

Unified Management Portal

Unified Management Portal Release Notes

2.6.1



Document Revision History

Document Version	Date	Changes
1.0	2/08/2012	Initial version for UMP 2.6.1
1.1	3/13/2012	Added section The VMware Datastore Free Space List Does Not Display Data.

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Chapter 1: Introduction

This document summarizes the requirements for installing and using Nimsoft Unified Management Portal (UMP) version 2.6.1.

UMP 2.6.1 improves upon the features and functionality introduced with the UMP 2.6.0 release. This document includes the content of the original *UMP 2.6.0 Release Notes*, and provides additional content specific to the UMP 2.6.1 release.

The following are key new topics added for UMP 2.6.1:

- [UMP 2.6.1 Requires sla_engine 3.53](#) (see page 27)
- [Single Time Zone Required](#) (see page 19)
- [Potential Security Issue with Nimsoft Service Desk](#) (see page 27)
- [dashboard_engine Log File Rollover](#) (see page 24)
- [Probes Not Connecting to Database with Non-Standard MS SQL Port](#) (see page 28)
- [SLM Portlet Displays Incorrect Data Set](#) (see page 29)
- [The VMware Datastore Free Space List Does Not Display Data](#) (see page 29)

Chapter 2: Requirements

The following sections describe supported environments for UMP.

Operating System Requirements

UMP supports the following operating systems:

Production environments

- Microsoft Windows Server 2003 and 2008 R2
- Red Hat Enterprise Linux 5 and 6
- SUSE Enterprise Server 10 and 11
- Solaris 10 (Sparc and Intel x86)

Linux requirements

For systems running Linux, the libstdc++.so.5 library is required.

Note: The OS platform of the host UMP is installed on must be the same as the OS platform of the primary hub. For example, if the primary hub runs on a Linux host, UMP must also be installed on a Linux host. The OS versions, however, do not need to be the same; they can be any supported version.

System Requirements

System requirements for UMP include the following:

- Memory: 4 GB minimum of RAM if you install UMP and supporting probes (wasp, dashboard_engine, and dap) on a dedicated server, which is recommended.

Note: The wasp and dashboard_engine probes are resource intensive. Based on the amount of memory available, configure wasp and dashboard_engine appropriately.

- Swap space: For Linux and Solaris, 4 GB of swap space, 6 GB recommended. The Windows OS allocates swap space as needed, so there is no minimum requirement.
- CPU: 3 GHz processor with two cores or more, x86 32-bit or 64-bit.

UMP Operating Environment

The UMP operating environment requires the following applications:

Nimsoft Monitor (NM)

- NM 5.60 and 5.61 or later
Note: NM must be licensed before installing UMP.
- Infrastructure Manager -
 - 4.01 revision 1.1 for NM 5.60
 - 4.03 revision 1.1 for NM 5.61
- Service Desk 6.2 or later
- Note: It's recommended that Service Desk users upgrade to 6.2.1 in order for the fixed Service Desk issue in 2.6.1 to work.
- Unified Reporter 1.8 or later

Due to architectural limitations of NM, all systems in the NM domain must be controlled by either the NM robot *or* by the NM Remote System Probe (RSP).

- UMP and Nimsoft Service Delivery Portal (SDP) cannot run on the same system. Also, SDP is not supported with NM 5.x or later; only UMP is supported with NM 5.x or later.

Nimsoft Dashboard Generator

- Nimsoft Dashboard Generator (NDG) 2.64 or later requires the Dashboard API

Database server

- Microsoft SQL Server 2008 or 2008 R2
- MySQL 5.1 or 5.5
- Oracle 11.2g Release 2

Named instances in SQL Server

Named instances are supported, but see the known issue described in Incorrect Port Displayed.

Note: Nimsoft is aware of significant improvements in the performance and scalability of MySQL with the release of version 5.5. As a result Nimsoft highly recommends MySQL version 5.5 over MySQL version 5.1. This Nimsoft product supports both versions, but support for MySQL version 5.1 will be discontinued in a future release.

