HP SiteScope

For the Windows ®, Solaris, and Linux operating systems

Software Version: 11.20

Release Notes

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Acknowledgements

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).

This product includes software developed by the JDOM Project (http://www.jdom.org/).

Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.

- Document Release Date, which changes each time the document is updated.

- Software Release Date, which indicates the release date of this version of the software.

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This document was last updated: Monday, October 15, 2012

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Contents

What's New in This Release?

This file includes the following new functionality in SiteScope 11.20. For release notes from earlier versions of SiteScope, see the root directory on the product installation media.

What's New Movies

View guided and narrated demonstrations of some of the new features in SiteScope 11.20, including:

- Working with SiteScope Custom Monitors (creating, packaging, and deploying custom monitors, and sharing solutions with the HP Live Network community).

- Developing scripts for custom monitors.

- Using SiteScope on HP Cloud Services to monitor HP Cloud Services instances.

These movies are available on the HP Videos channel on YouTube - http://www.youtube.com/user/HewlettPackardVideos.

New Monitors and Solution Templates

- Custom monitors broaden the capabilities of regular SiteScope monitors for tracking the availability and performance of your infrastructure systems and applications. Using custom monitors (**Custom**, **Custom Database**, **Custom Log File**, **Custom WMI**) you can develop your own solutions for environments that are not supported by predefined SiteScope monitors. Custom monitors can be shared with other users by publishing them to the SiteScope community on the HP Live Network.

- **Dynamic Disk Space monitor**. Enables you to configure the monitor once, and leave it to detect disks and file systems changes. This monitor replaces the Disk Space monitor which was deprecated.

- **VMware Datastore monitor**. Used to monitor the state of VMware Datastores and Virtual Disks (connectivity, capacity, free space, and snapshot size). This monitor was also added to the VMware Capacity Management Solution Template container.

- **KVM Virtualization monitor**. Used for monitoring Kernel-based Virtual Machines (KVM) on Linux x86 and x86_64 hardware that contains virtualization extensions.

- **Generic Hypervisor monitor**. Used for monitoring Virtual Machines using the virsh tool (a command line interface tool for managing guests and the hypervisor). This monitor collects detailed information on nodes and guest virtual machines running on the host.

- **Syslog monitor**. Used for monitoring Syslog processes and messages from UNIX and Linux remote servers.

- **Memcached Statistics monitor**. Memcached is a high-performance, distributed memory object caching system, often used in speeding up dynamic web applications by alleviating database load. This monitor is checks whether a memcached server responds to a remote stats request, and stores the values returned in the response to a successful stats request.

- **HAProxy monitor**. HAProxy is a solution that is used to provide high availability, load balancing, and proxying for TCP and HTTP-based applications. This monitor is used to provide front- and back-end statistics to check that your HAProxy server is working properly.

- **License Health monitor**. Enables you to check the availability and usage of SiteScope license points for the local SiteScope installation.

- **Oracle Database Solution Template**. Added support for Oracle Database 11g to the Oracle Database Solution Templates. (QCCR1I58573)

Monitor Enhancements/Changes

- **Amazon Web Services Monitor**. Added support for Amazon EC2 regions that are used to get or store measurements.

- **Citrix Monitor**. Added support for Citrix monitor running on Citrix XenApp 6.0.

- **DB2 8.x and 9.x Monitor**. Added support for DB2 8.x and 9.x monitors running on DB2 9.x servers up to version 9.7.5.

- **Integration monitors**. The Generic Integration monitors (Technology Database, Log File, SNMP Trap, and Web Services) are supported for BSM 9.1x and earlier versions only.

- **JMX Monitor**.

  - Added support for JBoss 6.1 and 7.0, WebLogic 11g (10.3.5), Tomcat 6.0.33 and 7.0.25, and Sun Glassfish Enterprise Server 2.1 and 3.1.

  - Added arithmetic counters to the JMX monitor which enable you to evaluate the growth or contraction rate of linear-based metrics. This is useful for metrics that are constantly increasing, making it difficult to define status thresholds. For example, you might want to use arithmetic counters to check the rate of request failures by looking at the "failed request count" metric.

- **Microsoft Windows Event Log Monitor**. Added support for Microsoft Windows Event Log monitoring via WMI.

- **Oracle 10g Application Server Monitor**. Added support to the Oracle 10g Application Server Monitor for monitoring Oracle 10g R3 servers.

- **SAP Java Web Application Server monitor.**

  - Added support for P4 monitoring via SSL transport.

  - The SAP Java Web Application Server monitor is not compatible with the security settings for the new custom monitors and is not available by default. For instructions on how to enable this monitor if you do not plan to use the custom monitors, see "QCCR1I67130" on page 45 in the **Notes and Limitations** section.

- **Service Monitor**. Added the ability to reduce Service monitor runtime by adding the property _

serviceMonitorOptByServiceName=true to the **<SiteScope root directory>\groups\master.config** file. This enables the monitor to retrieve data for the service selected for monitoring only, instead of retrieving all services from the remote machine, and then sorting for the selected service.

- **SNMP upgrade**. Includes adding support for SNMP v3 and AES encryption, updating various monitor settings, and adding support for IPv6 addresses to the following monitors: **Cisco Works Monitor**, **F5 Big-IP Monitor**, **Network Bandwidth Monitor**, **SNMP Monitor**, **SNMP Trap Monitor**, **SNMP by MIB Monitor**.

- **SunONE Web Server Monitor**. Added support for SunONE Web Server monitor running on iPlanet 7.0 servers.

- **UNIX Resources Monitor**. Added support for UNIX Resources monitor running on Solaris 10u8-11, Red Hat Linux 5.8, 6.0, 6.1, HP-UX 11i v3, and AIX 7.0.

- Added Ubuntu and CentOS operating systems as officially supported OS for UNIX remote servers.

- **VMware Monitors**.

  - Added support for selecting predefined credentials when configuring VMware Performance and VMware Host Monitors and templates.

  - Added support for VMware Datastore, VMware Host, and VMware Performance monitors running on VMware vCenter Server 5.0 and VMware ESXi 5.0.

  - Dynamic monitoring mechanism. Added support to retain counters that no longer exist on the VMware host server after running the update mechanism, and to continue displaying these counters in the monitor. (QCCR1I53407)

- **WebSphere Application Server Monitor**.

  - Added support to the WebSphere Application Server monitor for monitoring WebSphere 8.0x servers.

  - Added a troubleshooting tool to the WebSphere Application Server monitor that checks the configuration and displays the configuration results.

- **WebSphere MQ Status Monitor**. Added support for WebSphere MQ Status monitor running on WebSphere MQ Server 7.0.1.3.

- **WebSphere Performance Servlet Monitor**. Added support to the WebSphere Performance Servlet monitor for monitoring WebSphere 7.0.0.19, 7.0.0.21, 8.0, 8.0.0.1, and 8.0.0.2 servers.

Template Enhancements

- When configuring monitor and group dependencies in templates, added the ability to supply the full or relative path to existing monitors in the tree, rather than having to recreate the tree structure. This enables the template to automatically write the groups and monitors into their proper place in the tree and automatically create any number of dependencies, without you having to do this manually. (QCCR1I36535)

- Monitor dependencies are now supported by the Publish Template Changes Wizard (previously monitor and group dependencies were removed after publishing changes from the template and had to be added manually).

- Added option to ignore publishing dependency changes that you do not want to publish to deployed monitors and groups. (QCCR1I42189)

Integration Enhancements

Amazon CloudWatch Integration:

- Added support for Amazon EC2 regions that are used to get or store measurements.

Generic Event integration:

- Can be used to forward events to a third-party application or management console as an XML format over HTTP. The event that is sent contains information regarding the monitor and its measurement, including the status change that triggered the event.

- You can integrate events collected by SiteScope with CDA (Continuous Delivery Automation), a policy-based platform that provides infrastructure provisioning in hybrid cloud environments. This integration uses the out-of-the-box HP CDA Event Mapping template. CDA receive events from SiteScope, and displays monitoring status based on the events received in the CDA user interface.

ALM/PAL:

- Enhanced Application Lifecycle Management (ALM) and Performance Application Lifecycle (PAL) integration with ability to export SiteScope measurements, templates, and application topology from CMDB to Performance Center for pre-production testing.

HP Operations Manager Integration:

- Upgraded the HP Operations agent supported in SiteScope. For details, see the "HP Operations Agent Support Matrix" on page 25.

- Added a new integration between HP SiteScope and HP Operations Manager (HPOM), allowing you to associate SiteScope templates with HPOM policies. This integration leverages the power of the proven HPOM policy enforcement with the flexibility and ease of use of SiteScope templates. (Added in SiteScope 11.12.)

The integration provides the following benefits:

- Centralized management of templates across multiple SiteScope instances - you no longer have to worry about templates getting out of sync or to manually sync templates.

- Version control for templates (including roll-back functionality).

- Automatic and robust deployment of templates based on group policy assignment (desired state handling).

- Scheduled roll out of template deployment.

- Reduced firewall configuration, leveraging existing HP Operations agent- HPOM management server connectivity.

- Unified management of SiteScope and HP Operations agent through a single administrative console.

For details on managing SiteScope templates with HPOM, see the Deploying SiteScope Configuration with HPOM Guide available from the Home page of the SiteScope Help, or from the HP Software Support Product Manuals site.

Preferences

- Added the **Receive SNMP Trap Preferences** panel to the SNMP Preferences page which enables defining SNMP Trap receivers that can listen to and receive SNMP traps with V3 properties.

- Added the **High Availability Preferences** panel. For more details, see Improved SiteScope Failover/High Availability Solution.

Permissions:

- Added the **Edit and delete monitors** and **Edit and delete alerts** permissions to User Management Preferences which enables giving users permissions to modify monitors and alerts without being able to create new ones.

- Renamed the existing **Edit <object>** permissions to **Add, edit or delete <object>**.

- Added the **Generate server centric report** permission which enables giving users permissions to create Server-Centric reports.

Tool Enhancements

- Added the SiteScope Log Grabber utility to SiteScope Tools (**Tools** context > **Common Utility Tools** > **Log Grabber Tool**). This tool enables you to collect and save SiteScope log and configuration files.

- Added support for the Link Check Monitor Tool to the **Tools** context (**Tools > Web Tools > Link Check Tool**), and enabled the tool from the Dashboard when configuring the Link Check monitor.

Report Enhancements

- Updated the Monitor report, Alert report, Server-Centric report and with a simplified user interface with improved look and feel.

- The Alert report now includes all alerts, including alerts from parent groups that target the selected object. (QCCR1I55656)

- Added the ability to generate a Server-Centric report from the monitor, group or SiteScope root shortcut menu.

