service is still running, stop the service by setting the Startup Type to Manual in the Services window, and then rebooting the server.
12. On the server running version 9.5.0 of the HP Storage Essentials management server, double-click the `SP_9_5_1.exe` file in the following directory: `<extraction_dir_for_zip_file>\ManagementServer\Windows`. Follow the installation instructions.
13. Restart the server. First change the Startup Type for the AppStorManager service to Automatic. Then, restart the server.

#### Linux

1. Download SP1 from the HP website: <http://support.openview.hp.com/selfsolve/patches>.
2. Select **storage essentials srm** in the Product list box.
3. Select **9.5.1** in the Product Version list box.
4. Select **Linux** in the Operating System list box.
5. Click **Search**.
6. Click the **Service Pack 1** link.
7. Click the **DOWNLOAD PATCH** link.
8. On the server running version 9.5.0 of the HP Storage Essentials management server, save the zip file to a local directory when prompted by the Web browser, and then run the md5sum program to verify the bits were downloaded correctly.
9. Extract the zip file. Make sure the file you extract to contains only alphanumeric characters and underscores.
10. The AppStorManager service might have already been stopped if you previously backed up the database. If the service is still running, stop the AppStorManager service on the management server by entering the following command at the command prompt: `# /etc/init.d/appstormanager stop`
11. Give execute permission to the `SP_9_5_1.bin` file by entering the following command at the command prompt: `chmod 744 SP_9_5_1.bin`

12. Start an X server and set your display environment variable appropriately. For details, see the "Accessing the Linux Host" section of the "Installing the Management Server on Linux" chapter in the *HP Storage Essentials Installation Guide*.
13. In the same shell/window where you used the `eval` command with the `uservars.sh` script, execute the `SP_9_5_1.bin` file in the following directory by using the `LAX_VM` command:  

```
<extraction_dir_for_zip_file>/ManagementServer/Linux/SP_9_5_1.bin LAX_VM  
<installed_dir>/jre/bin/java.
```

The `LAX_VM` command forces SP1 to use the version of Java that is installed with the management server.
14. Follow the installation instructions.  

The AppStorManager service is restarted automatically.

#### Step 4 – Export Your BIAR File

Export your current BIAR file before running the installer for Reporter. You can find the version of the BIAR file that you currently have by right-clicking the Report Pack Folder and selecting **Properties** in Report Optimizer.

#### Windows

To export your BIAR file on Windows:

1. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**. The Source environment window displays.
2. Ensure that BusinessObjects Enterprise XI Release 3.x is selected in the Source drop-down menu. Ensure that the server is entered in the CMS Name box. Enter the user name and password, and click **Next**. The Destination environment window displays.
3. Select **Business Intelligence Archive Resource (BIAR) File** from the Destination drop-down menu. Click the ... button, browse to the directory where you would like to save the file, and specify a file name. Click **Open**. Click **Next**. The Select objects to import window displays.
4. Select all of the checkboxes. Click **Next**.
5. The Users and Groups window displays. Select all of the groups and users. Do not select groups that contain selected users. Click **Next**.
6. The Custom Access window displays. Keep the default settings. Click **Next**.
7. The Categories window displays. Select all of the checkboxes. Click the "Import all objects that belong to the selected categories" checkbox. Click **Next**.
8. The Folders and Objects window displays. Select the reports you want to backup. Select the Import all instances of each selected object checkbox. Click **Next**.
9. The Categories window displays. Select all of the checkboxes. Click the "Import all objects that belong to the selected categories" checkbox. Click **Next**.
10. The Select application folders and objects windows displays. Select all of the folders. Click **Next**.
11. The Import options for universes and connections window displays. Select the **Import all universes and all connection objects** radio button. Select the **Keep universe overloads for imported users and groups** checkbox is selected. Click **Next**.
12. The Universe folder and universes window displays. Ensure that the Report Connector checkbox is selected, and click **Next**.
13. The Import Options for Publications window displays. Keep the default options. Click **Next**.



14. A note on importing reports displays. Click **Next**.
15. The Ready to Import window displays. Validate the items which are ready to be exported. **Note:** All of the report templates you are exporting show up as objects to be exported.
16. Click **Finish**. The Import Progress window displays. When it completes, click **Done**. The custom reports, groups, users, access levels, Report Pack folder, and universe are exported to a BIAR file.

## Linux

To export your BIAR file on Linux:

1. Copy the following text and save it to a file named `exportBiarFile.properties` in the installation directory, `/opt/HP/ReportOptimizer`, for example:

```
properties file for BO XI R3 Biar Engine # properties used to export
ReportPackage_9_5_0.biar

action=exportXML

exportBiarLocation=, /opt/HP/ReportOptimizer/ReportPackage_9_5_0.biar

userName=Administrator

password=

authentication=secEnterprise

exportDependencies=true

CMS=<Name of the server running Report Optimizer:6400

includeSecurity=true

stacktrace=true

exportQueriesTotal=8

exportQuery1=select * from CI_INFOOBJECTS WHERE SI_KIND='Folder' and (SI_
NAME='Root Folder' or SI_NAME='Report Pack')

exportQuery2=select * from CI_INFOOBJECTS WHERE SI_KIND='Webi' and SI_
ANCESTOR=9864

exportQuery3=select * from CI_APOBJECTS WHERE SI_KIND='Universe' and SI_
NAME='Report Connector'

exportQuery4=select * from CI_APOBJECTS where SI_KIND='WebIntelligence'

exportQuery5=select * from CI_SYSTEMOBJECTS WHERE SI_KIND='UserGroup' and
SI_NAME='SE Reports'

exportQuery6=select * from CI_SYSTEMOBJECTS WHERE SI_KIND='User' and SI_
NAME='ReportUser'

exportQuery7=select * from CI_SYSTEMOBJECTS WHERE SI_KIND='Folder' and
SI_NAME='Servers'

exportQuery8=select * from CI_SYSTEMOBJECTS WHERE SI_KIND='Folder' and
SI_NAME='Users'
```

2. Change the following properties:
  - `exportBiarLocation`. Make sure the property points to the path for the BIAR file you want to export, for example `/opt/HP/ReportOptimizer/ReportPackage_9_`

5\_0.biar.

- `password`. The password for accessing Report Optimizer.
- `CMS`. Provide the IP address or DNS name of the server running Report Optimizer.
- `SI_ANCESTOR`. Change the default value of 9864 to the ID used by your instance of Report Optimizer. You can obtain your ID from the Report Pack folder properties page. To access the properties page:
  - i. Click **Document list** in Report Optimizer.
  - ii. Expand **Public Folders**.
  - iii. Select the **Report Pack** folder.
  - iv. Right-click **Properties** and select **ID**.

Do not change the value of the `userName` property.

3. Open a command line window and go to the installation directory for Report Optimizer, ,  
`/opt/HP/ReportOptimizer`, for example.
4. Run `biarengine.jar` by entering the following command at the command prompt:

```
<Install dir>/jre/bin/java -jar <install  
dir>/bobje/java/lib/biarengine.jar <install  
dir>/ExportBiarFileLinux.properties
```

In this instance replace `<Install dir>` with the name of the installation directory. The default directory is the following: `/opt/HP/ReportOptimizer`. The command prompt is not listed in the previous command.

## Step 5 – Upgrade Reporter

This section describes how to upgrade Reporter. The upgrade steps include instructions for backing up your current BIAR file.

You must change the Administrator's password for logging onto Report Optimizer to `Changeme123` before installing the service pack if you meet the following conditions:

- Your server is set to a non-English locale.

*And*

- The Administrator's password for logging onto Report Optimizer is different from `Changeme123`.

Refer to the *HP Storage Essentials Installation Guide* for more information on how to change the password.

To upgrade to the 9.5.1 Reporter:

1. If you are running Reporter on systems that support Data Execution Prevention (DEP), you might experience an installation failure. To resolve this issue:
  - a. Disable DEP on the machine. For details, refer to the following web site:  
<http://msdn.microsoft.com/en-us/library/ff542275.aspx>
  - b. Restart all Reporter servers through the Central Management Console.  
DEP can be re-enabled after successful installation of Reporter.
2. Verify that the Server Intelligence Agent (SIA) service is running.
3. Go to the `ReportPatch` directory. **Note:** Ensure that there are no spaces in the patch installer bits or in the location of the installer bits. Ensure that all files are copied to the `ReportPatch` folder.

4. Start the following services
  - Server Intelligence Agent
  - Oracle TNS Listener
  - OracleServiceREPORT
5. Start the installation on the server running version 9.5.0 of Reporter:
  - Windows. Double-click `ReportPatch_9_5_1.exe`. InstallAnywhere starts, and the Important Notes window displays.
  - Linux. In the same shell/window where you used the `eval` command with the `user-  
vars.sh` script, execute the `ReportPatch_9_5_1.bin` file in the following directory by using the `LAX_VM` command:  

```
<extraction_dir_for_zip_file>/ReportPatch/Linux/ReportPatch_9_5_1.bin LAX_VM <installed_dir>/jre/bin/java.
```

 The `LAX_VM` command forces SP1 to use the version of Java that is installed with the management server.
6. Ensure that you have followed the steps described in the Important Notes window, and click **Next**. The Introduction window displays.
7. Click **Next**. A dialog box reminding you to backup your existing reports displays.
8. Click **OK**. If you have changed your password from the default, the Administrator Password window displays. Enter your password, and click **Next**.  
  
The installer deletes obsolete reports in the Report Pack folder. O
9. Click **Install**. When the installation is complete, the Patch Complete window displays. Click **Done**.
10. To verify that Reporter has been successfully installed:
  - a. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > BusinessObjects Enterprise Central Management Console**.
  - b. Enter your user name and password, and click **Log On**.
  - c. In the Organize section, click **Universes**.
  - d. The description for the Report Connector universe should say Report Connector Version 9.5.1.
11. (Windows servers) Restart the server. First change the Startup Type for the AppStorManager service to Automatic. Then, restart the server.

#### Step 6 – If the Installation Fails, Import the 9.5.1 BIAR File Manually

If the installation fails, you must manually import the 9.5.1 BIAR file. If you successfully installed Reporter as described [Step 5 – Upgrade Reporter on previous page](#), skip this step.