Browsers

UMP has been verified with the following browsers (browser must be enabled to allow JavaScript):

- Microsoft IE Version 8 (32-bit version)
- Microsoft IE Version 9 (32-bit version)
- Mozilla Firefox version 7 and 8
- Chrome 14

Note: UMP does not support 64-bit Flash Player

Service Desk 6.2 provides cross-browser support to all users, and has been verified with the following browsers:

- Microsoft IE versions 7 (32-bit version)
- Microsoft IE Version 8 (32-bit version)
- Microsoft IE Version 9 (32-bit version)
- Mozilla Firefox versions 4, 7, and 8
- Chrome 12, 14
- Safari 5

The Cloud User Experience Monitor has been verified with the following browsers:

- Microsoft IE Version 8 (32-bit version)
- Microsoft IE Version 9 (32-bit version)
- Mozilla Firefox version 6, 7 and 8
- Chrome 14

Supported Languages

UMP is available in these languages:

- English
- Simplified Chinese
- Japanese
- Spanish
- Brazilian Portuguese

Chapter 3: Installation Considerations

The following sections describe important issues to know about when installing UMP.

UMP Installer Does Not Support Multiple Dollar Sign Characters

The UMP 2.6.x installer does not support the use of more than one dollar sign character (\$) in a user name, password, or in any field in the installer.

For example, during the UMP installation, if you use *pa\$\$word* for database authentication, the installer may continue to the next panel, but database authentication will fail. Without a connection to the database, the UMP installation will also fail.

Important! Do not use more than one dollar sign character in any field in the UMP installer.

Oracle Users Must Add Key to dashboard_engine Probe

Valid for Oracle databases only

During the NM installation, the system will attempt to set up your database connection.

Note: When you are prompted to enter a service name, enter an SID for the table space you plan to use. If the system prompts you that it cannot connect to the database, enter a service name instead.

If you used a service name instead of an SID, at the end of the UMP installation you may see an error message listing probes that failed to start. If this occurs, you must add a **Key** and **Value** to the dashboard_engine probe. This will repair the dashboard_engine, and allow any probes that rely on it to start.

Follow these steps:

1. Open Infrastructure Manager, and locate the dashboard_engine probe under the **Service** node.
2. Press <Shift> and right-click on the dashboard_engine in the list of probes to the right.

Raw Configure opens.

3. Open the **Data** folder and add the following **Key** and **Value**:
 - Key: jdbc_url_template
 - Value: jdbc:oracle:thin:{1}/{2}@{0}:{7}:{your_SID}
4. After you apply the new key and value, restart the dashboard_engine.

Chapter 4: Upgrade Considerations

The following sections describe important issues to know about when upgrading from a previous version of UMP.

Supported Upgrade Path

UMP 2.6.x supports upgrading from UMP 2.5.2.

You can upgrade to UMP 2.5.2 from the following earlier UMP versions:

- 2.1.2
- 2.5.1

If you are running UMP 2.1.1, your upgrade path is UMP 2.1.2 --> UMP 2.5.2 --> UMP 2.6.x.

If you are running UMP 2.5.0, your upgrade path is UMP 2.5.1 --> UMP 2.5.2 --> UMP 2.6.x.

Back Up Your System before Upgrading

While it is always a good practice to back up your system before upgrading versions, when you upgrade from UMP 2.1.x or earlier to UMP 2.6.x it is particularly important to do so. Newer versions of UMP (starting with UMP 2.5) use an updated version of third-party software (Liferay 6) that changes your database when installed. When UMP 2.6.x is installed, un-installing the new version of UMP and reinstalling the previous version will not restore your previous database. The only way to restore your previous system is to back it up before upgrading, and then restore the backup.

Also, if installation errors occur while upgrading and the installation is aborted, your current system may no longer be operational. To restore it, restore your backup.

Important! You must back up your system before upgrading from UMP 2.1.x or earlier to UMP 2.6.x (or any version after UMP 2.1.x). Otherwise, there is no way to revert to your current system.

Dashboards, Reports Using SQL Views May Be Broken

If you upgrade from Nimsoft Monitor server 5.x to Nimsoft Monitor server 5.6.x and you used the SQL Views script to create views for your database, your custom dashboards and Unified Reports in UMP may not work.