- Added **Tag** to the list of available columns when creating a Monitor Report. Tags can be used to sort monitors by priority. (QCCR1I45252)

Alert Changes

The option to create alerts using the Pager or SMS action type is no longer available, and support for Pager and SMS Alert action types will be removed in the next version of SiteScope. For backward compatibility, these alert action types can be enabled by adding the property **_enableDeprecatedAlertActions=** to the **<SiteScope root directory>\groups\master.config** file with possible values: **sms**, **pager**, or **sms,pager** to enable both action types (these values are not case sensitive). (QCCR1I66555)

Searching and Filtering SiteScope Objects

- Added a Quick Search that enables you to filter configuration objects in the monitor, remote server, template, and counter tree. You can filter by case sensitivity, wildcards, match options, and node/child options.

- It also includes an automatic filter that if selected, enables the search to be performed automatically after typing the search word, without having to press the Enter key every time you want to run the search.

API Enhancements

New APIs for publishing template changes, updating templates deployed without a root (updates only a single monitor with new variables), importing a template and overriding it if it already exists in the given path, importing an SSH key file to SiteScope, deploying a single template that gets back details of the deployment, creating tags, adding tag values, editing tag descriptions and tag values (name, description), deleting tags.

Performance and Monitoring Capacity Enhancements

Improved applet download performance by using a new applet mechanism and a new managed cache. The new cache enables you to download the applet once and reuse it for accessing different SiteScope servers (of the same version). This improves first startup time, and displays download progress in the new progress bar. For Windows clients, this new managed cache is located at: **%tmp%\com.hp.acm.swing.container.cache.**

Improved SiteScope Failover/High Availability Solution

- The SiteScope Failover (automated mirroring) solution was reinstated as a replacement for the SiteScope Failover Manager solution (shared drive architecture) which was introduced in SiteScope 11.00. While Failover Manager is supported for this release, we might stop supporting it in the future. If you are using the Failover Manager solution, we recommend that you evaluate a move to the SiteScope Failover solution.

- The improved SiteScope Failover solution provides the following benefits and changes:

  - Easy to install and configure, and it does not require additional hardware (you do not need a network drive to store SiteScope configuration data).

  - Atomic mirroring operations. Mirror operations interrupted by network or system failure before they complete are automatically rolled back.

  - Mirror operations complete faster.

  - Mirror operations can occur based on a predefined schedule.

  - Configuration is performed through the SiteScope Failover user interface.

  - Daily log file and *.dyn file changes on an active failover SiteScope machine are automatically back synchronized to the primary SiteScope when it becomes active.

  - LW-SSO authentication strategy is now required for failover SiteScope.

  For more information, see the HP SiteScope Failover Guide.

SiteScope Installation Changes

- SiteScope can execute as a 32-bit or 64-bit application as supported by the platform. When using the standard installation programs (**HPSiteScope_11.20_setup.exe** or **HPSiteScope_11.20_setup.bin**) SiteScope is automatically installed as a 32-bit application on 32-bit operating systems or as a 64-bit application on 64-bit operating systems.

- On Windows, since not all monitors are supported by the SiteScope 64-bit version, you can install the 32-bit version of SiteScope on a 64-bit platform by running the **HPSiteScope32on64_11.20_setup.exe**.

Supported Environments

- Added support for Microsoft Windows Server 2008 R2 Standard Edition.

- Added support for CentOS 6.2 and for HP Cloud Services instances running on a CentOS 6.2 operating system.

- Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.

- Running SiteScope on a Red Hat ES/AS Linux 4.x platform is no longer supported.

Installation Requirements

System Requirements

Below are the minimum system requirements and recommendations for running SiteScope, based on the various supported operating systems.

This section includes:

- "System Requirements for Windows" below
- "System Requirements for Solaris" on page 19
- "System Requirements for Linux" on page 19
- "System Requirements for VMware" on page 20
- "Certified Configuration " on page 22
- "Client System Requirements" on page 22

Note: Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.

System Requirements for Windows

Computer/Processor	800 MHZ or higher
Operating System	**32-bit Support:**
	● Microsoft Windows 2003 SP2 Standard/Enterprise Edition
	● Microsoft Windows Server 2003 R2 SP2 Enterprise Edition
	● Microsoft Windows Server 2008 SP1, SP2 Standard/Enterprise Edition
	● Microsoft Windows Server 2008 SP2 Standard/Enterprise Edition Hyper-V guest (32 or 64-bit) hosted on Windows Server 2008 R2
	64-bit Support:
	● Microsoft Windows Server 2003 SP2 Standard/Enterprise Edition
	● Microsoft Windows Server 2003 R2 SP2 Enterprise Edition
	● Microsoft Windows Server 2008 SP1, SP2 Enterprise Edition

	• Microsoft Windows Server 2008 R2 SP1 Standard/Enterprise/Datacenter Edition without Hyper-V
	• Microsoft Windows Server 2008 R2 Standard/Enterprise Edition with Hyper-V Enabled
	• Microsoft Windows Server 2008 R2 Hyper-V guests (64-bit) hosted on Windows Server 2008 R2 Standard/Enterprise Edition
	• Microsoft Windows Server 2008 SP2 Standard/Enterprise Edition Hyper-V guest (64-bit) hosted on Windows Server 2008 R2 Standard/Enterprise Edition
Memory	1 GB minimum (2 GB+ recommended)
Free Hard Disk Space	2 GB or more (10 GB+ recommended)

System Requirements for Solaris

> **Note:** Running SiteScope on a Solaris platform is now deprecated. The next release is not planned to include a Solaris Installer.

Computer/Processor	Sun 400 MHz UltraSparc II Processor or higher
Operating System	• Solaris 9 (32-bit) with latest recommended patch cluster • Solaris 10 (32 or 64-bit) with latest recommended patch cluster
Memory	1 GB minimum (2 GB+ recommended)
Free Hard Disk Space	2 GB or more (10 GB+ recommended)

System Requirements for Linux

Computer/Processor	800 MHZ or higher
Operating System	• Oracle Enterprise Linux 6.0, 6.1 (64-bit) **Note:** The environment must be manually configured before installing SiteScope. For details, see "Installing SiteScope on an Oracle Enterprise Linux Environment" on page 27. • Red Hat ES/AS Linux 5.2, 5.4 (32-bit) • Red Hat ES/AS Linux 5.5, 5.6 (32 or 64-bit) • Red Hat ES Linux 6.0, 6.2 (64-bit) • CentOS 6.2 (64-bit) **Note:** • The Red Hat Linux 6.0 server must be manually configured before installing the HP Operations agent. For details, see "Installing Dependencies Required by the HP Operations Agent" on page 28. • The CentOS 6.2 server must be manually configured before installing SiteScope. For details, see "Installing SiteScope on a CentOS 6.2 Environment" on page 29. • Red Hat Linux 9 with Native POSIX Threading Library (NPTL) is not supported. • To be able to monitor CPU and memory usage on SiteScope or a remote server running on a Red Hat Linux environment, the **sysstat** package must be installed on the SiteScope server and on all remote servers being monitored (it is not included out-of-the-box). • When SiteScope is installed on Red Hat Linux, the SiteScope Server

	Health monitor requires valid output of sar -W and sar -B commands for the SwapIns/sec, SwapOuts/sec, PageIns/sec, and PageOuts/sec counters. If these commands do not work, no errors are thrown and these counters are shown as **n/a**. To enable them to run, edit the crontab by adding the command "/usr/local/lib/sa/sadc -" to run once a day.
Memory	1 GB minimum (2 GB+ recommended)
Free Hard Disk Space	2 GB or more (10 GB+ recommended)

System Requirements for VMware

The following VMware environments are supported in SiteScope according to the configurations tested below:

Supported and Tested Environments	• VMware ESX 3.0 • VMware VirtualCenter 3.0 • vSphere 4.1, 5.0
Supported Environments Only	• VMware VirtualCenter 2.x • VMware ESX 2.5 via VirtualCenter 2.x • VMware ESX 3.x, 4.0, 4.1 • VMware ESX 3.x via VirtualCenter 3.x • VMware ESXi 4.0, 4.1, 5.0, 5.1 • VMware vCenter Server 4.0, 4.1, 5.0, 5.1 • vSphere 5.1
VMware Configuration Tested	• 4 VMware Virtual Machines (VM) on one physical server • Each VM with 2 CPUs at 2.39Ghz, 8 GB memory, and 40 GB disk space • Storage used is HP EVA 8400/22G • Physical server: ESX host is HP BL490c G6 with 8x Intel Xeon x5570 CPU, 72GB RAM with VMware ESX 4.0 U1 • No other VMs resident on this physical server • VMTools installed **Note:** The resources allocated to the SiteScope VM should not be shared with other VMs.
SiteScope Configuration Tested	• 750 remote servers • 9000 monitors • 900 monitor runs per minute

Use these minimum system requirements when installing SiteScope on VMware environments (note that these are recommendations based on a tested environment, and are not support limitations):

Computer/Processor	4 Intel Xeon physical processors, 2 GHz each
Operating System	Microsoft Windows 2003 Standard/Enterprise SP2 (note that all operating systems supported on the physical server are supported on the VM server)
Memory	4 GB
Free Hard Disk Space	20 GB (Hard Disk speed: 7200 rpm)
Network Card	1 physical gigabit Network Interface Card
Other Software	VMTools must be installed

Certified Configuration

The following configuration has been certified in a high load environment for an installation of SiteScope that was integrated with BSM.

Operating System	Microsoft Windows Server 2003 SP2 Enterprise Edition (32-bit)	Microsoft Windows Server 2003 SP2 Enterprise Edition (64-bit)
System Type	x86-based PC	ACPI Multiprocessor x64-based PC
CPU	4 Intel Xeon 5160 physical processors, 3 GHz each	4 Intel Xeon 5160 physical processors, 3 GHz each
Total Physical Memory	16 GB	16 GB
Java Heap Memory	1024 MB	2048 - 3072 MB
Total Number of Monitors	16,000	24,000
Total Number of Remote Servers	1,250	2,500
Monitor Runs per Minute	2,000	3,500

Client System Requirements

SiteScope client is supported by the following:

- All Microsoft Windows operating systems (including Microsoft Windows 7) using Microsoft Internet Explorer 7.0, 8.0 or 9.0.

- Mozilla Firefox ESR 10 (certified on clients running on Windows environments only.

- Java Plug-in to view applets: JRE 6 or later (JRE 6 update 31 is recommended).