##### Windows

To import the BIAR file on Windows:

1. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**. The Source environment window displays.
2. Select **Business Intelligence Archive Resource (BIAR) File** from the Source drop-down menu.
3. Select the `ReportPackage_9_5_1.biar` file located in the ReportPatch folder, and click **Next**. The Destination environment window displays.
4. Ensure that the name of your Reporter server is entered in the CMS Name box. Enter your user name and password, and click **Next**.

5. The Select objects to import window displays. Unselect all of the checkboxes, and then select the following options:
  - a. Import Application rights
  - b. Import root folder rights
  - c. Import application folders and objects (under Import folders and objects)
  - d. Import Universes
  - e. Import Custom level access
6. Click **Next**. The Import Scenario window displays. Keep the default options. Click **Next**.
7. The Incremental import windows displays. Ensure that all of the checkboxes are selected. Click **Next**.
8. The Users and Groups window displays. Select the SE Report check box. Click **Next**.
9. The Custom access levels window displays. Select the SERO Report Viewers Access level check box. Click **Next**.
10. The Folders and objects window displays. Select the Report pack checkbox. Do not select the Import all instances of each selected object checkbox. Click **Next**.
11. The Select application folders and objects window displays. Click **Next**.
12. The Import options for universes and connections window displays. Select the third radio button (import the universes and connections that...). Uncheck the **Keep universe overloads...** checkbox. Click **Next**.
13. The Universe folder and universes window displays. Click **Next**.
14. The Import options for publications window displays. Keep the default settings. Click **Next**.
15. A note on importing reports displays. Click **Next**.
16. The Ready to Import window displays. Click **Finish**.
17. The Import Progress window displays. When it completes, click **Done**. The report pack and universe are imported.
18. To verify that Reporter has been successfully installed:
  - a. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > BusinessObjects Enterprise Central Management Console**.
  - b. Enter your user name and password, and click **Log On**.
  - c. In the Organize section, click Universes.
  - d. The description for the Report Connector universe should say Report Connector Version 9.5.1.

## Linux

To import the BIAR file on Linux:

1. Open the ImportBiarFileLinux.properties file in a text editor. The file is located in the following directory: `opt/HP/ReportOptimizer/`
2. Modify the ImportBiarFileLinux.properties file with the correct password and biar file name, as shown in the example below:
  - `action=importXML`
  - `importBiarLocation=/opt/HP/ReportOptimizer/ReportPackage_9_5_1.biar`
  - `userName=Administrator`
  - `password=Changeme123`
  - `authentication=secEnterprise`
  - `CMS=<Computername>:6400`
  - `includeSecurity=true`
  - `stacktrace=true`

Modify the following values as necessary:

- `importBiarLocation`. Modify the value of this property with the name and location of where your old BIAR file resides.
  - `password`. Modify the value of the password.
3. Make sure the services are running for Report Optimizer, for example MySQL, Tomcat, Bobj120Enterprise.

The following is an example of how you would start a service, such as Bobj120Enterprise:

```
etc/init.d/BojEnterprise120 start
```

4. To import the BIAR file, run the following `importbiarfile.sh` script:

```
$USER_INSTALL_DIR$$ImportBiarFile.sh >> $RO_LOG_FILE$
```

### Step 7 – Install or Upgrade the CIM Extensions

You must manually copy the CIM extensions from the service pack. Where you copy a CIM extension depends on whether you will be using the CIM extension deployment tools to deploy the CIM extension to the hosts. The CIM extension deployment tools let you deploy the CIM extension to multiple hosts.

Using the CIM Extension Deployment Tools?	Where to Manually Copy the CIM Extension?
Yes	Management Server
No	Host

CIM extensions that do not support the CIM extension deployment tool must be copied manually to the host. You can bypass the CIM extension deployment tool for any CIM extension.

Refer to the following table for information about which hosts do not support the CIM extension deployment tools.

CIM Extension	Supports the CIM Extension Deployment Tools?
AIX	Yes
HP-UX	Yes
Linux	Yes
Solaris	No
Windows	No

To install or upgrade the CIM extensions:

1. Copy the CIM extension from the service pack to one of the following locations. Refer to the previous tables for more information:
  - **Management Server.** Copy the CIM extension to the management server if you are using the CIM extension deployment tools. See the steps in [Before Using the CIM Extension Management Tools with the Service Pack CIM Extensions on next page](#)
  - **Host.** Copy the CIM extension to the host if you are bypassing the CIM extension deployment tools.
2. If you are upgrading CIM extensions, do the following:
  - **Windows hosts.** You can upgrade Windows CIM extensions by installing the 9.5.1 CIM extension over a previous version. Note that Windows 2008 CIM extensions

- cannot be installed with the CIM extension management tools.
- **non-Windows hosts.** When upgrading UNIX hosts either manually or with the tools, do the following.
  - i. Uninstall the outdated CIM extension.
  - ii. Install the CIM extension from the service pack. See the *HP Storage Essentials Installation Guide* for help with installing and uninstalling CIM extensions.
- 3. Install the CIM extension as follows:
  - Using the CIM extension deployment tools. Refer to the chapter in the *HP Storage Essentials Installation Guide* on using the CIM extension deployment tools.
  - Bypassing the CIM extension deployment tools. Refer to the chapter in the *HP Storage Essentials Installation Guide* for the CIM extension.
- 4. (Windows 64-bit hosts) An additional installation step is required to retrieve NetBackup information from 64-bit Windows hosts. Run the file, `backup\version.bat`, on the host. This file is found where you installed the CIM extensions. If you upgrade or reinstall the CIM extensions, you must run `version.bat` again.

