

HP Service Automation Reporter

for the Red Hat Enterprise Linux, Solaris, and Windows® operating systems

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Release Notes

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1 What's New in Service Automation Reporter 7.50

SAR Features

Service Automation Reporter (SAR) 7.50 works with the other applications in the Business Services Automation system to maintain and update information for the infrastructure configuration items (CIs).

SAR 7.50 provides new features, performance enhancements and several bug fixes. This document describes the features found in this release, and provides information about the most significant bug fixes, and, in some cases, workarounds for known problems.

SAR 7.50 includes the following features:

- Upgrading – Existing installations of OMDB 1.0.2 and OMDB 7.0 can be upgraded to SAR 7.50.
- Migration across architectures – OMDB 1.0.2, OMDB 7.0, and SAR 7.50 can be migrated from Red Hat Enterprise Linux Advanced Server (RHEL AS) 32-bit to 64-bit, or from Solaris 9 to Solaris 10.
- Improved performance for reports, and the ability to view reports in progress and cancel reports without waiting for the report to complete.
- Expanded compliance reports.

Correction: SAR and SA Cores On Separate Servers Only

In the Server Automation (SA) and Server Automation Reporter (SAR) documentation, it is incorrectly stated that SA and SAR can co-exist on the same server. This is not possible and is not supported.

Documentation Rebranding Disclaimer

Please be aware that the software components and documentation for this release are in the process of being rebranded from Opsware to HP. The company and product name changes have not yet been fully implemented across the software and documentation. As a result, you will encounter references to Opsware and the former Opsware names.

Other Release Notes

Issues relating directly to other products that are integrated with SAR, such as SA, ASAS, NA and OO, have been documented in the Release Notes for that product. See the Release Notes for a specific product you are using with SAR for issues directly associated with that product.

2 Platform Support

Supported Operating Systems for SAR Core Servers

The following table lists the supported operating systems for the SAR core components.

Table 1 SAR Core Supported Operating Systems

Supported OS	Versions	Architecture	Components
Sun Solaris	Solaris 9	Sun SPARC	All components
Sun Solaris	Solaris 10	Sun SPARC	All components
Red Hat Linux	Red Hat Enterprise Linux 3 AS	32 bit x86	All components
Red Hat Linux	Red Hat Enterprise Linux 4 AS	64 bit x86	All components

Supported Operating Systems for the SAR Client

The following table lists the operating systems supported for the SAR Client.

Table 2 SAR Client Supported Operating Systems

Supported OS	Versions	Architecture
Windows	Windows XP Windows 2003 Windows 2000	32 bit x86 32 bit x86 32 bit x86

Supported Data Sources for SAR Data Miners

See the *SAR Installation Guide*.

Hardware Requirements for SAR Core Servers

See the *SA Planning and Installation Guide* for information on the hardware requirements.

Supported Installations for SAR 7.50

This documentation describes the following install scenarios:

- Installing SA, SAR Core, and the SAR Database on a single server. SA and SAR share a single Oracle database instance.
- Installing SA and SAR on two separate servers. SA and SAR have separate Oracle database instances.
- Installing SA on one server, the SAR Core on a second server, and the SAR database instance on a third server.

See the *SAR Installation Guide* for more information and instructions.

Documentation for SAR 7.50

This release comes with the following documentation:

- *SAR Release Notes*
- *SAR Installation Guide*
- *SAR User's Guide*

3 Known Problems, Restrictions, and Workarounds in Service Automation Reporter 7.50

Dashboard

Bug ID: 148972

Description: Reconfiguring a report in the custom dashboard leads to errors in the dates displayed for the reports in the Dashboard.

Platform: Independent

Subsystem: SAR – Dashboard

Symptom: In the Dashboard for any reports with the “Interval = Daily” parameter, if you do not modify them while re-configuring the Dashboard and then click on Save Layout in the Dashboard Options page, then the end date for the reports will be incremented by one. This behavior is only observed for reports with the “Interval = Daily” parameter.

Workaround: None.

Bug ID: 149127

Description: Absolute dates in the Dashboard reports yield data for one more day after the chosen end day.

