

HP Storage Essentials SRM Report Optimizer

Release Notes

Software Version: 6.0.0

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This document provides release note information for SRM Report Optimizer version 6.0.0. It contains important information not included in the manuals or in the online help.

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In This Version

This is the first release of SRM Report Optimizer.

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://support.openview.hp.com/selfsolve/manuals>

It is very important you visit this URL for the latest documentation for SRM Report Optimizer, especially in regards to the contexts.pdf document. The version of context.pdf on the web has the latest information in regards to building your reports.

Documentation Updates for Business Objects Enterprise XI

SRM Report Optimizer is integrated with BusinessObjects Enterprise XI. See the following URL for the latest documentation for Business Objects Enterprise XI:

Installation Notes

Installation requirements, as well as instructions for installing SRM Report Optimizer, are documented in the Installation Guide for SRM Report Optimizer provided in Adobe Acrobat (.pdf) format. The document file is included on the product's DVD media as:

Custom Docs/installation.pdf

Software and Hardware Requirements

SRM Report Optimizer is only supported with HP Storage Essentials SRM version 6.0.2 or 6.0.3. You can determine if you are running Storage Essentials 6.0 with a service pack by looking at the build number in **Help > About** in Storage Essentials. If a service pack is installed, the number after the second dot will be a number greater than zero. For example, build number 6.0.2.54 means that Service Pack 2 is installed.

For installation requirements, refer to the SRM Report Optimizer Installation Guide, which can be found in the Custom Docs directory on the HP Storage Essentials SRM Report Optimizer DVD.

SRM Report Optimizer Documentation

The following documentation can be found in the Custom Docs directory on the HP Storage Essentials SRM Report Optimizer DVD:

- **Installation Guide:** Provides installation steps and configuration instructions.
- **Quick Start Guide:** Provides a basic overview of several common SRM Report Optimizer tasks and provides references to other documents for more detailed information. This guide should be the first document you refer to after installing and configuring the product.
- **Administrator's Guide:** Provides information and procedures covering a wide range of administrative tasks. Procedures are provided for common tasks. Conceptual information and technical details are provided for all advanced topics.
- **Deployment and Configuration Guide:** Provides information and procedures for deploying SRM Report Optimizer. Describes advanced configuration topics that aren't included in the installation guide. Procedures are provided for common tasks. Conceptual information and technical details are provided for all advanced topics.
- **InfoView User's Guide:** Provides information about using InfoView, the corporate business intelligence portal. This guide shows you how to view, schedule, and organize reports over the web using InfoView. It also describes the different report viewers and shows you how to publish reports to the system.
- **Performing On-Report Analysis with Web Intelligence:** Provides information about viewing, analyzing, and enhancing Web Intelligence reports interactively on the web. This guide includes information on filtering and sorting report data, adding calculations, and modifying the formatting and data content of reports (all without needing to launch a Web Intelligence report panel).
- **Building Reports Using the Web Intelligence Java Report Panel:** Provides information about using the Web Intelligence Java Report Panel for reporting and analysis. This guide includes detailed explanations of power features, such as including advanced filters and formulas.

- **Contexts Guide:** Provides information about the contexts that are defined in the product. Contexts show the relationships between objects in a report.

Accessing Future Product Updates

HP strongly recommends that customers sign up online using the Subscriber's choice website: <http://www.hp.com/go/e-updates>

Subscribing to this service provides you with e-mail updates on the latest product enhancements, newest versions of drivers and firmware and documentation updates as well as instant access to numerous other product resources.

After signing up, you can quickly locate your products by selecting Business support and then Storage under Product Category.

About the Internal Tracking Numbers

Some of the headings provide internal tracking numbers that are enclosed in parentheses and contain prefixes, such as IEV. These internal tracking numbers are used to track the issue within Hewlett-Packard and may be used for reference.

Installing the Software

Please refer to the Installation Guide for SRM Report Optimizer provided on the HP Storage Essentials SRM Report Optimizer DVD.

Known Issues

This section provides information about issues that have been found in SRM Report Optimizer.

Uninstalling SRM Report Optimizer does not remove all folders (IEV-26840)

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

The installation log file does not include time stamps (IEV-26807)

The installation log file (Install_HPSRMReportOptimizer_<build number>.log) does not include time stamps.

Blank pages in the "on_report_analysis.pdf" file (IEV-26873)

The documentation team is aware of the blank pages in the "on_report_analysis.pdf" file.