The SQL Views script, distributed in some Nimsoft training classes, creates SQL views used to query the database. Due to changes in the database in Nimsoft Monitor 5.6.0 (and later versions), you may see an error stating **Invalid column name "compressed"** when you try to access custom dashboards or Unified Reports if:

- You used views created by the SQL Views script to create custom dashboards or Unified Reports
- You chose the **Drop the Columns** option for the **inserttime** column during installation of Nimsoft Monitor server 5.6.x

To resolve this, execute an updated version of the SQL Views script, version 1.9 or later. In addition, modify your dashboards and reports to use **sampletime** instead of **inserttime**.

The script and instructions on resolving this issue are in the article "[Reports Using SQL Views May Be Broken](#)."

UMP 2.1.2 NimsoftMobile Server Component Must Be Manually Removed

If you are running the NimsoftMobile Server component from the UMP 2.1.2 time frame, you must manually remove the NimsoftMobile Server component before upgrading to UMP 2.5.2 or later.

Follow these steps:

1. Open the wasp.cfg file in a text editor.

The wasp.cfg file is usually in the Program Files\Nimsoft\probes\service\wasp directory.

2. Remove the following lines from the webapps block:

```
<mobile_sdp_web_service>
  reloadable = true
  cross_context = true
  <log>
    <com.nimsoft.mobile.sdp>
      loglevel = 5
    </com.nimsoft.mobile.sdp>
  </log>
  load_on_startup = true
  path = /mobile
  doc_base = NimsoftMobileSDPWebService/WebContent
  disable_report_engine_requests = false
  report_refresh_interval = 5
nas = /<Domain Name>/<Hub Name>/<Robot Name>/nas
</mobile_sdp_web_service>
```

3. Remove the NimsoftMobileSDPWebService directory.
4. Restart the wasp probe.

The NimsoftMobile server component is now uninstalled.

Chapter 5: General Considerations

The following sections describe limitations or important characteristics of UMP.

Single Time Zone Required

For data time-stamping to work correctly across a distributed Nimsoft deployment, the Nimsoft Server, the UMP server, and the database server must all be set to the same time zone, regardless of the geographic locations of the servers.

Do Not Edit QoS Properties in SLM Portlet

In the SLM portlet, you can expand the Quality of Service pane and view the various QoS in the database. If you open the Properties dialog for a QoS Definition, the fields in the dialog are editable. However, if you edit these fields, the data in the S_QOS_DEFINITON database table is changed and conflicts with other database tables. This causes unwanted behavior in other portlets and with other functionality.

The only supported way to change QoS definitions is in the interface of QoS-enabled probes.

Important! Do not edit the fields in the Properties dialog of a QoS in the SLM portlet.

User Names

Nimsoft Account Contact login IDs and user names must be in all lowercase characters.

Important! Do not use mixed-case names or uppercase names as they will not work properly in UMP.

Non-ASCII Characters Stored Incorrectly in the Database

Depending on the database collation used, the database may not store non-ASCII user input correctly. For example, if a user enters Japanese characters in a community string in the Nimsoft Remote Admin portlet, the database may store the Japanese characters incorrectly, causing authentication to fail.

LDAP Authentication with Active Directory Groups

In the Account Admin portlet, you can link a Nimsoft ACL to an Active Directory group so that users can authenticate using LDAP. However, a user's primary group in Active Directory cannot be the same as the LDAP group you select for the Nimsoft ACL.

Internet Explorer 8 Performance Issue

The 64-bit versions of Internet Explorer 8 and 9 do not work with UMP in a stable and consistent manner on all platforms of Windows. Currently only the 32-bit versions of Internet Explorer 8 and 9 are supported for use with UMP.

Internet Explorer 8 Displays Page Title Incorrectly

If you open certain portlets with Internet Explorer 8, and then click within the portlet, the pound or hash symbol (#) is displayed in the browser tab, rather than the portlet name.

This may occur with the following portlets:

- PRD
- SLM
- List Designer
- Custom Dashboards
- Unified Services Manager
- SQL Server Load (My SQL Server)
- Exchange
- Power
- Vblock
- Network
- Unified Reports

Close Browser When Logging Out

When you log out of UMP it is important to also close the browser. This fully terminates active sessions. Otherwise, you may see unexpected behavior.

