

# HP BSA Essentials

For the Red Hat Enterprise Linux operating system

## Release Notes

**Software version/date:** 9.20/September 2012

**Document release date:** July 2013

This document provides an overview of the changes made to HP BSA Essentials for the 9.20 release. It contains important information not included in the guides or online help.

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# What is New in This Release?

## Installation Improvements

- Support for silent install

It is now possible to perform a silent install on a single server installation for purposes of automation. The installer allows you to create a response file that can be subsequently used to perform any number of silent installs.

See “Performing a Silent Install” in the “Installing BSA Essentials” chapter of the *BSA Essentials Installation Guide* for more information.

- Oracle RAC

In dual server installation, it is now possible to configure an Oracle RAC database instance. Also, a script has been provided that allows you to easily populate the RAC database instance with the necessary users, views, and tables.

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

- Customer self-installable upgrade process

Now, the upgrade process from the previous release (9.1x) to the current release (9.20) is fully customer self-installable. Prior to 9.20, all production BSA Essentials upgrade deployments had to be installed by an HP Professional Services team or certified consultant to be eligible for official HP support.

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

## Data Miner Performance Enhancements

The function of a data miner is to collect data on the source systems. When you successfully configure a data miner, its first task will be to collect the current state information from the source system and send that information to the HP BSA Essentials Core Server for loading. The amount of initial load time it will take for this data to be available for reporting has been improved.

## Loader Performance Enhancements

The performance of the loader has been greatly improved by utilizing parallel and batch loading techniques.

Now the loader pre-processes and categorizes data files tasks to allow for multiple loader threads that can load data in parallel. Also, some data will be batch-loaded instead of being processed as single data inserts. In these cases, the loader data file handling can read sets of transactions suitable for batching as a single transaction rather than multiple transactions as it did in the past. Note that the maximum pooled database connections have increased by five. These extra pooled connections are used for loader performance enhancement.

## Sample Reports

The sample reports previously provided with this product have been removed from the Reports tab in the main document list under Public Folders in the BSA Essentials Web Client. With the introduction of BSA Essentials content releases, supported sample reports are now available at the HP Live Network site.

If you upgrade to this release from a previous release, these sample reports will not be removed from your system, but be aware that they are not supported.

See “Sample Reports” in the “Reports” chapter in the *BSA Essentials User Guide* for more information about downloading the supported sample reports from HP Live Network.

## Increased Default Memory Value for BSA Essentials Core Services

The default memory setting for BSA Essentials core services has been increased to 8GB (8192m) providing the recommended value to support a small deployment of BSA Essentials core services.

See “Sizing Recommendations” in the *BSA Essentials Installation Guide* for information about sizing requirements. See “Configuring Additional Memory” in the *BSA Essentials Administrator Guide* for information on how to change the memory setting if necessary.

## New Unified Script for Managing BSA Essentials Services

As a convenience, a new script is available for starting, stopping, and restarting the BSA Essentials component services. The script is `/etc/init.d/bsae`.

Its syntax is the following:

```
/etc/init.d/bsae <action> [component]
```

Use the `help` action to see all available command line options. The command optionally takes a component option. If no component is specified, the action applies to the BusinessObjects, core, and rsync components. However, you can also apply actions to the tomcat server if you specify the tomcat component on the command line.

The scripts that normally perform these functions, namely, `/etc/init.d/opsware-omdb`, `/etc/init.d/bsae-bo`, and `/etc/init.d/bsae-tomcat` are still available.

## New Platform Support

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

See the *BSA Essentials Platform Support* document for more information. See [Supported Environments](#) for the exact location of this document.

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## Documentation Updates

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

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

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

**<http://h20230.www2.hp.com/selfsolve/manuals>**

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

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

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

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

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

**<http://www.adobe.com/>**

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## Installation Notes

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

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

### Assembling the ISOs

The electronic distribution of BSA Essentials 9.20 comes on three ISOs. When using the electronic distribution, you must unpack all three ISOs and reassemble them into a single distribution before you can install the product. The contents of the ISOs just need to be copied to a single folder with at least 6 gigabytes of storage before installation can begin.