## Before Using the CIM Extension Management Tools with the Service Pack CIM Extensions

The CIM extension management tools look for the CIM extension files in the `Extensions` directory on the management server when it deploys CIM extensions to the hosts. You must copy the service pack CIM extensions into the expected place so that the tools can access them. Follow the steps below.

### Windows Management Server

1. On the HP Storage Essentials management server verify that the following directory exists: `<management server installation directory>\JBossandJetty\Extensions` If it does not exist run `CopyExtensionFiles.exe` to create the `Extensions` folder hierarchy and copy in the CIM extensions from the full release. `CopyExtensionFiles.exe` can be found in the top-level directory of the `CimExtensionsCD1` directory on the `StorageEssentialsDVD` from 9.5.0. It is not part of the service pack.
2. Copy the service pack CIM extension files from the operating system folders in `<extraction_dir_for_zip file>\CimExtensions` to the corresponding operating system folders under the `Extensions` folder in `<management server installation directory>\JBossandJetty\Extensions` on the management server. You are now ready to use the CIM Extensions Management Tools to install the supported service pack CIM extensions. See the *HP Storage Essentials Installation Guide* for help with using the CIM extension management tools.

### Linux Management Server

1. On the HP Storage Essentials management server verify that the following directory exists: `<management server installation directory>/JBossandJetty/Extensions`
2. If it does not exist run `CopyExtensionFiles.sh` to create the `Extensions` folder hierarchy and copy in the CIM extensions version 9.5.0. `CopyExtensionFiles.sh` can be found in the top-level directory of the `CimExtensionsCD1` directory on the `StorageEssentialsDVD` from version 9.5.0. It is not part of the service pack.
3. Copy the service pack CIM extension files from the operating system folders in `<extraction_dir_for_zip file>\CimExtensions` to the corresponding operating system folders under the `<management server installation directory>/JBossandJetty/Extensions` folder on the management server. Be sure to maintain the capitalization of the OS directories

as they were created by `CopyExtensionFiles.sh` when the HP Storage Essentials product was originally installed.

You are now ready to use the CIM Extensions Management Tools to deploy the CIM extensions. See the *HP Storage Essentials Installation Guide* for help with using the CIM extension management tools.

## Uninstalling Service Pack 9.5.1

To remove 9.5.1:

1. Stop the AppStorManager service.

Run the uninstall script for removing the service pack. The file is located in the %MGR\_DIST% directory.

- **Windows** The file is called `uninstallPatch.bat`.
- **Linux** The file is called `uninstallPatch.sh`.

2. Follow the steps provided by the uninstall script.
3. Use the Database Admin Utility to import the database that was saved before the service pack installation.
4. If you upgraded your JRE to version 1.6.0.23, you must uninstall version 1.6.0.23 and then install JRE version 1.6.0.13 for 9.5.0. You can find earlier versions of the JRE at the following website:

<http://www.oracle.com/technetwork/java/archive-139210.html>

## Uninstalling Reporter 9.5.1

Reporter 9.5.1 does not include an uninstaller. To revert to 9.5.0 of Reporter:

1. Delete the Report Pack folder from InfoView:
  - a. Log on to InfoView.
  - b. In the Folders pane, select **Home > Public Folder > Report Pack**.
  - c. Click the **Delete** button at the top of the Folders pane.
2. Delete the universe from the Central Management Console:
  - a. Log on to the Central Management Console.
  - b. Click **Universes** in the Organize table.
  - c. Select the **Report Connector** checkbox on the Universes tab.
  - d. Click **Delete**. A confirmation dialog box displays.
  - e. Click **OK**.
3. Use the Import Wizard to import the 9.5.0 BIAR file:
  - a. On the Reporter server, select **Start Menu > Programs > BusinessObjects XI Release 3.1 > BusinessObjects Enterprise > Import Wizard**. The Welcome to the Import Wizard window displays. Click **Next**. The Source environment window displays.
  - b. Select **Business Intelligence Archive Resource (BIAR) File** from the Source drop-down menu.
  - c. Select the 9.5.1 BIAR file that was imported as part of the upgrade, and click **Next**. The Destination environment window displays.
  - d. Ensure that the name of your Reporter server is entered in the CMS Name box. Enter your user name and password, and click **Next**.
  - e. The Select objects to import window displays. Unselect all of the checkboxes, and then select the following three options:

- Import application folder and objects (under Import folders and objects)
    - Import Events
    - Import universes
  - f. Click **Next**. The Import Scenario window displays. Keep the default options. Click **Next**.
  - g. The Incremental import windows displays. Ensure that all of the checkboxes are selected. Click **Next**.
  - h. A note on importing object rights displays. Click **Next**.
  - i. The Folders and objects window displays. Select the Report pack checkbox. Do not select the Import all instances of each selected object checkbox. Click **Next**.
  - j. The Select application folders and objects window displays. Click **Next**.
  - k. The Import options for universes and connections window displays. Select the third radio button (import the universes and connections that...). Uncheck the Keep universe overloads... checkbox. Click **Next**.
  - l. The Universe folder and universes window displays. Click **Next**.
  - m. The Import options for publications window displays. Keep the default settings. Click **Next**.
  - n. A note on importing reports displays. Click **Next**.
  - o. The Ready to Import window displays. Click **Finish**.
  - p. The Import Progress window displays. When it completes, click **Done**. The report pack and universe are imported.
4. Run the uninstall script for removing the service pack. The file is located in the %REPORT\_DATABASE\_HOME% directory.
- **Linux:** rollbackReportDatabasePatch.sh
  - **Windows:** rollbackReportDatabasePatch.bat

## Enhancements

- **(QCCR1G39627) HP Storage Essentials Should Display Hewlett-Packard Provided Serial Numbers for HP-branded Brocade Switches Instead of the Brocade Serial Numbers**

HP Storage Essentials displays the Hewlett-Packard provided serial numbers as the vendor serial number for HP-branded Brocade switches when discovered through Brocade Network Advisor versions later than version 11.1.2.

- **(QCCR1G42440) Add Support for Device Alias on Cisco Switches, so They are Displayed in HP Storage Essentials, Including the Reports**

The Cisco SNMP provider was updated to display the device alias name in the Symbolic Name field for ports if the device alias has been defined. If there is no device alias defined, the symbolic name is displayed from the Name Server field.

- **(QCCR1G45378) Add Support for 64-bit Firefox Browsers on RedHat Linux Management Servers**

HP Storage Essentials now supports 64-bit Firefox browsers on RedHat Linux.

- **(QCCR1G46203) Add Support for IBM Storwize V7000 Storage Arrays**

HP Storage Essentials now supports IBM Storwize V7000 storage arrays.



- **(QCCR1G46243) HP Storage Essentials Should Present the Full Serial Number for XP24000 and P9500 Storage Arrays, Instead of the Last five Digits**

HP Storage Essentials now displays the full serial number for P9500 devices with firmware server version 6.2.0 and later.

- **(QCCR1G46248) HP Storage Essentials Should Present EVA Frame Model Number and Frame Serial Number Instead of the EVA Controller Serial Number and Model Number**

The following properties were added to HP Storage Essentials:

- Product Model
- Product Number
- Product Serial Number

- **(QCCR1G46266) Add Support for "Array Centric Report" for P4500 Storage Arrays**

The filter used in the Array Centric report has been modified so the report now supports P4500 storage arrays.

- **(QCCR1G46960) HP Storage Essentials Should Support Discovery, Management, and Reporting for HDvM 7.1 for HDS Arrays**

HDvM 7.1 has been qualified for this release. This functionality is now available for HDvM 7.1 in this release.

- **(QCCR1G47078) HP Storage Essentials Should be able to Discover, Manage, and Report on IBM Storwize V7000 Arrays**

HP Storage Essentials can now discover, manage, and report on the IBM Storwize V7000 arrays.

- **(QCCR1G47108) HP Storage Essentials Should Support the XP Performance Proxy Host on a Virtual System**

HP Storage Essentials now supports the XP performance proxy host on a virtual system.

- **(QCCR1G47115) HP Storage Essentials Should support NetBackup Backup Software, Version: 7.1**

HP Storage Essentials now supports NetBackup Backup Software, Version: 7.1.

- **(QCCR1G47207) The HP Storage Essentials Should Discover, Manage, and Report on Stateless Virtual Machines via VC ESXI 4.1**

HP Storage Essentials has been modified to obtain the IP addresses of the stateless ESX servers from the VMware HostVirtualNicManagerInfo record, so it can now successfully discover the stateless ESX servers.

- **(QCCR1G47507) Display the Last Contacted Time for Hosts in Report Optimizer**

The last contacted time is now available in reports.

- **(QCCR1G47568) The Get Details Summary Email Report Does Not Show the Elements that were Skipped during Get Details**

Details of the elements that were skipped during Get Details are now appended to Get Details summary email report.

## Fixed Issues

- **(QCCR1G46740) "Map Usage Summary" Report Displays Incorrect MAP Count when Compared to HP Storage Essentials License Page MAP Count**

The MAP Usage Summary report now matches with the values shown in the user interface.

- **(QCCR1G46764) HP Storage Essentials Does Not Report Capacity Values for CLARiiON Raw Storage**

HP Storage Essentials was modified so it now reports report capacity values correctly.

- **(QCCR1G46765) HP Data Protector Reporter: Protection Time/Expiration of Media Time not Shown in Report Optimizer**

HP Data Protector Reporter application media protection information collected in HP Storage Essentials is now also available in Report Optimizer.