Size of Dashboard Panels

The size of the data returned for a dashboard panel should not exceed 5 MB. If it does you may observe either a slow response or scrollbars freezing or not scrolling the content in the dashboard. To estimate the data sent for a panel, use the following guidelines:

- Gauge, meter, slider: on average 50 bytes
- Chart: on average 50 bytes for each sample
- Table: size of data returned from query + overhead for each cell equal to (the length of the column name x 2) + 5 bytes

If the data for a panel is too large UMP logs a message and sends notification to the requesting client.

Relationship Viewer Dependent upon Root Cause Analysis and Topology Manager

At present, the only source of data for the Relationship Viewer is the Nimsoft Root Cause Analysis and Topology Manager. Attempting to use Relationship Viewer without it generates an error message stating that there is no data to display. Contact Nimsoft sales for more information about Root Cause Analysis and Topology Manager.

Relationship Services Not Supported on Solaris

The Relationship Viewer portlet requires the IP address and port of the Graph Services within the relationship_services probe.

However, in this release of UMP, the relationship_services probe does not run on a Solaris hub. So if you run the installer from a Solaris primary hub, you are not presented with the option to specify the relationship_services probe location.

However, the relationship_services probe does not have to be on the primary hub, and it may actually be present somewhere else in your environment.

The installer will try to find a robot that is running the relationship_services probe. If that search is successful, the installer will use it to configure the Relationship Viewer portlet. If the search fails, the installer will not attempt to configure the Relationship Viewer portlet.

Alarm Console Loses Filters with Internet Explorer

If you launch the Alarm Console portlet from a dashboard in Internet Explorer and later reload the page, Alarm Console loses its filter state and shows all alarms.

Report Scheduler Shifts Time Axis in PDF Format

In the Performance Reports portlet, you can create a report and then view it as a PDF. You can create the same report with Report Scheduler and view it as a PDF, but the two versions of the same report may appear different. The actual data displayed in each report is the same, but the x-axis of the Report Scheduler report may appear slightly shifted. This occurs because different technology is used to produce PRD and Report Scheduler reports.

In addition, depending on the time scale of the report, the x-axis shift in the Report Scheduler report may be more or less noticeable. For example, if the time scale is in minutes, any x-axis shift in the Report Scheduler report may not even be visible. However, if the time scale is in days, the x-axis shift in the Report Scheduler report may be more noticeable.

Report Scheduler Does Not Display Estimated Values

When you generate a report with Performance Reports, the chart uses bars to display estimated values for periods without data. However, if you use Report Scheduler to email or print the same chart, the chart does not appear the same. This is because charts created with Report Scheduler do not use bars to display estimated values for periods without data.

Chapter 6: New and Changed Functionality

UMP 2.6.1 builds upon the features and functionality released with UMP 2.6.0. This section describes the new and changed functionality with UMP 2.6.1 and UMP 2.6.0.

UMP 2.6.1 offers the following additional functionality compared to UMP 2.6.0:

- Improved performance of lists with large S_QOS_DATA tables in the List Viewer portlet

UMP 2.6.0 offers the following functionality compared to UMP 2.5.2:

- Support for multi-tenancy:
 - Ability to use the Nimsoft Remote Admin portlet as an account contact user with access to systems restricted by origin
 - Ability to block users from saving Performance Reports or List reports as public reports
- Addition of Cloud User Experience Monitor portlet, allowing users 24/7 access to online monitoring services
- Redesigned Reports portlet
 - Improves performance by creating reports on demand
 - Expands support to MySQL and Oracle
- Ability to apply a monitor to an individual computer system (using the Unified Service Manager portlet)
- Ability to filter by User Tags in Unified Service Manager, Performance Reports Designer, and List Designer portlets
- Ability to launch a Performance Report from a Dynamic View
- Ability to select time zones for reports in the Report Scheduler portlet
- Availability of out-of-the-box dashboards in Unified Dashboards portlet
 - Users no longer have to import LAR files to obtain dashboards
- Support for the Relationship Viewer portlet for Solaris systems
- Improved error checking and reporting in the UMP installer
- Enhancements to dashboard_engine logging capabilities

In addition to the above, UMP 2.6.x no longer relies on the group_server and report_engine probes.

- The Unified Service Manager (USM) portlet and the nis_server probe provide the functionality that previously depended on the group_server probe.
- The PRD portlet now provides the performance data that in earlier UMP versions came from the report_engine probe.