In order to rebuild the electronic distribution, perform the instructions provided in the “Installing BSA Essentials” chapter in the *HP BSA Essentials Installation Guide*.

### Required Client Libraries for Oracle 11g Release 2

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

Please note that this task is not required for other Oracle versions since the client libraries will be automatically installed on your system if they do not already exist.

### Changed Length Semantics in BSA Essentials Database

The global length semantics in the BSA Essentials Database is required to be BYTE (BO requirement). As part of post-BSAE installation, BSAE data table column semantics will be changed from BYTE to CHAR to be consistent with Server Automation (SA) semantics. This eliminates the error (value too large for column) that can occur when a character does not map to a single byte, as is the case for multi-byte character sets such as Korean and Japanese, and for various symbols such as the copyright symbol.

### Upgrading from Release 9.11

If you are upgrading to 9.20 from 9.11, be aware of the following:

- If you are upgrading from release 9.11, you must make sure that you have manually updated your database to 9.11 as part of the 9.11 upgrade process. If you failed to update your database to 9.11 before attempting the 9.20 upgrade, the 9.20 upgrade process will fail. An error is generated in the 9.20 log file indicating that the database was not successfully upgraded to 9.20 as expected. This results in the upgrade being rolled back without displaying any user notification.
- After upgrading from 9.11 to 9.20, do not attempt to remove the 9.11 patch since this will leave your system in an unsupported state.

## Oracle Database Upgrade Caveat

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

## Manual Rollback after Partial Install

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

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

- `/opt/opsware/omdb`
- `/opt/HP/BSAE`
- `/var/opt/opsware/omdb`
- `/var/log/opsware/omdb`
- `/var/opt/opsware/crypto/omdb`
- `/etc/opt/opsware/omdb`
- `/tmp/.oracle`
- `/var/tmp/.oracle`
- `/var/log/HP/BSAE`

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

## Uninstall on Dual Server Installation

When uninstalling BSA Essentials on a dual server installation, it may be necessary to do some additional cleanup to completely uninstall the product.

On the BSA Essentials core server, perform the following as the **root** user:

- Run the `/opt/HP/BSAE/Uninstall/Uninstall_BSA_Essentials.sh` uninstallation script following the steps described in the "Uninstalling the BSA Essentials Core Server" section of the *BSA Essentials Installation Guide*.
- Stop and remove any running BSA Essentials processes following the steps described in the "Stopping BSA Essentials Processes" of the *BSA Essentials Installation Guide*.

**NOTE:** The Oracle Client will not be deleted on the BSA Essentials core server

On the database server, perform the following steps as the **root** user:

**NOTE:** You cannot perform these steps on the database server if you have performed a custom database installation. If you did perform a custom database installation, the uninstallation script is not available for you to use.

- Run the `/opt/HP/BSAE/Uninstall/Uninstall_BSA_Essentials.sh` uninstallation script. The uninstallation script does not remove the database instance. The DBA must perform this task.
- Remove the `/opt/HP/BSAE` directory

- Stop and remove the `/etc/init.d/opsware-oracle` service

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## Fixed Defects

The following defects have been fixed in this release.