- **(QCCR1G46766) Backup Manager Does Not Show Expired Media in Pools Information within the Management Server**

HP Storage Essentials is now able to populate the information.

- **(QCCR1G46848) Host Connectivity Report Displays "ORA-01652: unable to extend temp segment by 128 in tablespace TEMP (WIS 10901)" Message**

Product was modified so the message is no longer displayed.

- **(QCCR1G46873) CIM Extension on HP-UX 11.31 Hosts Stops During Data Collection Causing the Hosts to get Quarantined on the Management Server**

Issue has been resolved.

- **(QCCR1G46898) Report Cache Refresh Does Not Run**

The issue has been fixed. The report cache refresh now runs.

- **(QCCR1G46910) Discovery of P2000 MSA G3 Displays Enumeration Error When Discovering an Array with Newer MSA Firmware**

Code changes in HP Storage Essentials have fixed the enumeration error.

- **(QCCR1G46914) HP Storage Essentials Does Not Show Physical Connectivity Between NetApp Filer and Switch in the Element Topology**

When determining the two ports that connect to a switch if the switch down port cannot be found from the list of ports, the original list — minus the first matching port — is used again to find the switches down port.

- **(QCCR1G46957) Linux Hosts are Being Quarantined During Step 3 Discovery Because of a Large Amount of Time Being Spent in Collecting Linux Oracle Clusterware Details**

The issue was resolved by removed commands to be used to get cluster state from the Linux Oracle clusterware data collection.

- **(QCCR1G46985) CLARiiON Errors for Replication Pairs Reported During Get Details**

CLARiiON errors for replication pairs are no longer shown during Get Details.

- **(QCCR1G47023) Cisco SNMP Provider Does Not Return All Logical Port Information**

The provider was changed provider to use additional SNMP tables to get all port information.

- **(QCCR1G47058) The "Array Centric Report - HP XP" Shows the XP Arrays Within the Bar Chart of the Report, But It Misses the Arrays within the Spreadsheet Portion of the Report**

The report now displays correctly.

- **(QCCR1G47075) Some of the Events Reported in Event Manager are Not Associated with any of the Managed Elements**

The events of the below mentioned types that are not associated to any elements would get associated to the HP Storage Essentials CMS:

- System Alert Event,
- System Event,
- System Policy Event,
- System Provisioning Event,
- System Discovery Event,
- System Synchronization Event,
- System Monitoring Event,
- System Reporter Event,
- System Asset Manager Event,
- System Policy Manager Event,
- System Agent Event,
- System Global Reporter Event,
- System Backup Image Collection,
- System Report View Refresh Event,
- Database Alert Log Scan Event,
- Managed Database Password Change Event,
- File SRM Event,
- RMAN Backup Event,
- System Backup Media Collection,
- System Backup Sessions Collection,
- System API generated Event

- **(QCCR1G47159) File System Viewer: LDAP Scan for Users Fails with Exceptions in Appstrom Logs**

The LDAP scan for users no longer fails.

- **(QCCR1G47162) Get Details Results in Partial Replication Errors for HDS AMS Arrays**

HP Storage Essentials now handles HDS AMS arrays with virtual, thinly provisioned volumes.

- **(QCCR1G47166) HP Storage Essentials CIM Extension Does Not Start on a Windows 64-bit Server with Turkish Regional Setting**

The issue has been resolved so the CIM extension does start on a Windows 64-bit server with Trukis regional setting.

- **(QCCR1G47193) The Management Server Shows Incorrect Data Regarding Storage Consumption on Symmetrix Replicas**

The raw capacity value has been corrected to be consistent with RAID-0 for volumes with config\_type DC\_BCV, RDF\_R1, RDF\_R2, DC\_BCV\_RDF\_R1, or DC\_BCV\_RDF\_R2.

Volumes with a config\_type of RDF\_R21\_MIRR have been corrected to display "RAID-1".

- **(QCCR1G47196) The HP Storage Essentials Topology Page Does Not Load if Some of the Virtual Server Information is Not Correct**

The code for the topology page was modified to handle incorrect virtual server information in the database.

- **(QCCR1G47216) HP Storage Essentials Unable to Discover SQL Applications when the SQLResource Name Contains a Backslash, Such as sqlserver\abc**

The product was fixed so that it can discover SQL applications when the resource name contains a backslash.

- **(QCCR1G47226) Data Protector Reporter: Data Collection Through Agentless Approach Taking a Longer Time in Large Environments**

Backup module DPR :Data postprocessing is observed to take long time and because of this GAED is completing very late.

- **(QCCR1G47496) The Management Server Selects Incorrect Storage Tier on Symmetrix Arrays with Hot Spares When It Shows up with a "0" Max Media Size**

The product was modified so the correct information is now displayed.

- **(QCCR1G47257) Management Server CLI Does Not Let Members in a Hierarchical Group to be Edited. It Removes all Members from the Group When the Description of the Group is Edited**

The CLI has been modified so that group members are not removed when the group is edited.

- **(QCCR1G47262) MAP Count Shown in HP Storage Essentials Does Not Match the Count Shown in Report Optimizer**

The issue has been resolved.