HP SiteScope Support Matrices

This section includes:

- "HP Business Service Management Integration Support Matrix" below

- "HP Operations Manager (HPOM) Integration Support Matrix" below

- "HP Operations Agent Support Matrix" on page 25

- "HP SiteScope for Load Testing Support Matrix" on page 25

- "HP Network Node Manager i (NNMi) Support Matrix" on page 26

HP Business Service Management Integration Support Matrix

HP SiteScope Version	HP Business Service Management Version				
	9.1x	**9.0x**	**8.0x**	**7.5x**	**7.0x**
SiteScope 11.20	√ (Recommended)	√	√	X	X

HP Operations Manager (HPOM) Integration Support Matrix

HPOM Version	SiteScope 11.20 Integration			
	Events inte-gration	**Node discovery Integration**	**Monitor Discovery Integration**	**Template Integration**
HPOM for Windows 8.1x (with patch OMW_00071)	Supported	Supported	Supported	Not supported
HPOM for Windows 9.0	Supported	Supported with patch OMW_ 00097/98 or later (32-bit/64-bit)	Supported	Not supported
HPOM for Linux/Solaris 9.0	Supported	Not supported	Supported	Supported
HPOM for Linux/Solaris 9.10	Supported	Supported with patch 9.10.200 or later	Supported	Supported with patch 9.10.210 and hotfix

				QCCR1A1257-51, or with patches later than 9.10.210

Coexistence Support

If you plan to install HP Operations Manager and SiteScope on the same server, you need to check the support for coexistence of both the products.

HPOM Version	**SiteScope Version**	
	SiteScope 11.12	**SiteScope 11.20**
HPOM for Windows 9.0	Not supported	Supported on Microsoft Windows Server 2008 R2 with patch OMW_00145_6 or later
HPOM for Linux/Solaris 9.00	Supported on Red Hat ES Linux 5.8	• Supported on Red Hat ES Linux 5.8 • Supported on Solaris 10 with patch 119254-43 or 119255-43
HPOM for Linux/Solaris 9.10	Supported on Red Hat ES Linux 5.8 with patch 9.10.210 or later	• Supported on Red Hat ES Linux 5.8 with patch 9.10.220 or later • Supported on Solaris 10 with patch 119254-43 or 119255-43

Note: For HP Operations Manager hardware and software configuration requirements, see the relevant version of the Operations Manager for Windows/UNIX Installation Guide available on the SSO Product Manuals site (http://support.openview.hp.com/selfsolve/manuals).

HP Operations Agent Support Matrix

HP SiteScope Version	HP Operations Agent Version
11.0x	8.60.70
11.1x	8.60.501
11.20	11.02.011

Note:

- Microsoft Installer 4.5 or later is required for installing the HP Operations agent.

- The HP Operations agent is not supported on SiteScopes installed on Microsoft Window 2003 with SP1.

- For more information on HP Operations agent installation requirements, see the HP Operations agent documentation available from **<SiteScope root directory>\installation\components\oa\win\paperdocs** or from the HP Software Product Manuals Web site (http://h20230.www2.hp.com/selfsolve/manuals).

HP SiteScope for Load Testing Support Matrix

HP SiteScope Version	HP Performance Center	HP LoadRunner
SiteScope 10.10	9.10, 9.50	
SiteScope 10.11	9.10, 9.52	
SiteScope 10.12	9.52, 11.00	11.00
SiteScope 11.00	9.50, 11.00	9.50,11.00
SiteScope 11.01	9.50, 11.00	9.50, 11.00
SiteScope 11.10	11.00*, 11.50**	11.00, 11.50
SiteScope 11.11	11.00*, 11.50**	11.00, 11.50
SiteScope 11.12	11.00, 11.50***	11.00, 11.50
SiteScope 11.20	11.50, 11.51	11.50, 11.51

Not supported: *PC topology integration; ** PC toplogy/PAL integration; ***PAL integration

HP Network Node Manager i (NNMi) Support Matrix

Integration	Supported Versions
Event Integration	SiteScope version 11.10 or later NNMi version 9.10 or later
Metrics Integration	SiteScope version 11.10 or later NNMi version 9.10 or later NNM iSPI Performance for Metrics version 9.10 or later

Installation Notes

This section includes:

- "Installation Prerequisites" below

- "Installing SiteScope on an Oracle Enterprise Linux Environment" below

- "Installing Dependencies Required by the HP Operations Agent" on next page

- "Installing SiteScope on a CentOS 6.2 Environment" on page 29

- "Installing SiteScope on an HP Cloud Services Instance Running on CentOS 6.2" on page 29

Installation Prerequisites

- Install SiteScope 11.20 on supported Windows, Solaris, or Linux environments according to the instructions in the *HP SiteScope Deployment Guide* 11.20. For details about System Requirements, see "System Requirements" on page 17.

- If there is an existing SiteScope 11.x version installed, you must uninstall it before installing SiteScope11.20.

- You can upgrade SiteScope 10.x or later versions directly to SiteScope 11.20 by exporting SiteScope configuration data using the Configuration Tool. For versions of SiteScope earlier than 10.00, you must first upgrade to SiteScope 10.x. For versions of SiteScope earlier than 9.x, you must first upgrade to SiteScope 9.x. For information about upgrading, see the *HP SiteScope Deployment Guide* 11.20.

- For HP Operations agent prerequisites and installation requirements, see the "HP Operations Agent Support Matrix" on page 25.

Installing SiteScope on an Oracle Enterprise Linux Environment

Before SiteScope (64-bit) can be installed on Oracle Enterprise Linux 6.0 (64-bit), the following dependencies must be installed on the environment:

- glibc-2.12-1.25.el6.i686.rpm

- glibc-common-2.12-1.25.el6.i686.rpm

- nss-softokn-freebl-3.12.9-3.el6.i686.rpm

- libXau-1.0.5-1.el6.i686.rpm

- libxcb-1.5-1.el6.i686.rpm libX11-1.3-2.el6.i686.rpm

You can install the dependencies, using the yum package manager provided in Oracle Enterprise Linux, by running the command:

yum install -y glibc glibc-common nss-softokn-freebl libXau libxcb libX11 libXext

These dependencies can be found in the default repositories (/etc/yum.repos.d) for all Red Hat-based systems.

Installing Dependencies Required by the HP Operations Agent

When installing the HP Operations agent on the SiteScope server, you should perform the following:

1. Before the HP Operations agent can be installed, you should install the following dependencies on the environment:

   On Red Hat ES Linux 6.0 (64-bit):

   - Install compat-libstdc++-33-3.2.3-69.el6.ppc64.rpm on the Red Hat Enterprise Linux 6 PPC node.

   - Install compat-libstdc++-33-3.2.3-69.el6.i686.rpm on the Red Hat Enterprise Linux 6 x64 node.

   You can install the dependencies, using the yum package manager provided in Red Hat Enterprise Linux, by running the command:

   ```
   yum install compat-libstdc++-33-3.2.3-69.el6.i686.rpm or
   ```

   ```
   yum install compat-libstdc++-33-3.2.3-69.el6.ppc64.rpm
   ```

   On SunOS:

   - Install SunOS **patch 119254-43 or 119255-43**.

   - Make sure that the IP address of the system is mapped to the system's host name.

   > **Note:** For additional requirements for installing and using the HP Operations agent, see the Operations Agent Installation Guide on the HP Software Support Web site (http://support.openview.hp.com/selfsolve/manuals).

2. After installing the HP Operations agent, you should check the installation status in the log files.

   - **SiteScope log:**

     This just shows whether the installation passed successfully or not.

     Log file name: **HPSiteScope_config_tool.log**

     Log file location:

     - **win- %temp%** (on Windows platforms)

     - **/temp** or **/var/temp** (search for results of "installOATask") (on UNIX/Linux platforms)

- **HP Operations agent log files:**

  Log file name: **oainstall.log**, **oapatch.log**

  Log file location:

  - **%ovdatadir%\log** (on Windows platforms)

  - **/var/opt/OV/log/** (on UNIX/Linux platforms)

Installing SiteScope on a CentOS 6.2 Environment

Before installing SiteScope on CentOS 6.2 (64-bit), make sure that one of the following additional libraries is installed on the Linux environment (we recommend using the first option):

- Install glibc.i686 library by executing the command:

```
[root@centos ~]# yum install glibc.i686
```

- Check that any JRE is installed and that paths to it are written correctly:

```
[root@centos ~]# java -version
java version "1.6.0_22"
OpenJDK Runtime Environment (IcedTea6 1.10.6) (rhel-1.43.1.10.6.el6_
2-x86_64)
OpenJDK 64-Bit Server VM (build 20.0-b11, mixed mode)
```

  If you get a "command not found" error, a JRE should be installed. Use the following command for this:

```
root@centos ~]# yum install java-1.6.0-openjdk
```

Installing SiteScope on an HP Cloud Services Instance Running on CentOS 6.2

SiteScope is supported on an HP Cloud Services (HPCS) instance running on a CentOS 6.2 operating system.

Tips for installing SiteScope on HPCS:

- Check the hostname of the HP Cloud Services server and make sure that the host is resolved:

  a. Get your hostname by running the `hostname` command.

  b. Run `ping <your_hostname>`. If the ping request is successful, the host is already resolvable.

  c. If that failed, then find your IP using `ifconfig`.

  d. Run `echo "<your_ip> <your_hostname>" >> /etc/hosts` to add a string with an

IP corresponding to your hostname to the hosts file.

    e. Run ping <your_hostname> again and make sure that the host is resolved.

- Check the swap size.

    a. Run the `free` command and make sure that the swap is created.

    b. If you see that the swap is absent:

```
[root@centos ~]# free | grep Swap
Swap: 0 0 0
```

    run the following commands:

    Create a 2 GB file:

```
[root@centos ~]# dd if=/dev/zero of=/swapfile bs=1M count=2048
```

    Initialize it as the swap:

```
[root@centos ~]# mkswap /swapfile
```

    Enable it:

```
[root@centos ~]# swapon /swapfile
```

    c. Check the swap again:

```
[root@centos ~]# free | grep Swap
Swap:      2097144        0   2097144
```

- Install additional libraries as described in "Installing SiteScope on a CentOS 6.2 Environment" on previous page.

Security Group Configuration

IP Protocol	From Port	To Port	Type	CIDR IPS
tcp	8080	8080	IPs	0.0.0.0/0
tcp	22	22	IPs	0.0.0.0/0
tcp	8888	8888	IPs	0.0.0.0/0
icmp	-1	-1	IPs	0.0.0.0/0

How to install SiteScope on HPCS:

1. Change the current directory to the location where the SiteScope installer is located, and run the SiteScope installer:

```
[root@centos ~]# sh ./HPSiteScope_11.20_setup.bin -i console
```

2. Install SiteScope using the console mode. For details, see the Installing SiteScope section of the HP SiteScope Deployment guide.