A key benefit of retiring the report_engine probe is that it allows support for additional database providers. Rather than only supporting Microsoft SQL, UMP 2.6.x also supports Oracle and MySQL. This database support extends to other areas of the product as well, such as NimsoftMobile, which now can provide performance reports for Oracle, MySQL, and MS SQL.

See the section [Reports Portlet Changes](#) (see page 25) for additional changes related to the report_engine probe in UMP 2.6.x.

dashboard_engine Log File Rollover

In earlier versions of UMP, the dashboard_engine.log file rollover did not occur at the specified file size. However, with UMP 2.6.1, this issue has been corrected.

In addition, with UMP 2.6.1, the roll over log file now uses a new naming convention:

- dashboard_engine.log.1.

In previous versions of UMP, the roll over log file was named

- _dashboard_engine.log.

As in earlier UMP versions, you still have the option of changing the default log file size of 10MB. To do so, edit the <setup> section of the dashboard_engine.cfg file as follows:

```
logsize = x
```

Note: Use x to specify the size of the log file in kilobytes.

Reports Portlet Changes

With UMP 2.6.x, the Reports portlet has been redesigned to provide similar features and functionality as before, while improving performance overall. As in previous versions, the Custom, Dynamic, and SLA reports in the Reports portlet are viewable. However, with UMP 2.6.x, these reports are now generated on-demand, freeing up resources and improving back-end database performance.

Earlier releases of the UMP software depended on the report_engine probe generating QoS reports on a regular interval, which potentially hurt performance. However, with UMP 2.6.x, Custom and Dynamic reports in the Reports portlet are generated on-demand by the Performance Reports Designer (PRD). PRD uses data from the interface_traffic, net_connect, and cdm probes for on-demand reporting, significantly decreasing the demands on systems for a comprehensive improvement to the product.

UMP 2.6.x also provides the following benefits:

- The Reports portlet redesign is platform and database independent. This is because previous versions of the Reports portlet required the report_engine probe, which only supported Microsoft SQL.
- UMP 2.6.x provides a single interface where users can customize settings and reports, without having to use Infrastructure Manager.

Note: If you have any Custom reports still using the report_engine, you will have to recreate them in the PRD portlet when you upgrade to UMP 2.6.x. In addition, any scheduled Custom reports using the report_engine must be recreated in PRD, and then scheduled using the Report Scheduler portlet. To do so, follow the instructions in the Performance Reports Designer and Report Scheduler sections of the UMP User Guide, available at the Downloads page of the Nimsoft support site.

Chapter 7: Known Issues and Workarounds

The following sections describe known issues in the product, and workarounds in some cases.

Time Zone Fixes and SLM Portlet Require sla_engine 3.53

The SLA Reports and SLM portlets in UMP 2.6.1 require the sla_engine probe version 3.53 or higher, and *will not work without* it. In addition, sla_engine 3.53 supports the time zone fixes in UMP 2.6.1 for the SLA Reports, SLM, and Report Scheduler portlets.

Important! The NMS 5.6.0 and 5.6.1 installations do not provide sla_engine 3.53. Before you attempt to use UMP 2.6.1, ensure that you download sla_engine 3.53 from the Archive in Infrastructure Manager.

Potential Security Issue with Nimsoft Service Desk

There is a potential security issue present in the Service Desk portlet in versions of UMP earlier than 2.6.1. To correct this issue, perform the steps below.

Important! Upgrading to UMP 2.6.1 only does not correct the potential security issue, and you must do all of the following:

1. Upgrade to UMP 2.6.1.
2. Upgrade to Service Desk 6.1.4.5 or 6.2.0.10.
3. Apply the Service Desk P1 patch, available under the Downloads at the Nimsoft Support site.

Probes Not Connecting to Database with Non-Standard MS SQL Port

The standard Microsoft SQL Server port is 1433. If you are using a non-standard port with MS SQL Server and you install or upgrade NMS, the following probes may fail to start:

- ace
- nis_server
- sla_engine

If the probes listed above do not start, you will not be able to install or upgrade UMP. If you attempt to install UMP in this case, you will see the following error message in the **Verify Probes** panel of the UMP installer: **Some of the probes specified were not responsive. Ensure that the probe locations are correct and the probes are active.**

If the above probes do not start after you install or upgrade NMS, use the following workaround before attempting to install or upgrade UMP:

1. Verify that the data_engine can communicate with the database:
 - a. In Infrastructure Manager, open the data_engine probe.
 - b. Under the **Database** tab, click the **Test Connection** button.