- **(QCCR1G47263) Backup Summary Statistics are not Getting Collected from Backup Applications that are on Inferred Hosts or Virtual Machine Hosts that were Discovered by an ESX Server**

The issue was fixed so Backup Summary Statistics reflect details from inferred hosts and virtual machine hosts.

- **(QCCR1G47283) A Large Number of Hosts are Quarantined on the Linux Management Server when Get Details Runs Soon after a Reboot of the Management Server**

To resolve the issue, the /etc/init.d/appstormanager script was modified to increase the ulimit value before starting the management server.

- **(QCCR1G47299) HP Storage Essentials Reports the Total Capacity Value as Zero for HDS AMS2500 Arrays When the LUNs (LDEVs) are in a Thin Provisioning Pool**

The issue was resolved so thin provisioning is supported for AMS arrays.

- **(QCCR1G47301) Exceptions Appear While Using the "Manage CIM Extensions" Button to Download Log Files from Remote Systems**

The issue was resolved so the exceptions no longer appear.

- **(QCCR1G47302) For HP-UX Hosts, the HP Storage Essentials Displays the Capacity Value as Zero for Storage Volumes of Greater than 4 GB**

The issue was fixed so that the capacity value for storage volumes of size > 4 GB is seen as expected.

- **(QCCR1G47319) SVC Duplicate LUN in Different I/O Group but Same HSG Needs Host HBA Element Topo Stitching Fix**

The product was modified to be aware of this situation and support calculating the multiple paths that are needed in this case.

- **(QCCR1G47323) Logging into the Management Server using AD Authentication Consumes more Time than Expected**

Domain controller name with IP address takes a long time for login. A UI check was added to accept only a fully qualified domain name for a domain controller.

- **(QCCR1G47324) HP Storage Essentials Displays a "Provisioning" Link in the Element Manager Screen when Provisioning has been Disabled**

The product was modified so that the "Provisioning" link from the Element Manager is removed when provisioning is disabled.

- **(QCCR1G47327) Data Protector Agent-Based Backup Get Details is Taking a Long Time**

Improvements were made to the job summary calculations which shortened the time for Data Protector agent-based Get Details.

- **(QCCR1G47329) Within the Report Optimizer Universe a Column in MVC\_ HOSTVOLUMESUMMARYVW for Drive Type is Missing or There Should be a New MV with volumeid, Drive Type as Columns. for Facilitating Custom Reports**

This issue was resolved by adding a new column drivetype to mvc\_hostvolumesummaryvw.

- **(QCCR1G47341) Report Optimizer: a Full Backup Mixed with Incremental Backup Causes a Big Spike in Forecast Values**

The issue was fixed by enhancing the universe to calculate full backup jobs and Incremental jobs separately.

- **(QCCR1G47346) Backup Manager Fails to Show Library and Clients Information on an HP-UX Host**

Issue has been resolved so correct information is displayed.

- **(QCCR1G47382) HP Storage Essentials Cannot Stitch IBM VIO Servers and Virtual Clients (LPAR) within NAT Network**

The product now supports VIO servers and Virtual Clients (LPAR) within NAT network.

- **(QCCR1G47410) Get Details Replication Errors from APPIQ\_SolarisComputerSystemToZoneComponentCS When There are Common Local Zone Names within Two Solaris Hosts**

The issue has been resolved with these replication errors.

- **(QCCR1G47411) HP Storage Essentials "Dependent Hosts" Report Sometimes Creates 50-GB Temp Data and the Report Never Completes**

The issue has been resolved with the "Dependent Hosts" report.

- **(QCCR1G47472) HP Storage Essentials Times Out Trying to get Information About Unused ESX Server Disk Partitions**

This issue was resolved by modifying the product to ignore all unused partitions by default.

- **(QCCR1G47521) Log Messages are not Sufficient for Centera Test Discovery. More Diagnostic Logs need to be Added.**

More diagnostic logs were added for Centera test discovery.

- **(QCCR1G47525) AIX Host with 145 disks Taking Around 8+ Hours to Discover**

The discovery time was provided in the product.

- **(QCCR1G47544) NetApp Filers Give Malformed XML Exceptions when Retrieving Licensing Information**

The code was modified so that if it detects a malformed XML exception, it uses an alternative method to obtain the licensing information.

- **(QCCR1G47598) Management Server Session Hangs When Performance Manager Populates the Topology**

The application has been modified so that the management server no longer hangs when Performance Manager populates the topology.

- **(QCCR1G47669) A Microsoft Cluster Might Not Get Discovered with the CIM Extension Running in a Cluster Node**

The Microsoft cluster now gets discovered when the CIM extension is running in a cluster node.

- **(QCCR1G47698) HP Storage Essentials Receives "Malformed XML" and Connection Timeout Errors when Trying to Retrieve Data from NetApp Filers**

The product was modified to detect the exception and then to use alternative code to prevent connection timeout errors.

- **(QCCR1G47707) HP Storage Essentials Cannot Retrieve Raw Disk Information from the XP24000 Array**

HP Storage Essentials can now retrieve raw disk information from the XP24000 array.

- **(QCCR1G47739) ADS Authentication Using an Email Address Does Not Work for a New User if the Login Name has Spaces**

ADS authentication using an email address now works for a new user when the login name has spaces.