3. After installation is finished run SiteScope:

```
[root@centos ~]# /opt/HP/SiteScope/start
```

4. Wait for a couple of minutes until the SiteScope service is started, and then check that the necessary processes are running:

```
[root@centos ~]# ps -ef | grep SiteScope | grep -v grep |awk '
{print $3}'
8475
8477
```

The last command shows the process IDs of the SiteScope processes. If there are two processes, the SiteScope server has started successfully.

Notes and limitations

The Operations Manager integration and HP Operations Agent installation are not currently supported in SiteScope 11.20 installed on a CentOS 6.2 server.

Notes and Limitations

In most cases, problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). Use this number when looking for more information about the problem on the HP Software Support web site, or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, or generally to view a list of known problems for a specific product and/or version, on the HP Software Support web site click the Self-solve tab, select **Include related subproducts**, select product, version, and operating system, select only **Known Problems** in the **Document types** area, and click **Search**. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

Audit Log

QCCR1I59672

When template changes are published to SiteScope objects, the audit log shows which objects were updated, but it does not show the before and after values.

Capacity Limitations

QCCR1I30633

When SiteScope is integrated with BSM, performing various very high load operations might cause problems in SiteScope. Use the following guidelines:

- Do not run the Publish Template Changes Wizard for over 3,000 monitors at once.

- Do not run the Monitor Deployment Wizard to create over 3,000 monitors at once.

- Do not copy/paste over 3,000 monitors in a single action.

- Do not perform a Global Search and Replace to modify BSM integration properties for over 2,500 monitors at once.

When working under high load conditions, you should suspend all monitors before connecting to BSM for the first time.

Configuration

QCCR1I37003

SiteScope applet must have the **Keep temporary files on my computer** selected in your client Java configuration (**Control Panel > Java > General tab > Temporary Internet Files > Settings**). Failing to do so will result in: "NoClassDefFound" exception and applet loading will fail.

If security issues require it, delete the temporary files manually when you finish using the SiteScope applet:

1. Close the SiteScope applet.

2. Select **Start > Control Panel > Java > General** tab.

3. In the **Temporary Internet Files** section, click **Settings** and then click **Delete Files**.

If SiteScope is installed on Microsoft Windows Server 2008, you should manually define the time zone offset in **Preferences > Infrastructure Preferences > General Settings > Time Zone offset**, in hours, from Greenwich Mean Time (GMT). For example, if the time zone is GMT +2, type "-2" as the time zone offset. If the time zone is GMT -5, type "5" as the time zone offset. For GMT, type "-999" or "0".

Dashboard

QCCR1I20806

The Dashboard column layout in the Monitor History view cannot be saved during user sessions.

Diagnostics Integration

When creating a Diagnostics Integration in Integration Preferences, if you select the **Include additional data** option, all other Diagnostics and Generic Data integrations are affected (the data SiteScope forwards to these applications also contains this additional data). It is recommended to select this option only if you require this additional data for all your Diagnostics and Generic Data integrations. For details on the option, refer to the "Diagnostics Integration Preferences Dialog Box" in the "Integration Preferences User Interface" section of the *Using SiteScope* help.

Documentation

When viewing the SiteScope online help system in Internet Explorer 8 (32 or 64-bit version), numbered or alphabetical lists may appear corrupted.

Workaround: In Internet Explorer 8, open **Tools > Compatibility View Settings**, and select **Display all web sites in Compatibility View**. Click **Close**. The incorrectly numbered lists appear correctly.

Global Search and Replace

QCCR1I42998

When using Global Search and Replace, unable to replace **Credentials** values that are used in remote servers and monitors.

QCCR1I45045

Indicator Settings are not supported, and are not available, in Global Search and Replace.

QCCR1I36248

When using Global Search and Replace, the **Server** property is available only when monitors from the following group are selected: CPU monitor, Disk Space monitor, Memory monitor, Microsoft Windows Performance Counter monitor, Web Server monitor, or Service monitor. For other monitors, the **Server** property can only be changed by selecting that specific monitor subtype in the Select Subtype page. For example, if a CPU monitor is selected with a Web Server monitor, the **Server** property is available. If a monitor, not from this group, is also selected, the **Server** property is not available.

The Review Summary page displays the real host name of the monitored server instead of the name by which the remote machine should be known in SiteScope. This means that you cannot differentiate between multiple remote servers created for the same host machine (for example, where one remote server uses the WMI connection method and another uses NetBios).

Installation - OM Integration

QCCR1I51861

If there is a problem signing and installing the local policies when configuring Operations Manager event integration, the installation hangs.

Workaround: Restart your HP Operations agent, or your SiteScope server.

QCCR1I71690

Creating a node with a short name in HP Operations Manager for Windows can cause problems with monitor discovery policy, and part of the monitor services may not be discovered.

Workaround: You should configure nodes (especially the SiteScope server node) with the fully qualified domain name if there is one.

Installation and Upgrade

QCCR1I52241

SiteScope might fail to install on a Windows machine if the environment variables %TEMP% and %TMP% point to a directory path that contains an empty space. For example, C:\Documents and Settings\Default User\Local Settings\Temp.

Workaround: Change the environment variables %TEMP% and %TMP% to point to a directory path that does not contain an empty space. For example, C:\Temp.

QCCR1I32727

After upgrading from SiteScope 7.5.x to 9.0 and then to 10.1x, if 7.5.x contained an administrator user and a regular user and the username and password for the administrator was blank, some or all of the monitors and alerts may not be displayed in the user interface after the upgrade.

Workaround: After upgrading to SiteScope 9.0, enter the username and password for the administrator user in Preferences > User Management Preferences in the user interface.

QCCR1I57144

If uninstalling SiteScope fails, restart the SiteScope server, and then try to uninstall again.

When upgrading to SiteScope 11.10, the **templates.os** files are overwritten by the upgraded files, including any files you customized in a previous version of SiteScope. If in a previous version you added new configuration files to the **templates.os** folder, these files are not affected by the upgrade and remain in the folder.

Workaround: To restore any customizations that you made to the templates.os files:

1. Make a backup of the original SiteScope 11.10 configuration files, since some configuration files from earlier versions of SiteScope are incompatible with 11.10, and might not work after you make changes to them.

2. Unzip the backup files that were made prior to the upgrade by exporting SiteScope configuration data using the Configuration Tool.

3. Manually make changes to the new files.

QCCR1I63204

Applies to SiteScope 11.20 and later.

Hot fixes cannot be uninstalled by using the SiteScope uninstallation program. To remove a hotfix, run the patch-specific uninstallation script as follows:

- **<SiteScope root directory>\installation\<PATCH_NAME>\uninstall.bat** (Windows platforms)

- **<SiteScope root directory>\installation\<PATCH_NAME>\uninstall.sh** (Linux or Solaris platforms)

QCCR1I58914

Templates and solution templates might be missing from the Templates context after installing or upgrading SiteScope.

Workaround:

1. Before installing or upgrading SiteScope, rename existing template examples in SiteScope to avoid name collision during silent import (see next step). Duplicate names will inhibit the import process from completing successfully.

---

2. If you have performed an upgrade (and the templates are missing), copy all the templates from the **<SiteScope root>\export** directory to the **<SiteScope root directory>\persistency\import** directory (you might need to create this folder if it does not exist).

QCCR1I71987

After upgrading from SiteScope 11.12 to SiteScope 11.20, the Amazon CloudWatch Integration uses the incorrect region.

Workaround: After an upgrade, open the Amazon Cloudwatch Integration and select the required region in the Amazon CW Security Setiing panel.

QCCR1I71260

During SiteScope installation, you might be unable to configure SiteScope in the SiteScope Configuration Wizard due to a corrupted wizard (no ability to click **Next**).

Workaround:

1. Close the HP SiteScope Configuration Wizard.

2. Navigate to **%Temp%/../HPOvInstaller/HPSiteScope_<Version>** (for example: **HPSiteScope_11.20**).

3. Copy one of the **ovinstallparams_<time_stamp>.ini** files to **%Temp%** (for example: **ovinstallparams_2012.06.03_13_44.ini**).

4. Rename **%Temp%/ovinstallparams_<time_stamp>.ini** to **%Temp%/ovinstallparams.ini**.

5. Open a command prompt window, and run the following command: **%Temp%/HPSiteScope/postinstall_launch_sis_config.bat %cd%**.

6. Continue with the SiteScope configuration as described in the SiteScope Deployment guide.

The SiteScope user interface does not start and the following error message is displayed: "Several Java Virtual machines running in the same process caused an error". This is a known Java defect (http://bugs.sun.com/view_bug.do?bug_id=6516270) that might occur when using Internet Explorer 7.

Workaround: Either:

- Use a browser other than Internet Explorer 7.

- Upgrade to Java 6 update 10 or later.

- In the Add or Remove Programs dialog box (**Start > Control Panel > Add or Remove Programs**), remove all Java/Java Runtime Environment installations except for the latest version.

The SiteScope user interface does not start and an error message is displayed while starting the SiteScope applet (for example: "The Java Runtime Environment cannot be loaded").

Workaround: Perform the steps below. After each step, try to reopen SiteScope. If SiteScope fails again, proceed to the next step.

1. Close all the browser's windows.

2. End all remaining browser processes (if any remained) using Windows Task Manager.

3. Clean the local Java applet cache. Select **Start > Control Panel > Java**, and in the **General** tab, click *Delete Files* and then click **OK**.

4. Clean the local Java applet cache by deleting the content of the following folder: **C:\Documents and Settings\<user_name>\Application Data\Sun\Java\Deployment\cache**.

The SiteScope menu bar opens but the applet fails to start, and you see a blank screen or an "x" image.

Workaround: Perform the following:

1. Click **Start > Control Panel > Java**.

2. In the Java Control Panel, click the **Advanced** tab.

3. Expand the D**efault Java for browsers folder** (or **<APPLET> tag support** if you are using Java 5), and make sure that **Microsoft Internet Explorer** and **Mozilla family** are selected.

4. Click **Apply** and then click **OK**.

The ability to report topology data to BSM was enhanced with several complex topologies (such as WebSphere, WebLogic, and so forth). SiteScope must collect the properties for these topologies on the first start after an upgrade. This may take some time because it means connecting to the monitored servers and getting the additional data. A problem may arise during the first restart if it takes longer than 15 minutes because SiteScope automatically restarts if there are no monitors running within this time.

Workaround:

1. After an upgrade, use the following batch file to start SiteScope for the first time: **<SiteScope root directory>/bin/go.bat**.

2. Once SiteScope is started, for any monitors that are monitoring environments that are not running, select **Disable reporting metrics to BSM** under **BSM Integration Data and Topology Settings** in HP Integration Settings. This saves wasting time waiting for the monitored servers to reply.

An Internet Explorer exception error message is thrown inside SiteScope pages, indicating Operation aborted.