Report Pack does not have any standard clustered hosts/application reports available in Storage Essentials (IEV-26726)

The Report Pack does not have canned reports pertaining to clustered hosts/applications.

Report Pack: The Prompt window has a number of usability issues (IEV-25806, IEV-25805, IEV-25804, IEV-25807 and IEV-25590)

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

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

You can safely ignore the following message: Windows DEP (Data Execution Prevention) can occasionally close WebIntelligence Report Server.

Use the tnsnames.ora_template file instead of editing the tnsnames.ora file directly (IEV-27093)

When configuring the Oracle 10g client, use the `tnsnames.ora_template` file as a template instead of directly editing the `tnsnames.ora` file. The `tnsnames.ora_template` file can be found on the root directory of the DVD. The `tnsnames.ora_template` file contains instruction on how to correctly edit the `tnsnames.ora` file. If you make a mistake in editing the `tnsnames.ora` file, the SRM Report Optimizer Universe may not be able to connect to the Storage Essentials database.

Issues with the Universe

This section describes issues with the Universe.

“#MULTIVALUES” message displayed for Home Directory attributes (IEV-27120)

If a report is designed using the objects from the “Home Directory Details” class that is under the “File Server”->“Users” class and the file servers have more than one home directory on the same volume, the “#MULTIVALUES” message is displayed for the following home directory attributes:

- directory size
- total number of files
- total number of subdirectories

Clustered application instances are not shown under Chargeback by Application objects (IEV-27046)

Clustered application instances are not shown when a report is designed using objects from the "chargeback by application" class that is under the “Chargeback” class.

Descriptions are missing for most classes/objects (IEV-25412)

Most of the classes/objects do not have proper descriptions/definitions.

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

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

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

Host cluster related objects are not linked to objects at the host level (IEV-26684)

Use the "Cluster Member" object from the "Host" class for cluster-related reports. Objects under "Host Cluster Members" cannot relate to objects outside its class.

Issues with reports when objects in the Backup Events subclass are used (IEV-27243)

The following issues occur when objects in the Backup Events subclass, located under the Backup class, are used:

- **Numbers are displayed for severity levels instead of severity names in the report** - Numbers are displayed in the Severity column instead of severity names in the report.
- **When the Select severity filter is used, the report can only be generated when the “All” option is used** - For all other options, you are shown the following error message and you cannot generate a report:

ORA-01722: Invalid number. Contact your Business Objects administrator or database supplier for more information (Error: WIS 10901)

Must select certain objects to see all instances of an application, file server or an asset with the same name (IEV-26733)

To see all instance of an application, file server or an asset with the same name, use the objects “Application Name with Host Name,” “File Server with Host Name” and “Asset Name with ID” from their respective classes.

Not all rules are shown if certain objects are used (IEV-27082)

If a report is designed using the objects from the Rules-based Data class and its subclasses, all the defined rules in Storage Essentials are not not displayed. Only the rules that run are displayed. You can define rules in Storage Essentials on the Report Rules tab, which you can access by selecting **Configuration > File System Viewer** in Storage Essentials.

Zone aliases are also listed under zone name objects in the Zone Configuration Details class (IEV-27117)

Under the “Fabric” -> “Zone Configuration Details” class, zone aliases are also listed under the zone name object when you create a report using the objects in the “Zone Configuration Details” class.

Reports showing incorrect, incomplete, or missing data

This section describes issues with reports showing incorrect, incomplete or missing data.

“Generic HBA vendor” listing in the Prompts window has no significance in the HBA Summary Report (IEV-26967)

A generic host bus adapter (HBA) vendor is listed in the Prompt window for the HBA Summary report in the Report Pack. The selection of a generic HBA does not have an influence on the output because the HBA Summary report does not show generic HBAs.

Storage-based chargeback values are incorrect when an organization with volumes exist in the configuration (IEV-26727)

If an organization with volumes exist in the configuration, the storage-based chargeback values will be incorrect.

A hardcoded currency symbol appears in a few fields in Chargeback standard reports (IEV-26225)

Asset-based Chargeback and Chargeback by Application reports from the Report Pack have fields/columns in which the dollar (\$) currency symbol is hardcoded.

In the Host Multipathing subclass, the Status object is blank (IEV-26051)

The Status object in the Host->Host Multipathing class is blank.

Missing information in the application report (IEV-26207)

In the Application report, the **Storage Tier Classification** and **Cost Per GB** fields are empty.