- **(QCCR1G47768) For a Solaris host with Solaris ZFS Version 22 Storage Volumes are Not Showing Associated Disks and Disk Partition Information**

Solaris hosts with Solaris ZFS Version 22 storage volumes are now showing associated disks and disk partition information.

- **(QCCR1G47794) Capacity Dashboard NumberFormatException Error Sometimes when Loading Page**

Capacity Dashboard now loads successfully.

- **(QCCR1G47819) Get Details on a EMC Celerra NS700 with DART 5.6.51-3 Does not Discover all the Data, such as Stripe Volume, Slice Volume, Disk Drives, Logical Disks, and Check Points**

HP Storage Essentials now supports running Get Details for EMC Celerra NS700 with DART 5.6.51-3.

- **(QCCR1G47844) HP Storage Essentials Discovers Some IBM XIV Storage Systems as SMI-S Generic Devices Instead of Storage Systems**

The issue was resolved in this release.

- **(QCCR1G47895) CIM Extension on AIX Times Out for Large File Systems**

The product was revised so that AIX hosts with a large number of file system/disks might be discovered without timeout issues.

- **(QCCR1G47910) 9.5 Report Optimizer Reports Related to Storage System Extent - Array Group Capacities are Reflecting Incorrect Free Space Information for XP Array Groups**

The issue has been resolved in the universe.

- **(QCCR1G47942) Unable to Exclude Discovery of a HDS Array from a specific HDvM Server**

This issue has been resolved by adding the following JBoss property:

```
# Exclude specific Hitachi storage systems from discovery. This value is a
# comma-separated list of system serial numbers. Optionally, can exclude systems
# from a specific device manager by appending its ip or host name to the property name.
# The ip or host name must match the host portion of the discovery address.
# E.g. cimom.hds.exclude.11.22.33.44=61038,61037
#cimom.hds.exclude=61038,61037
```

- **(QCCR1G48125) Java Runtime Errors on Export of Data Using "Export to CSV" Option in File System Viewer**

The issue has been resolved so that Java runtime errors are no longer displayed while using the "Export to CSV" option in File System Viewer.

- **(QCCR1G48172) HP Storage Essentials Reporting Errors when Getting Detailed Information for ESX Hosts with Duplicate Target Mappings**

The code was modified in this release so that instead of replication errors, a warning is issued when duplicate target mappings are detected. The duplicate target mappings are ignored.

## Known Issues

The following sections describe known issues throughout the product.

- **(QCCR1G44602) HP Storage Essentials Does Not Provide Historical Performance Metrics for Storage Arrays if the Collection Interval is More Than 2 Hours**

The current fix is to set the collection interval to less than two hours.

- **(QCCR1G46590) VLS9000: Virtual Library Capacity Information is Not Getting Updated After Moving Cartridges from Virtual Tape Library to Another**

Virtual library capacity information is not getting updated after moving cartridges from one Virtual Tape Library (VTL) to another.

- **(QCCR1G48327) Controllers, Controller Ports, Storage Pools, Volumes are No Longer Displayed in the Elements Tree in the Left Pane of Performance Manager for the 3PAR Array**

In the Elements Tree in the left pane of Performance Manager previously displayed nodes for controllers, controller ports, storage pools, volumes. These items are no longer displayed for HP 3PAR storage arrays.

To resolve the issue, use the HP 3PAR native command line to stop and start the CIM agent on the HP 3PAR array, as described in the following steps:

- a. Enter the following to stop the CIM agent: `cli% stopcim`
- b. Enter the following to start the CIM agent: `cli% startcim`
- c. If the restart of the CIM agent does not work, restart the HP 3PAR array.

Refer to the HP 3PAR InForm OS 3.1.1 GA/MU1 Release Notes (QL226-96449, March 2012) for more information on this issue:

<http://h20000.www2.hp.com/bizsupport/TechSupport/CoreRedirect.jsp?redirectReason=DocIndexPDF&prodSeriesId=5044394&targetPage=http%3A%2F%2Fbizsupport1.austin.hp.com%2Fbc%2Fdocs%2Fsupport%2FSupportManual%2Fc02986003%2Fc02986003.pdf>

Additional information in regards to this issue can be found on pg. 32, Bug ID 65539.

Refer to the following link for a link to the 3PAR documentation:

<http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp?lang=en&cc=us&taskId=101&contentType=SupportManual&docIndexId=64180&prodSeriesId=5044394&prodTypeId=18964>

- **(QCCR1G48294) RMAN Backup Begins During an Import of the HP Storage Essentials Database**

If you import an HP Storage Essentials database with the “Import Report Cache” option selected, RMAN backup will begin automatically during the import of the database, even if you had previously disabled RMAN backup. If the HP Storage Essentials management server is low on disk space, the RMAN backup could cause the management server to run out of disk space, causing the import to fail. If you want to revert to RMAN being disabled, disable the RMAN archiving manually after the database import.

- **The Product is Not Completely Localized**

HP Storage Essentials is not completely localized. English might be displayed in some areas of the product instead of the local language.

## 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](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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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.