Workaround: Remove or disable the Skype add-ons on your system. For further details, see http://support.microsoft.com/default.aspx/kb/927917.

Integration - BSM

QCCR1I35093

Historical data is lost in SAM reports after host DNS resolution if the host is resolved with another name (Topaz ID).

Workaround: Manually update the BSM database by searching for the old Topaz ID and replacing it with the new ID for historical data.

QCCR1I39607

The **Running Software** CI which is reported by both SiteScope and Real User Monitor is not reconciled, since SiteScope does not report the **IpServiceEndpoint** CI that should be linked to the **Running Software** CI. To report topology to BSM, select the **Report monitor and related CI topology** option under the HP Integration Settings panel in the monitor properties.

QCCR1I28808

When SiteScope versions earlier than 10.00 are connected to BSM 9.00, EMS integrations reporting the Application CI (HP OVO, NetScout, and generic integrations) fail since the **application_id** attribute was removed from the Application CI in BSM 9.00.

QCCR1I48052

Sending topology fails for some monitors deployed from solution templates (since not all monitors have the report topology to BSM option selected by default).

Workaround: After deploying a monitor using a solution template:

1. Expand **HP Integration Settings** in the monitor properties.

2. Select **Enable reporting monitor status and metrics** (in the **BSM Integration and Data and Topology Reporting** section) to enable the monitor to report to BSM.

QCCR1I49144

When accessing SiteScope from System Availability Management Administration using Internet Explorer 7, a 408 Request Timeout error is displayed.

Workaround: To be able to login into SiteScope from BAC/BSM, you must enable the option in Internet Explorer to allow session cookies.

1. In Internet Explorer, select **Tools > Internet Options > Privacy** tab > **Advanced** button.

2. Select **Override automatic cookie handling**, make sure **First-party cookies** and **Third-party cookies** are set to **Accept**, and select **Always allow session cookies**.

QCCR1I49550

When adding threshold conditions to a monitor that has multiple CIs (SAP CCMS, SAP Work Processes, Siebel Application Server, Siebel Web Server, Solaris Zones, or VMware Performance monitor), the **Indicator State and Severity** value disappears for all threshold conditions, except for the last condition added.

Workaround: Add and configure threshold by threshold, instead of by adding and configuring each threshold individually. When you save the monitor, indicator values for all threshold conditions are displayed.

QCCR1I56509

Monitors do not report to BSM if you:

1. Create a monitor with custom topology, and click **Save**.

2. Clear the **Report monitor and related CI topology** check box (in HP Integration Settings), and click **Save**.

3. Select the **Report monitor and related CI topology** check box, and click **Save**.

Workaround: Make any change in the monitor properties (for example, change a letter in the monitor name and then change it back), and then click **Save**.

QCCR1I60368

Downtime functionality in SiteScope 10.x or earlier is not supported when connected to BSM 9.x, since a new downtime cannot be created on a SiteScope profile. Previously defined downtimes in BSM 8.x upgraded to BSM 9.x do not affect SiteScope.

Workaround: To enable SiteScope support for the new downtime functionality when using BSM 9.x, upgrade your version of SiteScope to 11.x.

QCCR1I73658

When exporting the **sitescope.zip** package from BSM (**Admin > RTSM Administration > Administration > Package Manager)** to a local server and modifying topology scripts, make sure the package deployed back to the server consists only of the modified files under the **sitescope/discoveryScripts** folder.

Workaround: If you already deployed the **sitescope.zip** package with all its contents and you encounter topology reporting problems, perform the following:

1. Stop SiteScope.

2. Delete the content from the **%sitescope_home%/discovery/hsqldb** folder.

3. Restart SiteScope.

4. Resynchronize topology (in SiteScope, select **Preferences > BSM integration Preferences > BSM Preferences Available Operations** and click **Re-Synchronize**.

Deploying SiteScope templates while registering a SiteScope to BSM may cause a loss of topology data reported to BSM. It is recommended to avoid making configuration changes while performing BSM registration.

To improve performance, SiteScope uses a topology cache when sending topology data to the BSM's RTSM (Run-time Service Model). If SiteScope attempts to send an existing CI to the ODB, the CI may not be sent or be created in the ODB for up to a week because of the way the topology cache works.

This could happen in the following circumstances:

- When cutting and pasting a monitor from one group into a new group (so the original group is left empty), and then cutting and pasting the monitor from the new group back into the original group.

- When disabling data and topology reporting for a monitor and then enabling it again in HP Integration Settings.

- After a CI has been manually deleted from the ODB, it is not created again until the cache is cleaned out. (EMS flow - Deleting EMS monitors from the ODB)

Workaround: If you cannot wait approximately one week to see the CIs, you can manually synchronize the data as follows: **In Preferences > Integration Preferences**, edit the relevant integration and in the **BSM Preferences Available Operations** area, click **Re-synchronize**.

If SiteScope restarts for any reason while SiteScope is connected to BSM, some topology data that SiteScope forwards to BSM may be lost.

Workaround: If not all topology data was forwarded to BSM, manually synchronize the data as follows:

1. In **Preferences > Integration Preferences**.

2. Edit the relevant integration.

3. In the **BSM Preferences Available Operations area, click Re-synchronize**.

Integration - EMS

The Generic Integration monitors (Technology Database, Log File, SNMP Trap, and Web Services) are supported for BSM 9.1x and earlier versions only.

Integration - OM

QCCR1I54342

If you run the node discovery policy when SiteScope is integrated with Operations Manager for Windows 9.0 (OM) and the nodes that SiteScope reports exist in OM, the node definitions are removed from OM and replaced with an empty node object.

Workaround: Install the relevant OM patch (check the Patches page on the HP Software Support site. After the patch is installed, the HPOM server ignores platform updates from SiteScope.

QCCR1I51638

After installing the HP Operations agent, it is recommended to restart the SiteScope server.

QCCR1I58340

When SiteScope is installed on the same machine as Operations Manager for Windows 9.x (OMW), the discovery policy integrations (node and monitor service discovery) do not work and a

JVM error file is generated. Note that running the integration batch files from a command line returns the discovery XML results to the console, while running it from the agent agtrep command fails.

Workaround: Manually configure the integration scripts to work with Java 32 according to the SiteScope installation.

For SiteScope 32-bit:

1. Install SiteScope 32-bit on a machine with OMW 9.0 64-bit.

2. Edit **<SiteScope root>\integrations\om\bin\om_discovery_hosts.bat** by replacing **run_ api_call_om.bat with run_api_call.bat**.

3. Edit **<SiteScope root>\integrations\om\bin\om_discovery_monitors.bat** by replacing **run_api_call_om.bat with run_api_call.bat**.

For SiteScope 64-bit:

1. Install SiteScope 64-bit on a machine with OMW 9.0 64-bit.

2. Download Java 32-bit.

3. In the **<SiteScope root>\integrations\om\bin** folder, make a copy of the r**un_api_call.bat** file, and name it r**un_api_call_32.bat**.

4. Open **run_api_call_32.bat** in a text editor, and set the java location to the 32-bit location from where you downloaded it.

5. Edit **<SiteScope root>\integrations\om\bin\om_discovery_hosts.bat** by replacing **run_ api_call_om.bat with run_api_call_32.bat.**

6. Edit **<SiteScope root>\integrations\om\bin\om_discovery_monitors.bat** by replacing **run_api_call_om.bat with run_api_call_32.bat.**

QCCR1I59226

If BSM is using an HTTPS reverse proxy or a load balancer, you need to provide the HP Operations Agent on the SiteScope server with a certificate so that it can communicate securely with BSM. Check for an updated version of these release notes for details on how to manually configure the agent.

QCCR1I67934

After upgrading from SiteScope 11.0x or 11.10 that is installed on Oracle Enterprise Linux environment, SiteScope events integration with HOPM or BSM might stop working or send incorrect values.

Workaround: After upgrading to SiteScope 11.11 or later on Oracle Enterprise Linux, redeploy the event integration policy from **Preferences > Integration Preferences > HP Operation Manager Integration > HP Operation Manager Integration Main Settings** by clicking the **Install Policies** button.

When SiteScope is integrated with Operations Manager, the HP Operations agent included with SiteScope requires an OS Instance Advanced license. Nodes registered in Operations Manager through the node discovery policy might also (falsely) request a Target Connector license. For

details on Operations Manager licensing requirements, refer to the Operations Manager documentation.

Operations Manager 9.0 for Windows 64-bit console does not support the tree services view (when OM is integrated with SiteScope). The tree view is available in the left pane, but not in the service map on the right.

When you have an HP Operations agent on a SiteScope machine that is managed from Operations Manager, you cannot connect SiteScope to BSM with Event Integration.

Integration Monitors

QCCR1I42212

When changing the custom topology from reporting Unix to Windows CI type (for reporting the same IP), the old CI and link are not deleted from the monitor's topology.

QCCR1I48048

Publishing changes after changing custom topology in an EMS monitor template does not affect a monitor's custom topology in BSM.

LDAP Authentication

QCCR1I31883

When logging to SiteScope using LDAP authentication, unable to generate a Management Report due to authentication issues.

Workaround: Define the user password in SiteScope to be the same as the one used in LDAP.

LoadRunner Integration

QCCR1I49652

When SiteScope 11.01 is integrated with LoadRunner 9.52, unable to create the Microsoft Windows Resources monitor from the LoadRunner side with the default list of the counters.

Workaround: Add the counters manually.

Monitor Deployment Wizard

Delete this text and replace it with your own content.

QCCR1I39697

The Monitor Deployment Wizard only supports topology reporting for monitors that have a default topology defined. This means you can select to add a template to a CI only if the CI type is the default CI type for all the monitors in the template.

Monitors

QCCR1I53756

SiteScope is unable to retrieve instances and counters from a Microsoft SQL Server 2008.

Workaround: You can monitor Microsoft SQL Server 2008 using the Microsoft Windows Resources monitor.

QCCR1I41203

Date and time format for monitor status is shown according to the server locale instead of the browser locale.

QCCR1I54666

The following Virtualization monitors do not support VM instance-based information on HPOM integration events and metrics: VMware Performance, VMware Host CPU/Memory/Network/State/Storage, Solaris Zones, and Microsoft Hyper-V monitors.

All HPOM events or Performance Manager metrics generated by these monitors are associated with the monitored target (such as ESX or vCenter), instead of with the actual VM embedded within the relevant metric.

Note: When integrating with BSM, events and metrics are correlated with the correct VM CI, based on CI resolution.

QCCR1I41201

Database Query monitor. The Database Query monitor status is shown according to the server locale. If there are any specific messages from the database, such as error messages, this information might not be displayed properly in the status field where the server locale is different from the client locale, and the information contains non-Latin characters.