Platform: Independent

Subsystem: SAR – Dashboard

Symptom: The following behavior is observed when you perform the following steps:

- 1 In the Dashboard Options window, select a report and click **Configure**.
- 2 In the Report Dialog window, unselect the Use Relative Dates checkbox and click **OK**.
- 3 In the Dashboard Options window, click **Save Layout**.
- 4 From the Navigation pane, select Reports ► Dashboard.

In the Dashboard, the end date for the report you modified shows one more day of data after the selected end date.

Workaround: None.

Database

Bug ID: 168088

Description: Cannot register an ASAS data source with hostname over 30 characters.

Platform: Independent

Subsystem: SAR – Database

Symptom: Attempting to register an ASAS data source whose hostname is greater than 30 characters in length will result in an "ORA-12899: value too large for column" error.

Workaround: Perform the following steps:

- 1 Using SQL*Plus or other database tool, connect to the SAR database.
- 2 As a sysdba user such as SYS, run the following commands:

```
alter table asas_rpt_user.smeta_source_database_info
modify source_database_location varchar2(100);
```

Data Miner

Bug ID: 148615

Description: Data Miner fails to pick up updates when mining a remote machine.

Platform: Independent

Subsystem: SAR – Data Miner

Symptom: This can occur when a Data Miner is running on a machine remote from the source database.

Workaround: Either install the Data Miner on the database server it is mining, or set the date and timezone of the two servers to match.

Bug ID: 160032

Description: Installing data mining triggers for NA for SQL Server returns errors.

Platform: Independent

Subsystem: SAR – Data Miner

Symptom: When running `deploy_nas_triggers.cmd` to install transaction mining triggers for NA for SQL Server, the following error appears for each table:

```
Cannot grant, deny, or revoke permissions to sa, dbo, information_schema, sys,
or yourself.
```

This error appears because the script is attempting to grant permissions to administrative users that the administrative user already has. The triggers are deployed correctly and function as expected.

Workaround: None.

Bug ID: 160287

Description: Adding a duplicate data source using dmconfig in interactive mode returns a constraint violation error.

Platform: Independent

Subsystem: SAR – Data Miner

Symptom: Using dmconfig in interactive mode, attempting to add a data source that already exists returns an error similar to the following example:

```
failed ORA-00001: unique constraint (CMDB_META.DATA_SOURCES) violated
```

The adding of the data source failed because it already exists and you cannot add a duplicate data source.

Workaround: None.

Bug ID: 160814

Description: A Data Miner installed onto a Windows server fails to transfer files to the SAR server.

Platform: Windows

Subsystem: SAR – Data Miner

Symptom: The rsync process of a successfully installed and configured Data Miner on a Windows server does not run. Data Miners for Windows servers are not compatible with a pre-existing installation of cygwin.

Workaround: Uninstall cygwin from the Windows server, and then install the Data Miner.

ETL

Bug ID: 158287

Description: Model and Mine NAS dynamic policy membership information from rn_device_group.

Platform: Independent

Subsystem: SAR – ETL

Symptom: In the SAR Item Browser, viewing the NAS_CONFIG_POLICY Configuration Item displays no data for “Attached Groups” when that policy is attached to a dynamic group.

Workaround: None.

Install

Bug ID: 149000

Description: SAR fails to start after installation.

Platform: Independent

Subsystem: SAR – Install

Symptom: After installing SAR, the following text will display in the installer log:

```
ERROR /opt/opsware/omdb/omdb.sh is not running from a valid OMDB home
directory.
```

```
Component installation script encountered an error (exitstatus 4)
```

Workaround: If SAR is installed to a directory that is a symbolic link, the installation will fail with the above error. Install SAR to a non-symbolic link directory

Bug ID: 170134

Description: Core becomes unresponsive with FileURLLister WARN message.

Platform: Independent

Subsystem: SAR – Install

Symptom: Cannot log in to the SAR server using the SAR Client, and Data Miners cannot check in mined data.