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### QCCR1D132351: **\*\*RESOLVED\*\*** Cannot change BO folder permissions using Internet Explorer

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PROBLEM:	In Internet Explorer, when you log in to the Web Client as a user who has the proper permissions to manage the folder permissions, you cannot modify the folder permissions. When you click on the Modify Folder Permissions button, the window to perform this task is not displayed, no error message is displayed, and no errors are present in the <code>server.log</code> file.
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### QCCR1D132709: **\*\*RESOLVED\*\*** Remote connection to db instance fails using service name configured at install time

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PROBLEM:	After installing the BSA Essentials database instance, a remote connection using the service name configured at install is not possible. It does not matter if the service name configured is custom or default. <code>Tnsnames.ora</code> file contains two entries, one with <code>bsaedb</code> and one with the service name you specified at install time and the only functional service name for remote connection is <code>bsaedb</code> .
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### QCCR1D135366: **\*\*RESOLVED\*\*** Message for using `uninstallDatabase.sh` is displayed after rollback is finished

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PROBLEM:	When an installation of BSA Essentials fails unexpectedly and enters a rollback mode, the user is presented with a panel at the end of rollback that indicates that they need to uninstall the database using " <code>uninstallDatabase.sh</code> ." This file will not be on the system once the rollback is complete so the user might waste time searching through the file system for a non-existent file.
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### QCCR1D135639: **\*\*RESOLVED\*\*** BSA Essentials installer does not validate length of keystore passphrase

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PROBLEM:	When installing BSA Essentials via the GUI or the console mode, the install will fail if the keystore passphrase specified is not at least 6 characters in length. There is no warning check regarding the required length of the keystore passphrase.
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### QCCR1D143057: **\*\*RESOLVED\*\*** Advanced search will not save "is not null" search criteria

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PROBLEM:	If you create an advanced search which uses "is not null" or "is null" as the search criteria, the attribute on the line with this criteria will be reset to "Select attribute" when the query is reopened.
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## Known Problems, Limitations, and Workarounds

The following are known issues in this release.

### [QCCR1D95622: Input data type control not implemented across administrative area](#)

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

### [QCCR1D98701: Password Rule information is not correctly reported for NA Devices](#)

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

### [QCCR1D117751: Customer is unable to do a date filter on the field 'Last Agent Report' without getting an error. 11g](#)

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

### [QCCR1D132350: Schedule reports page is very small if IE8 is used](#)

PROBLEM:	When you try to schedule reports in the Web Client using IE 8, the area where the options for scheduling can be set is very small. You need to scroll in order to be able to set the options.
CAUSE:	Not known.
WORKAROUND:	You can run IE 8 in compatibility mode to avoid this issue. Refer to the <i>BSA Essentials Platform Support</i> document.

### QCCR1D 133082: Incorrect value for Database Service Name is not detected during core server install

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

### QCCR1D133675: Empty error message displayed when user without write privileges tries to view report properties

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

### QCCR1D134156: Connecting to multiple BSA Essentials core servers can lead to an invalid session

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

### QCCR1D135665: cmdb\_appl user is locked after changing passwords if wait sometime between steps

PROBLEM:	If you wait about 20 to 30 seconds after changing the Oracle user passwords and before running the BOPassword script, the oracle user, cmdb_appl can become locked.
CAUSE:	This is a corner case timing issue.
WORKAROUND:	1. Unlock the cmdb_appl user by executing following SQL statement: <pre>ALTER USER CMDB_APPL ACCOUNT UNLOCK;</pre> 2. Restart BSA Essentials services by executing the following commands: <pre>/etc/init.d/opsware-omdb restart</pre> <pre>/etc/init.d/bsae-bo restart</pre>

### QCCR1D152130: Unable to change keystore passphrase

PROBLEM:	If you specify a keystore passphrase that contains characters surrounded by dollar signs, you will not be able to change the passphrase in the future. An example of a passphrase containing an invalid character string is the following: <pre>Crypt0_\$(Passw0rd#\$(</pre>
CAUSE:	InstallAnywhere interprets a string of characters surrounded by dollar signs as an internal variable.
WORKAROUND:	Either specify a keystore passphrase that does not include characters surrounded by dollar sign characters or escape the dollar sign character.



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## Supported Environments

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

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## Integration with Other HP Software Solutions

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

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# Support

You can visit the HP Software support web site at:

**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

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

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

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

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

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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

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

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