QCCR1I58676

Database Query monitor. Unable to use space separated LDAP URLs in the Database Connection URL field due to spaces not being accepted.

QCCR1I34224

Disk Space monitor. Due to a limitation with WMI, the WMI connection method returns incorrect results when this monitor is used on Windows Server 2008.

Workaround: To monitor Windows Server 2008 using WMI, you should install the Microsoft hot fix (http://support.microsoft.com/kb/961435/en-us) on the target Windows system.

QCCR1I28593

Disk Space monitor. The Disk Space monitor displays slightly different results depending on the protocol that is used (NetBIOS, WMI or non-perfex based SSH).

QCCR1I52457/ QCIM1I52316

DNS monitor. The DNS Monitor does not work on a Microsoft Windows 2008 Japanese environment.

Workaround: In Preferences > Inf**rastructure Preferences > Monitor Settings**, select the **Use DNS Java library** option.

QCCR1I41200

FTP monitor. Summary status for the FTP monitor is shown according to the server locale instead of the browser locale.

QCCR1I23798

File monitor. If Telnet is used as the connection method for UNIX remote servers running on an HP-UX or Linux operating system, and either (1) the LANG environment variable is unset, or (2) "set -u" is in effect and the LANG or LC_ALL environment variables are unset, the File monitor will not work regardless of the file it is monitoring.

Workaround: Permanently set the LANG and LC_ALL environment variables to the default shell for the SiteScope user.

QCCR1I52088

HP iLO monitor. SiteScope does not support HP iLO version 3.

QCCR1I39836

Log File monitor. The Log File monitor is unable to monitor a file through symbolic links on Linux.

QCCR1I32441

Microsoft Windows Event Log monitor. The Microsoft Windows Event Log monitor is unable to monitor "Critical" event types on Windows 2008 servers. This is because the event type is not supported in the Event Type list. This limitation is relevant for SiteScopes installed on Windows Server 2008 only.

QCCR1I34285

Microsoft Windows Media Server monitor. The Microsoft Windows Media Server monitor is unable to get counters from the remote server when monitoring on Windows Server 2008 (64-bit).

QCCR1I33005

Microsoft Windows Resources monitor. Unable to receive measurements when monitoring a remote server that contains non-English characters from an English machine using NetBIOS or agent-based SSH.

Workaround: Use the same operating system language on both systems.

QCCR1I27152

Oracle Database monitor. If you have created Oracle Database monitors in SiteScope and afterwards you connected to BSM and you want the monitor and its related topology to be reported to BSM, you must enter values for the database machine in the **Name** and **Server** fields and select the **Report monitor and related CI topology** check box in **HP Integration Settings > BSM Integration Data and Topology Settings**.

QCCR1I26236

Ping monitor. When SiteScope is installed on Solaris, the Ping monitor might take longer than expected to run, and might exceed the timeout for displaying the monitor status in the popup window (the default timeout is 5 seconds).

Workaround: In the Ping Monitor Settings panel, increase the value in the **Timeout (milliseconds)** field.

QCCR1I67130

SAP Java Web Application Server monitor. The SAP Java Web Application Server monitor is not compatible with the security settings for the new custom monitors and is not available by default.

Workaround: If you use or plan on using this monitor, and do not intend to use the custom monitors, change the following attributes for the SiteScope JVM:

For Unix:

1. Stop the SiteScope service.

2. Make a back up of the **start-monitor** file located in the **<SiteScope root directory>\bin** folder.

3. Remove the following from the **start-monitor** file:

   ```
    -Djava.security.manager -
   Djava.security.policy="..\conf\security\sitescope.policy"
   ```

For Windows:

1. Stop the SiteScope service.

2. Use regedit to modify the Windows register (run `regedit` from a command line).

3. Open the following registry subkey: **HKEY_LOCAL_ MACHINE\SYSTEM\CurrentControlSet\Services\<SiteScope service>**.

   For example: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\HP SiteScope**.

---

4. Make a back up of the value of the **serviceParam** property for this node.

5. Modify the value of the **serviceParam** property by removing the following (note that this parameter appears twice in the the **serviceParam** property):

```
-Djava.security.manager -
Djava.security.policy="..\conf\security\sitescope.policy"
```

QCCR1I30899

Script monitor. When defining a Script monitor to monitor a Linux remote server using the Telnet connection and the script is defined as USE COMMAND, the match expression may not work properly. This could be caused by a limitation in the number of characters that can be used to run the USE COMMAND. By default, the terminal command line has a length limitation on the size of the command per line.

Workaround: Change the connection method to **SSH** on the defined Linux remote server.

QCCR1I46193/ 4605843461

Service monitor. Due to a Solaris limitation, SiteScope is only able to display service names up to a maximum length of 80 characters.

QCCR1I25754

Technology Integration monitor. When creating a Technology Log File Integration monitor, it is recommended to perform the Test Script (during monitor configuration, in the Topology Settings area, select a topology script in the **Script** field and click **Test Script**) of the topology script using a short log file. If a long log file is used for testing the topology script, it may take several minutes.

Memory monitor. WMI returns incorrect values for the memory used % and MB free counters when the WMI connection method is used on a Windows Server 2008. This is due to an issue with WMI (not SiteScope).

Monitor Thresholds. If, in the counters tree in the Monitor Settings panel, you clear or add a counter that has corresponding thresholds defined in the Threshold Settings panel, the counter might be:

- Replaced in the Threshold Settings with the next selected counter in the counter tree.

- Replaced with the default counter.

- Removed from the Threshold Settings panel.

This limitation applies to all browsable monitor counter types in template mode only, and to the Microsoft Windows Resources, Apache, and Health monitors in normal and template mode.

Monitor Tree. If there is a large space between group containers in the SiteScope monitor tree, refresh your browser.

SNMP monitor. When the SNMP monitor is integrated to report data to HP Diagnostics, the measurement label is sent as a name instead of the real measurement name.

Workaround: Use the SNMP by MIB monitor instead.

QCCR1I66218

UNIX Resources monitor. When configuring a UNIX Resources monitor on an AIX environment, the process names displayed in the processes list are cut off.

QCCR1I66209

UNIX Resources monitor. When configuring a UNIX Resources monitor on a SunOS environment, the process names displayed in the processes list are cut off.

Multilingual Support

QCCR1I21171

Unable to display non-English characters in the counters list when configuring the Microsoft IIS Server monitor.

QCCR1I50695

Non-English strings are not supported when using the post installation Configuration Tool wizard on a Linux environment.

Workaround: Run the post installation Configuration Tool in console mode with parameter "-i console".

QCCR1I55818

Installation on Turkish Locale Causes an Exception: If you attempt to run the SiteScope Installation procedure using a Turkish locale, the installer does not present the installation screens correctly and, as a result, you cannot answer the installation questions. This is a problem related to the installation software.

Workaround: In order to complete the installation successfully, you need to temporarily set the locale to a United States locale. When you have completed the installation, you can reset the locale to Turkish.

QCCR1I32444

When using the SNMP Browser Tool or the XSL Transformation Tool, the results may not be readable in languages other than English.

Workaround: Click the **Save To File** button, save the results to an external file, and open the file with an external editor.

QCCR1I30190

Run results for some monitors are shown according to the server locale or in English, instead of according to the client locale.

QCCR1I54985/QCCR1I54978

When using the Microsoft Windows Resources monitor in a non-English locale, the monitor counters and run status summary is not readable.

Workaround: Configure the monitor to use the Direct registry queries collection method.

QCCR1I35306

SiteScope log files do not support Unicode characters—all non-English characters appear corrupted in the logs.

Workaround: Use a SiteScope server installed on a corresponding operating system locale. For example, use SiteScope installed on a Japanese Windows operating system for a Japanese locale.

Preferences

QCCR1I30651

After changing the user name or password of a credential profile, any open connections that are using this credential remain open and are not reconnected.

Workaround: Restart SiteScope.

Remote Servers

SiteScope installed on Solaris 10 is unable to connect to a remote UNIX server via SSH using Internal Java Libraries.

Workaround: In the file **<SiteScope root directory>\bin\start-monitor**, add the following to the argument list of the JRE (just before the **-Dflipper.param.file** argument):
-Djava.nio.channels.spi.SelectorProvider=sun.nio.ch.PollSelectorProvider

Reports

QCCR1I71113

When configuring a SiteScope Management report, unable to enter a report title when using JRE 7 on the client side.

Workaround: Click on the background, or any other window, and then return to the New SiteScope Management Report dialog and enter a report title.

SiteScope APIs

QCCR1I4859

All SiteScope Web Service API methods that are not protected by a user name and password have been deprecated. All API methods with user and password authentication have been renamed and now have an Ex suffix (for example, **enableGroupEx**) to avoid the same method names being used with different parameters.

SiteScope Failover

QCCR1I60203

When SiteScope is registered with BAC/BSM, SiteScope Failover does not resend the SiteScope profile topology after the primary SiteScope fails.

Workaround: Force SiteScope Failover to resend all topology data to BAC/BSM. In **Preferences > Integration Preferences > BSM Preferences Available Operations**, click **Re-synchronize**. Resending the profile topology by SiteScope Failover is important for viewing PMI reports in BSM.

When installing SiteScope Failover Manager on a Windows platform, the following message is displayed at the end of the installation process: "Cannot start SiteScope service."

Workaround: Start the **Failover Manager** service manually from the **Services** control panel.

SSH

If you experience monitor skips when using the SSH retries mechanism on a UNIX remote server, check the monitor run frequency and the **_numberOfRepeatExecForSSHConnection** and **_UNIXSSHTimeoutSeconds** property values in the master.config file to make sure they are not the cause of the skips (for example, if monitor frequency equals the SSH timeout). Note that time is used from **_UNIXSSHTimeoutSeconds** for every unsuccessful retry. Therefore, if the number of retries is set too high (so that it is longer than the monitor run frequency), this can increase the number of monitor skips and result in SiteScope restarting.

F-Secure is no longer officially supported when monitoring remote servers using SSH.

System Availability Management Administration

QCCR1I30669

Copying and pasting from SiteScope 11.10 to earlier versions of SiteScope is not supported.

QCCR1I32039

When copying monitors, groups, or other entities between multiple SiteScope instances, tag assignments are lost even if the tags that were assigned to the copied entities on the source SiteScope are present on the target SiteScope.

QCCR1I32040

When copying and pasting a monitor that includes a script alert from one SiteScope into another, the remote server of the script alert may not correctly copy into the target SiteScope.

Workaround: If you are copying script alerts from one SiteScope to another, ensure that the remote server accessed by the script alert exists in the target SiteScope before copying.

QCCR1I30759

The Technology Log File Integration monitor cannot be copied from one SiteScope to another.