Workaround: To increase the file limit for the omdb user, add or increase the value of the ulimit setting in the omdb .profile (some systems will copy a generic .profile over when the omdb user is created, others will not). Perform the following steps:

1 Using a text editor, open the following file for editing:

```
/var/opt/opsware/omdb/.profile
```

2 Search for the following text:

```
ulimit
```

3 Perform one of the following two actions:

- If ulimit is present, edit the line as follows:

```
ulimit -n 16384
```

Or

- If ulimit is not present, add the following line:

```
ulimit -n 16384
```

4 Save your changes and exit the text editor.

5 Restart the omdb core services:

```
/etc/init.d/opsware-omdb restart
```

Item Browser

Bug ID: 148801

Description: The relationships "Connected to NAS Device" and "Connected from NAS Device" allows you to view all the connections from a NAS device.

Platform: Independent

Subsystem: SAR – Item Browser

Symptom: When you open the Item browser for a NAS Device, you can view the relationships "Connected to NAS Device" and "Connected from NAS Device" in the View pane of the Item Browser.

Workaround: In order to see all the connections to and from a NAS device to other NAS devices, you will need to examine both these relationships.

Permissions

Bug ID: 146433

Description: Blank columns may display in OMDB Search results.

Platform: Independent

Subsystem: SAR – Permissions

Symptom: If the user does not have permission for a Configuration Item (CI), one or more columns containing blank lines may display in SAR search results.

Workaround: Grant permission to the user for the CI.

Bug ID: 147831

Description: A Cooper Exception error may display in a search result.

Platform: Independent

Subsystem: SAR – Permissions

Symptom: Running an Advanced Search with a filter operator of either Contains, or Does Not Contain, and a filter value containing one or more blank spaces as the entire value, may cause a Cooper Exception error to display as the search result.

If the user running the search or report has a security boundary that has one or more blank spaces as the entire value of a Contains or Does Not Contain constraint, a Cooper Exception error may also result.

Workaround: None.

Reports

Bug ID: 147327

Description: Report performance is dependent on data amount and the number of divisions of that data requested.

Platform: Independent

Subsystem: SAR – Reports

Symptom: Reports with a large range of historical data, or requiring narrow divisions of that data, can exhibit slowed performance.

Workaround: Set the range of the data to a narrower range, or change the interval to larger units. For example, a report of the last year's data will run faster if the interval is set to Weekly units instead of Daily units.

Bug ID: 147507

Description: The Action menu is disabled in Reports.

Platform: Independent

Subsystem: SAR – Reports

Symptom: When the Reports feature is selected in the navigation tree, the Action menu is disabled.

Workaround: Use the context-sensitive (right-click) menu.

Bug ID: 149042

Description: Drilling down through a report to a detail report can return a SQL error.

Platform: Independent

Subsystem: SAR – Reports

Symptom: When drilling down from a report to a detail report can return the following error:

ORA-00933: SQL command not properly ended

if the label of the report portion being clicked on contains an apostrophe.

Workaround: Either do not create text labels in SAR containing an apostrophe, or run the Detail report directly with the same parameters.

Bug ID: 149842

Description: Data is not displayed in reports exported in .xls format.

Platform: Independent

Subsystem: SAR – Reports

Symptom: Some reports have default column widths set too narrow for the data in certain columns to be displayed. The data is present but not displayed when the .xls formatted report is opened. These reports and columns may vary depending on the default system fonts.

Workaround: Widen the affected columns to view the data.

Bug ID: 151277

Description: Applying a security boundary to a report may cause SQL errors.

Platform: Independent

Subsystem: SAR – Reports

Symptom: Applying a SAR security boundary that contains a subset of all SA servers can cause an SQL error including the text “SQL Error #n: No more data to read from socket”.

Workaround:

Perform the following steps:

- 1 Stop SAR.
- 2 Stop Oracle database services.
- 3 Edit the `initcmdb.ora` file located in `/u01/app/oracle/admin/cmdb/pfile`. Add either
 - `query_rewrite_enabled=false`Or
 - `event="10195 trace name context forever, level 1"`
- 4 Save the `initcmdb.ora` file.
- 5 Log on to the server as the oracle user (or `sudo - oracle`), and then type the following commands:
 - a `sqlplus "/ as sysdba"`
 - b `CREATE SPFILE='/u01/app/oracle/product/10.2.0/db_1/dbs/spfilecmdb.ora'`
`FROM PFILE='/u01/app/oracle/admin/cmdb/pfile/initcmdb.ora';`
- 6 To restart Oracle, on the SAR server, type the following command:
`/etc/init.d/opsware-oracle restart`
- 7 Restart SAR.