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

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

Report Pack: The Application Capacity report does not display standalone instances of clustered applications (IEV-27062)

SRM Report Optimizer does not display a standalone instance of a clustered application in the Application Capacity report if there is no capacity data for the standalone instance. In SRM Report Optimizer, the Application Capacity report is based on data in the materialized view.

You may see capacity data for standalone instances of cluster applications in reports for Storage Essentials because Storage Essentials assumes that the capacity data for standalone instances is the same as those for the failover cluster.

Report Pack: Application utilization values shown in SRM Report Optimizer are incorrect when clustered elements are present (IEV-27142)

You may see a discrepancy between the application utilization values shown in SRM Report Optimizer and Storage Essentials when clustered elements are present.

In some cases, Storage Essentials duplicates the capacity for cluster members, as compared to SRM Report Optimizer which only shows capacity of the clusters. Applications in cluster members are not displayed in SRM Report Optimizer.

You may also see data for standalone instances of cluster applications in capacity reports in Storage Essentials because Storage Essentials assumes that the capacity data for standalone instances is the same as those for the failover cluster.

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

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

Report Pack: "Last refresh date" is populated before the report initially runs (EVA-26066)

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

The Top N Stale Files report is displayed as "Top Stale Files" after the report runs (IEV-26925)

The Top N Stale Files report from the Report Pack displays the title in the report as "Top Stale Files." The report does not mention if the report is for the top five or 10 stale files.

Unable to filter switches that were created through Chargeback (IEV-26564)

You are unable to filter switches (elements) that were created through Chargeback in Storage Essentials.

Reports taking longer to load or not loading at all

This section describes issues with reports taking longer to load in SRM Report Optimizer or not at all.

Report Pack: Reports are taking a longer time to load than expected (IEV-26444, IEV-26335, IEV-26104, IEV-26102, IEV-26965, IEV-27086)

Several reports in the Report Pack have a longer load time in SRM Report Optimizer than in Storage Essentials. The following reports may take several minutes to load in SRM Report Optimizer compared with several seconds in Storage Essentials:

- Storage Utilization
- Application Dependency
- Host Details
- Switch Details
- Storage Details

The Host Dependency report takes a few more seconds to load in SRM Report Optimizer, compared to its load time in Storage Essentials.

Report Pack: The Storage Dependency report does not load or takes a long time to load in large environments (IEV-27087)

The Storage Dependency report from the Report Pack does not load or it takes a long time to load in large environments.

Reports not working or not working properly

This section describes issues with reports not working or not working properly.

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

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

Cascading prompts for query filters (IEV-26076)

SRM Report Optimizer does not support cascading filters.

Hosts using external storage from the storage system are also listed in the Application Section in Storage Dependency Reports (IEV-27116)

Hosts that are using external storage from the storage system are not only listed in the hosts section of the Storage Dependency report, but they are also listed in the application section of the same report.

The email address object provides storage group and user information (EVA-26467)

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

Report Pack: Application Capacity report does not list standalone instances of clustered applications (IEV-27062)

The Application Capacity report in the Report Pack does not list instance members/applications of clustered applications if there is no capacity information.

Report Pack: Must provide dummy end and start dates when setting a relative date range for a Backup Sessions report (IEV-25989)

You must provide dummy end and start dates when using the relative date range for a Backup Sessions report in order for the **Run Query** button to be enabled.

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

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

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

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

Report Pack: Scheduling reports from the Report Pack displays a java.lang.NullPointerException message (IEV-26117)

You are shown a `java.lang.NullPointerException` message when you attempt to schedule a report from the Report Pack. You can ignore the message. The report is delivered according to the schedule you set.

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

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

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

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

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

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

Top N Reports in SRM Report Optimizer does not work the same way as in Storage Essentials (IEV-27081, IEV-27101)

In SRM Report Optimizer and in Storage Essentials, customers can use a filter called Top N Reports; however, this filter works differently in each product:

- **In Storage Essentials:** The number of records displayed is based on the "N" value.
For example: If you select N=10, the total number of records displayed is always less than or equal to 10 based on the number of files in that report criteria.
- **In SRM Report Optimizer:** The number of records displayed is based on rank and not the "N" value.
If you select N=10, the total number of records displayed can vary from zero to many, based on the number of files present in a particular rank. For example: Assume you have four files of the following sizes: 5 GB, 2 GB, 2 GB, and 1 GB. The four files would be ranked as 1, 2, 2, and 4. The 5-GB file, which is the largest file in the group, is given the ranking of one, the two 2-GB files are given the ranking of two, and the 1-GB file is ranked last.

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

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

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

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

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

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

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

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

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