Workaround: Create an identical monitor on the target SiteScope (copy all monitor values to it from the original monitor). To copy a sub-tree containing Technology Integration monitors:

1. Copy the sub-tree to a temporary location in the same SiteScope.

2. Delete the Technology Integration monitors.

3. Copy the new sub-tree from the temporary location to the other SiteScope.

4. Delete the temporary location.

5. Create the Technology Integration monitors in the other SiteScope.

When copying and pasting a SiteScope monitor into a group, the monitor data can take up to an hour before it is displayed in Service Health in HP Business Service Management.

Tags

QCCR1I71134

Search/filter and reporting tags cannot be created when the SiteScope client environment uses JRE 7.

Workaround: Click on the background, or any other window, and then return to the Search/Filter or Reporting Tags panel and create a tag.

Templates

QCCR1I32397

If a template contains an invalid dependency (the template contains a dependency that existed once but no longer exists in the imported template), no dependency is shown in the template deployment. When running the Publish Template Changes wizard, the **Depends on** property is

displayed as a difference in the Content Changes page even though there is no dependency displayed in the template.

Workaround: Add a new dependency in the template, remove it, and then click **Save**. This removes the non-existent dependency.

Tools

QCCR1I32543

When using the Event Log Tool, if **DNS** is selected in the **Log name** box and the target server does not have a DNS server on it, the Application log content is displayed in the Results panel.

QCCR1I56272

The Event Log Tool is not available when configuring the Microsoft Windows Event Log monitor from the **Use Tools** button. The tool is still available from **Tools > Operating System Tools > Event Log Tool**.

QCCR1I32050

When using the Database Connection Tool to apply properties to the Database Query monitor or Technology Database Integration monitor, the credential data is lost if a credential profile is selected instead of entering the credentials manually.

If you encounter the following error when using the Database Connection Tool to connect to an SQL server database: "Exception Message: [mercury][SQLServer JDBC Driver]NTLM (type-2) Authentication was requested but the required DDJDBCx64Auth04.dll was not found on the path specified by the java.library.path system property."

Workaround: Use a third-party driver. Microsoft's JDBC driver does not exhibit this issue, nor does JTDS. Both these drivers can operate in wrapped and unwrapped modes and support Windows Integrated Authentication (http://msdn.microsoft.com/en-us/data/aa937724.aspx).

Enhancement Requests

This section lists enhancement requests that were addressed in this release.

The reference number for each defect is the Quality Center Change Request (QCCR) number. For more information about pending enhancement requests, visit HP Software Support Online, or contact your HP Support representative directly.

Alerts

QCCR1I60728

Added the **Apply action to subgroups of the selected groups** option to the **Disable or Enable Monitors** Alert Action section of the New/Edit Alerts dialog box. This enables the specified alert action to be applied to all subgroups (and not just the main group) of the selected group or groups.

QCCR1I44593

Added a line break between each monitor listed in an email alert.

Note: Since the email is in plain text format, you must configure Microsoft Outlook not to remove line breaks.

QCCR1I33657

Fixed issue of being unable to change the encoding for outgoing SNMP Trap Alerts by configuring the **_snmpTrapEncoding** parameter in the **master config** file.

QCCR1I39751

Enabled the rules file to use Script alerts in addition to SNMP Trap, Mail, and Pager alerts. See the example rules file in **<SiteScope root directory>\examples\log_monitor\sample.rules** for instructions on how to use the file and example rules.

QCCR1I34987

Added the **Disable alert indefinitely** option to the **Enable/Disable Associated Alerts** tab in Monitor Properties. This enables you to disable an alert indefinitely for specific monitors and groups even if the alert condition is met.

QCCR1I59371

Added the ability to copy details from selected rows in the Dashboard and the Alerts tab using the Ctrl + C shortcut. Also added the **Export to CSV** button to the Dashboard toolbar which enables exporting all data displayed in the Dashboard table to a .CSV file.

QCCR1I35444

Added scheduling option to alert actions that enables you to schedule when generated alerts can be sent.

QCCR1I55656

Fixed issue of not getting alert data for a monitor within a group when running Alert reports. The report now includes all alerts, including alerts from parent groups that target the selected object

API

QCCR1I39281

Added the **SiteScopeSearchCommandLineUtil** API that supports searching monitors and groups by specific criteria.

QCCR1I59983

When running the Get SiteScope configuration command in API examples, the snapshot is now printed to the console.

QCCR1I53981

Added monitor API functions to select or clear tag values for a monitor.

QCCR1I37729

The SiteScope API supports searching groups and monitors by specific criteria.

QCCR1I68540

Added the **importSSHKey** API for importing a private key that can be used for key-based SSH authentication.

Audit Log

QCCR1I40167

Added the full path (from the SiteScope root to the audited entity) to the entry in the audit log which describes the incident. For example, <SiteScope>\group name\monitor name or <SiteScope>\template container name\template name\group name\monitor name.

QCCR1I57897

Details of additional operations (such as monitors run manually) are recorded in
the audit log.

QCCR1I59673

The audit log records details of monitor configuration changes (monitor creation, update, deletion,
moved/copied to), and displays the value before and after the change.

QCCR1I59720

The audit log records actions performed on Search/Filter Tags (tag created, deleted, or updated).

QCCR1I61453

When deleting a template alert, the full path of the alert is recorded in the audit log.

QCCR1I61297

When importing backup files from **<SiteScope root directory>\persistency\importBackup**, the
audit log records the full path of all imported entities.

QCCR1I61074

The audit log records template alert and template alert action changes, and displays the value
before and after the change.

QCCR1I59672

When template changes are published to SiteScope objects, the audit log shows which objects
were updated, but it does not show the before and after values.

QCCR1I59737

The audit log records details of alert actions (create/update/delete/copy), and displays the value
before and after the change.

QCCR1I61452

When moving a monitor, the full monitor path is recorded in the audit log.

QCCR1I59723

The audit log records details of actions performed on reports (create/update/delete/copy), and
displays the value before and after the change.

QCCR1I59741

When updating a monitor group, the values before and after the change are recorded in the audit log.

QCCR1I59739

The audit log records details of monitors that are run manually.

QCCR1I59738

The audit log records details of importing templates either by using the user interface or by putting files in the **<SiteScope root directory>\persistency\import** folder.

QCCR1I53646

The audit log records details of when monitors and alerts are enabled and disabled, and provides information on threshold changes.

QCCR1I53091

The audit log records details of changes made to SiteScope alerts (alert creation, update, deletion, copy/cut/paste, associated alerts enabled/disabled), and displays the value before and after the change.

Configuration

QCCR1I35859

Added the ability to set the default monitor run frequency for all new monitors (unless a different frequency is set by manually editing the frequency value for a monitor instance). The global frequency value is set in **Default frequency for new monitors (seconds)** in **Preferences > Infrastructure Preferences > Monitor Settings**. The default value is 600 seconds (10 minutes).

QCCR1I49412

Added a new **Related Entities** panel to the Edit Schedule page which displays schedule-related entities, such as alert action and monitors. This is useful when editing a monitor schedule, for example, to show which monitors are running under that schedule.

QCCR1I42189

Fixed issue when creating a template and deploying it on various servers, of monitor dependencies being removed after publishing template changes by:

- Having to a supply a full or relative path to a monitor where there is a dependency from a template monitor or monitor group.

- Enabling you to choose whether to override the current monitor or monitor group dependencies when publishing changes.

QCCR1I59970

Added the ability to export the certificates directory with the Configuration Tool, and to import trusted certificates from the zipped data to the default SiteScope keystore file.

Dashboard

QCCR1I45254

Added **Tag** to the list of available columns that can be displayed in the SiteScope Dashboard. Tags can be used to sort monitors by priority.

QCCR1I47686

Added the Wrap text option to Dashboard Settings which automatically adjusts the row height in the Dashboard to make all cell content visible.

Documentation

QCCR1I68015

Updated the information and flow of the "Configuring SiteScope to Use SSL" chapter in the SiteScope Deployment Guide.

Filters

QCCR1I49240

Improved tag tree filtering by adding the following filter operators to the Filter Tags dialog box:

- **and**. Displays all objects that have all the tags selected.

- **or**. Displays all objects that have at least one of the tags selected.

QCCR1I62464

Added ability to filter monitor tree by the status of associated alerts (enabled/disabled).

Installation and Upgrade

QCCR1I41359

Fixed issue of SSH keys (in **Remote Servers > Windows Remote Servers > Advanced settings > Key file for SSH connections**) pointing to the previous installation directory after an upgrade, by adding the ability to export the certificates directory with the Configuration Tool, and to import trusted certificates from the zipped data to the default SiteScope keystore file.

Monitors

QCCR1I60947

CPU monitor. In the text sent in the <DiagnosticText> alert tag, Windows processes are sorted by %CPU (the highest %CPU used at the top), instead of by process name.

QCCR1I64159

Database Query monitor. Added the ability to configure the number of columns, rows, and characters that can be displayed for the Database Query monitor in the SiteScope Dashboard by changing the **DB maximum columns**, **DB maximum rows**, and **DB maximum value length** settings in **Preferences > Infrastructure Preferences > Monitor Settings** (or in the **<SiteScope root>/groups/master.config** file using the **_databaseMaxColumns=**, **_databaseMaxRows=**, **_databaseMaxSummary=** properties). By default, the maximum number of columns is 10, maximum number of rows is 1, and maximum value length is 200 characters.

QCCR1I60136

Disk Space and Dynamic Disk Space monitors. Added support for setting fractional thresholds in these monitors. This is more useful than setting whole number thresholds when monitoring large disks (such as 1 terabyte and larger).

QCCR1I44024

Log File monitor. Added timeout functionality to the Log File monitor settings.

QCCR1I40747

 Log File monitor. Fixed issue when using the Log File monitor with **Server-side processing** via SSH v2 of the monitor failing when its content match was a non-English string (the monitor ignored the UNIX remote server's encoding).

QCCR1I45373

JMX monitor. Added support for monitoring Sun Glassfish Enterprise server 2.1 and 3.1 on a JMX monitor.

QCCR1I55819

Microsoft Windows Event Log monitor. Added support for WMI as a method for gathering statistics.

QCCR1I58573

Oracle Database. Added support for Oracle Database 11g to the Oracle Database monitor and solution template.

QCCR1I46019

SAP Java Web Application Server monitor. This monitor supports P4 monitoring via SSL transport layer. To enable monitoring the P4 port using a secure connection:

1. Copy the jar files from **the usr\sap\<INSTANCE_NAME>\SYS\global\security\lib\tools** directory on the SAP machine into the **<SiteScope root directory>\java\lib\ext** directory.