Bug ID: 155688

Description: Report performance is dependent on data amount and the number of divisions of that data requested.

Platform: Independent

Subsystem: SAR – Reports

Symptom: Reports with a large range of historical data, or requiring narrow divisions of that data, can exhibit slowed performance.

Workaround: Set the range of the data to a narrower range, or change the interval to larger units. For example, a report of the last year's data will run faster if the interval is set to Weekly units instead of Daily units.

Bug ID: 156090

Description: Scheduled reports set to a single date may not display correct information.

Platform: Independent

Subsystem: SAR – Reports

Symptom: A scheduled report that is set to a single date instead of a date range may not display expected results. For example, setting a scheduled report run daily to display January 1's data on January 2 results in a daily report of January 1's data.

Workaround: Set the date of a single-date scheduled report to today.

Bug ID: 158632

Description: Graph missing in scheduled report if HTML format is selected.

Platform: Independent

Subsystem: SAR – Reports

Symptom: A scheduled report with the output set as HTML format sends a report with no graph present.

Workaround: Set the output of a scheduled report to .pdf or .xls output.

Bug ID: 159275

Description: Create Date for a SA Virtual Server Viewed in SAR Does Not Match Create Date When Viewed in SA.

Platform: Independent

Subsystem: SAR – Reports

Symptom: The Create Date for a SA Virtual Server when viewed in SAR is the date that server was added to the SAR database, which may or may not match the Create Date for that server when viewed in SA.

Workaround: None.

Bug ID: 159781 / 168625

Description: Selecting too many individual parameters on a multi-select list in a report can cause a report to not run.

Platform: Independent

Subsystem: SAR – Reports

Symptom: Selecting a large number of values in the Select Values window of a report can cause the report to not run.

Workaround:

Choose any of the following options:

- Use alternative operators to Equals. For example, selecting Contains and leaving the field blank returns the same results as selecting Equals and selecting all the values in the Select Values window.

- Select fewer values.
- If using Equals , select the default [Any value].

Bug ID: 160132

Description: User names appear in the list of device groups during report creation.

Platform: Independent

Subsystem: SAR – Reports

Symptom: When creating a report, user names are displayed in the Available list when choosing device groups in the Select Values window, only if the Equals operator is used.

Workaround: None.

Search

Bug ID: 145111

Description: Unable to navigate to the previous page after you perform a search in the SAR Client.

Platform: Independent

Subsystem: SAR – Search

Symptom: In the SAR Client, when you select any feature in the navigation pane and then perform a Search, the search results are displayed in the content pane. But if you try to navigate back to the feature you selected before you performed the search, you are unable to navigate to the previous page.

Workaround: After performing a Search, navigate to a feature other than the original feature in the SAR Client and then select the original feature.

Bug ID: 145269

Description: In the SAR Client, you are unable to search for servers that do not have packages installed.

Platform: Independent

Subsystem: SAR – Search

Symptom: In the SAR Client if you perform the following search:

Configuration Item: SAS Server

Attribute: An attribute of that configuration type that has multiple values per configuration item, such as Package Name

Operator: Is not one of OR Does not equal

Value: <package name>

then the SA servers with the package name specified in the Value field are not displayed in the search results. But if the SA servers contain packages other than the ones specified in the Value field, then the SA servers are displayed in the search results.

Workaround: None.

Bug ID: 145961

Description: Similar attribute names across configuration items and its relationships results in multiple columns with the same column heading names in the results page.

Platform: Independent

Subsystem: SAR – Search

Symptom: In the SAR Search, some of the configuration items and their relationships have similar attribute names. As a result when you perform a search, multiple columns with the same column heading names are displayed in the results page.

Workaround: Using the Result Options window, modify the column heading name. See the *SAR User's Guide* for information on how to modify the column heading name.

Bug ID: 148489/148491/149382

Description: Unable to Search for SAS Device Group, NAS Device Group or SAS Server.