2. In SiteScope, create a SAP Java Web Application Server monitor, and configure the following settings in the Monitor Settings pane:
   - **Port**. Enter the port number that allows P4 over SSL connections. For details on J2EE ports requirements, see http://help.sap.com/saphelp_nw04/helpdata/en/a2/f9d7fed2adc340ab462ae159d19509/frameset.htm.

   - **Transport layer**. Select **SSL**.

QCCR1I65075

Solaris Zones monitor. Fixed issue of counter values being displayed with a comma instead of a decimal point, and of incorrect scale being used for some Solaris Zones counters.

QCCR1I45364

URL Sequence monitor. Added the total response time for each step to the URL Sequence Steps Results.

QCCR1I59450

Added AES encryption support for monitors supporting SNMP V3.

QCCR1I60010

Added support for SNMP v3 to the SNMP Trap Monitor.

QCCR1I35739

SiteScope can listen for SNMP Traps on multiple interfaces.

QCCR1I37429

Added the **Timeout proxied query drivers list** field to **Preferences > Infrastructure Preferences > General Settings**. This enables you to specify database drivers that have timeout problems (database queries processed with these drivers exceed the timeout specified in the monitor's **Query timeout** field). These drivers are queried separately with a monitor-based timeout.

QCCR1I58798

SNMP monitoring. Added support for AES 128-Bit, 192-Bit, and 256-Bit encryption on SiteScope SNMP version 3 monitoring.

QCCR1I52510

Implemented ability to monitor WebLogic servers using the JMX monitor with an SSL connection over iiops and t3s protocols.

Remote Servers

QCCR1I57899

Added the Description column to the Remote Server Properties Page.

Reports

QCCR1I45251

Added ability to sort monitor reports by disabled monitors in the New SiteScope Monitor Report dialog box.

QCCR1I30696

When a Monitor Summary report is created using an Internet Explorer browser, and Export to file and Comma-delimited (csv) are selected in the Export Settings, an authentication popup window is displayed after clicking Generate Report (QCCR1I30696)

QCCR1I65779

Fixed issue of incorrect values being displayed in SiteScope reports when the counters order is changed or a counter is added for browsable-based monitors.

SiteScope Health

QCCR1I50190

Added the License Usage Monitor which enables you to check the availability and usage of SiteScope license points on the SiteScope server.

Templates

QCCR1I39329

When a monitor is copied or moved from one template to another, any user-defined variables in the monitor are also copied or moved.

QCCR1I39332

Added ability to change name of an assigned template variable. All monitors using that variable are automatically updated to use the new variable name.

QCCR1I36535

When configuring monitor and group dependencies in templates, added the ability to supply the full or relative path to existing monitors in the tree, rather than having to recreate the tree structure. This enables the template to automatically write the groups and monitors into their proper place in the tree and automatically create any number of dependencies, without you having to do this manually.

Fixed Issues

Problems and limitations are identified with a Change Request number (QCCR*xxxxxxxx*). Use this number when looking for more information about the problem on the HP Software Support web site, or when communicating with your HP Support representative.

To see the most updated status of limitations listed in this section, or generally to view a list of known problems for a specific product and/or version, on the HP Software Support web site click the Self-solve tab, select **Include related subproducts**, select product, version, and operating system, select only **Known Problems** in the **Document types** area, and click **Search**. You can also search for a specific CR using the keyword box at the top of the Self-solve page.

Alerts

SiteScope Management Reports send alerts table when No alerts table is selected (QCCR1I62836)

Script alerts are unable to get the list of scripts for Windows remote servers using an SSH connection when the host is not the SiteScope server (QCCR1I64681)

Global Search and Replace

Unable to make changes to SNMP Trap alert actions using Global Search and Replace (QCCR1I68699)

Installation and Upgrade

The SiteScope installer might not work on Linux 64-bit environments using the graphical user interface wizard (QCCR1I43277)

Getting Java script validation errors when opening dialog boxes in SiteScope using Firefox 3.0 with JRE 5.x. This is no longer relevant since SiteScope 11.x uses JRE 6.x (QCCR1I20599, QCCR1I22818, QCCR1I24623)

When installing SiteScope from AutoRun, the SiteScope 32-bit version is installed when the 64-bit installation is selected (QCCR1I59865)

When installing the HP Operations agent during a SiteScope installation on UNIX, the installation might hang if the agent is already installed (QCCR1I51731)

When installing SiteScope with the HP Operations agent on a UNIX environment that previously had the agent installed (even if it was uninstalled), the newly-installed agent is unable to connect to HPOM or Operations Management in BSM (QCCR1I47566)

Integration - BSM

SiteScope service startup can take a long time when SiteScope is integrated with BSM (QCCR1I65285)

Integration - Topology

Topology not reported for Web Service monitors that use a WSDL file located in the templates.wsdl directory (QCCR1I57645)

Integration - OM

Non-English characters are only displayed correctly in HPOM/OMi if the HP Operations agent machine locale is the same as the HPOM management/BSM Gateway server machine. Otherwise, garbage characters are displayed for SiteScope instances names (monitors, groups, alerts, etc)" (QCCR1I43630)

All events (on the same counter) that are forwarded from SiteScope to HPOM, are marked as a duplicate of the first event (of the counter) even if their severity is different. This was fixed by adding ":<severity>" to the "Key" field in Preferences > Common Event Mappings > Default Settings > Edit Default Monitor Event Mapping (QCCR1I64072)

Fixed issue of SiteScope not reporting the host name metric to Operation Manager for host-based monitors (QCCR1I69226)

Monitors

URL Content monitor does not display all counters (QCCR120981)

"ERROR - Monitor: Log Event Checker, error: java.lang.ArrayIndexOutOfBoundsException: 100" message for health monitors (QCCR1I60914)

"No counters were found on the server" error when configuring the SNMP By MIB monitor to monitor an F5 Big-IP load balancer (QCCR1I40305)

Database Query monitor shows the content match value from the previous run when no matches are found or when the Match Content field is not filled (QCCR1I61350)

Regular expression parser does not use the SiteScope locale set in the <SiteScope root directory>\groups\master.config file (QCCR1I62722)

Unable to disable the JMX monitor from command line API, enable_monitor.bat (QCCR1I59403)

Microsoft Windows Services State monitor does not display all running services in the Dashboard tooltip and Monitor History (QCCR1I33814)

"Error in parsing the status line from the response: unable to find line starting with "HTTP"" when running several URL monitors (QCCR1I64539). Fixed by adding the following properties to the <SiteScope root directory>\groups\master.config file:

- **_defaultHTTPStatusLine=HTTP/1.1 200 OK**

- **_tagsOfAdditionalContentChecking=<html>,<xml>**

Service monitors fail with access denied error after upgrading from SiteScope 10.1x to 11.10. (QCCR1I65712)

"No counters detected" error when running the SNMP by MIB tool with a specific MIB file (QCCR1I62506)

Inconsistent data when configuring Microsoft Windows Resources monitors with many counters on a loaded network environment. You can specify a timeout value for the monitor (for example, 300 seconds) in Preferences > Infrastructure Preferences > Monitor Settings > Perfex options, or by adding the _perfexOptions string "-wrmUiTimeout 300" to the <SiteScope root directory>\groups\master.config file (QCCR1I62947)

HP iLO Monitor not working because the ILO_remote<*>.xml file in <SiteScope root directory>\templates.applications is created with incorrect characters (QCCR1I66211)

Network Bandwidth monitor does not return an error when the remote monitored server is unavailable; the Timeout or Retries in SNMP Connection Settings does not work (QCCR1I62652)

F5 Big-IP monitor. An error is encountered error when clicking the Get Counters button (QCCR1I55655)

Directory monitor fails with "directory not found" error after SiteScope service restart (QCCR1I61149)

Added the "script execution time" counter to the Script monitor which shows time spent running the script only. It is preferable to use this counter for script performance diagnostics instead of "round trip time" which also shows SiteScope server loading time, such as time required for preparing the monitor run, the network transfer, and script execution (QCCR1I57724)

SNMP monitor's Timeout (seconds) and Retry Delay (seconds) settings do not work correctly (QCCR1I69123)

The compilation script required to compile SNMP MIBS is not available on SiteScopes running on Linux platforms (QCCR1I59219)

Fixed issue of Microsoft Windows Event Log monitor being able to retrieve only partial data when monitoring an event log on a Windows Server 2008 (it is unable to read the message DLL file). (QCCR1I30719)

Fixed issue of not being able to modify the database query timeout for the Technology Database Integration monitor by adding a Timeout field to the monitor. The timeout value can also be configured from the _JDBCQueryTimeoutSec property in the master.config file or Custom Settings." (QCCR1I60956)

URL Content monitor. Unable to use matched data returned by the monitor to set thresholds (QCCR1I63047)

XML monitor does not support XML documents using DTD validation (QCCR1I59596)

SiteScope is unable to decode all SNMP Traps correctly (QCCR1I60481)

Network Bandwidth monitor. Error messages are written in the RunMonitor.log and error.log when opening the monitor's Properties tab (QCCR1I67536)

Service monitor fails with message: "error while performing inpage operation" (QCCR1I68707)

The incorrect ESX version is returned by the vCenter and displayed by the VMware Host State monitor. When the VMware Host State monitor monitors ESX directly (not via vCenter), the ESX version is correct (QCCR1I55409)

Preferences

Unable to deploy a UNIX template against existing remote servers that use SSH key file authentication (QCCR1I59462)

Reports

Missing some graphs when using line graphs in reports (QCCR1I61895)

After upgrading to 11.x, unable to generate CSV and HTML reports and get a login popup when generating reports (even when no LDAP is set up) (QCCR1I54898)

Unable to send a Server-Centric report by email using the Export option. Instead, you had to save the report as an html file, and then send it manually (QCCR1I57160)

Error when creating a Management Report for any group that contains multiple objects, other than the SiteScope root (QCCR1I65647)

Security

No support for empty spaces and the following special characters in remote server passwords: \ " & | > < ^ (QCCR1I40168)

The _authorizedIP parameter in the master.config (used to allow access to restricted IP addresses) is not working (QCCR1I63917)

Tools

Hung java.exe processes and high memory usage when using the ConfigComparisonTool.bat tool (QCCR1I57194)

Templates

Unable to open the Templates context tab when SiteScope contains a large number of configured templates (QCCR1I65333)

If the Method or Operating system values in a template remote server contain an incorrect value or are not entered using the same case that is displayed in the drop-down list when configuring a remote server, verification does not work properly, and the first value in the drop-down list is inserted instead (QCCR1I30780, QCCR1I30872, QCCR1I46299)

User Interface

When SiteScope is integrated with SiteMinder, you can avoid being logged out of SiteScope after 30 minutes of browser inactivity by changing the "_keepAliveFromJSP=" property to "=true" in the master.config file (QCCR1I70103)