Platform: Independent

Subsystem: SAR – Search

Symptom: When you search for a SAS Server Group and the query contains the relationship "Parent of SAS Server Group", then the search does not yield accurate results. The same behavior is observed for:

- NAS Device Group containing the relationship "Parent of NAS Device Group"
- SAS Server containing the relationship "Processed by SAS Jobs"

Also when you search for SAS Servers and the query contains "Processed by SAS Job", then the search does not return any results. The same behavior is also observed for the Item Browser.

Workaround: None.

Bug ID: 149032

Description: Running a saved search containing relationships, returns a null pointer exception.

Platform: Independent

Subsystem: SAR – Search

Symptom: When you run a saved search containing a configuration item and its relationships, you receive a Null Pointer Exception. This behavior is only observed when the relationship contains "OR" logic in the search block.

Workaround: In a saved search, for relationships, do not use the "OR" logic in the search block. Instead of adding all the "OR" expressions for the relationship in one search block, create separate search blocks for all the "OR" expressions for the same relationship.

Workaround: Rewrite the query to not use the OR expressions and overwrite the saved search.

Bug ID: 149445

Description: In the Results Option Window, the attributes selected from the relationships will not appear in the All Available Attributes list for the configuration item "SAS Server Group".

Platform: Independent

Subsystem: SAR – Search / Security Boundary

Symptom: After performing a search for the configuration item "SAS Server Group", if you perform the following steps

- a In the Results Options window select the relationship "Child of SAS Server Group" or "Parent of SAS Server Group" from the Configuration Item drop-down list.
- b From the All Available Attributes list, select any attributes and then add it to the right hand pane.
- c Select "SAS Server Group" from the Configuration Item drop-down list.

The attributes you selected for the relationships will not appear in the All Available Attributes list for the configuration item "SAS Server Group". The same behavior is observed for the configuration item "NAS Server Group".

Workaround: In the Results Options window, first select all the attributes for the configuration item "SAS Server Group" and then select the attributes from the relationships (Child of SAS Server Group or Parent of SAS Server Group).

Bug ID: 149628

Description: Returning to a saved Search after editing does not restore the saved settings.

Platform: Independent

Subsystem: SAR – Search

Symptom: Opening a saved Search, editing then not saving that Search, then reopening the saved Search does not restore the original parameters of the saved Search.

The same behavior is observed for NAS Device Group.

Workaround: Exit the SAR Client, restart the SAR Client, and then select the saved Search again.

Bug ID: 149825

Description: Retrieving a saved search does not display accurate results.

Platform: Independent

Subsystem: SAR – Search

Symptom: When you retrieve and run a saved search, SAR does not refresh the 'As of' parameter values to the current Date and Time. Therefore the results may not be as expected, since SAR uses the date and time when the saved search was created or modified.

Workaround: Before running a saved search, manually set the desired 'As of' Date and Time to the desired values.

Bug ID: 150634

Description: Advanced Search results may not include expected output.

Platform: Independent

Subsystem: SAR – Search

Symptom: Some results are not displayed in Advanced Search results if the Source Server and Snapshot Name attributes are included in the Search expressions or Search result display.

Workaround: Do not include the Source Server or Snapshot Name attributes in search expressions or the results display.

- To remove an attribute from a search expression, click the minus (-) button.
- To remove an attribute from the Search result display, use the Result Options window, examine the attributes included in the search. If the Source Server and Snapshot Name attributes are present, remove them from the search results.

See the *SAR User's Guide* for information on how to remove the attributes.

Bug ID: 157343

Description: Duplicate data can appear in a search result.

Platform: Independent

Subsystem: SAR – Search

Symptom: Searching for an object and filtering on a characteristic that can have multiple results for that object can return multiple results for that object. For an example, searching for a server by server group membership can display multiple entries in the search result, if the server is a member of multiple server groups.

Workaround: None.

Bug ID: 159299

Description: Searching for a Virtual Server in SAR displays only one of possibly more than one value for the Data Store Name of the virtual server.

Platform: Independent

Subsystem: SAR – Search

Symptom: Viewing a virtual server in SA displays all of the values for Data Store Name. Because SAR mines only one of the values from SAS, viewing the same virtual server in SAR displays only one of the values for Data Store Name.

Workaround: None.