Important! In the Data Source field:

- Verify that the server and port are separated with a comma, *not* a colon
 - For a named instance and a port, use the following syntax:
`<SqlServer>\<instance>,<port>`
2. In Infrastructure Manager, deactivate any of the probes listed above that are not connecting to the database.
 3. Download the nimlookup.jar file attached to the Salesforce article at the following location: <https://na4.salesforce.com/articles/CurrentHotfixes/NMS-5-6-UMP-2-6-won-t-connect-to-MS-SQL-on-non-standard-port?popup=true>
<https://na4.salesforce.com/articles/CurrentHotfixes/NMS-5-6-UMP-2-6-won-t-connect-to-MS-SQL-on-non-standard-port?popup=true>.
 4. Copy the nimlookup.jar you downloaded to the following directories to overwrite the nimlookup.jar they contain:
 - <Nimsoft_installation>\probes\service\ace\lib
 - <Nimsoft_installation>\probes\service\nis_server\lib

Note: The sla_engine does not use a nimlookup.jar file.
 5. Activate the probes you deactivated in step 3.

SLM Portlet Displays Incorrect Data Set

Depending on factors such as the user's time zone, the time zone of the database, and whether or not SLAs have been assigned a time zone, users may see the wrong data set in the SLM portlet. If this occurs, switch to the SLA Reports portlet to view SLA data.

The VMware Datastore Free Space List Does Not Display Data

Symptom:

The VMware Datastore Free Space list in the Unified Dashboards portlet is not displaying data.

Solution:

Versions earlier than 4.01 of the vmware probe are configured to use the metric *QOS_DISK_FREE*, while the VMware Dashboard uses the metric *QOS_DS_DISK_FREE*. Because these metrics do not match, the VMware Datastore Free Space list does not display any data.

To fix this issue, upgrade to version 4.01 or later of the vmware probe. After upgrading the vmware probe, drag and drop the template **UMP Metrics** to the probe's **Autoconfiguration**.

I Cannot Access the Control Panel

Symptom:

After upgrading from UMP 2.1.x (or earlier) to UMP 2.5.x (or later), when I click **Manage, Control Panel** I see my private home page instead of the Control Panel.

Solution:

Users not assigned to the Liferay administrator role may not be able to access the Control Panel after upgrading.

Do the following steps:

1. Deactivate the wasp probe in Infrastructure Manager.
2. Open the probes/service/wasp/webapps/ROOT/WEB-INF/classes/portal-ext.properties file for editing.
3. Add the following line, or if it is present uncomment it by removing the hash sign character (#):

```
permissions.user.check.algorithm=5
```
4. Activate the wasp probe in Infrastructure Manager.

Logging In Takes Me to the Login Page

Symptom:

After upgrading from UMP 2.1.x (or earlier) to UMP 2.5.x (or later), when I log in I see the UMP login page again instead of my private home page.

Solution:

Do the following steps:

1. Deactivate the wasp probe in Infrastructure Manager.
2. Open the probes/service/wasp/webapps/ROOT/WEB-INF/classes/portal-ext.properties file for editing.
3. Add the following line, or if it is present uncomment it by removing the hash sign character (#):

```
virtual.hosts.default.community.name=
```

4. Activate the wasp probe in Infrastructure Manager.

Report Scheduler: Removing an Account User's Access

In the Reports Scheduler portlet, an account user can still run an SLA report that was moved from their account to an account they do not have access to. In this case, the account user cannot edit the SLA report, but can view and run the SLA report.

To completely remove an account user's access to an SLA report you must:

- Move the SLA report to an account the account user cannot access
- Move the job to an account the account user cannot access

After an administrator moves the SLA report and the job, the account user can still see and run the SLA report until the page is refreshed.

Dynamic Views May Display Redundant Tree Nodes

If you run the net_connect probe on two different robots to monitor the same systems, redundant tree nodes may appear in the left-hand navigation pane of the Dynamic Views portlet.

Note: Avoid running the net_connect probe from two different robots against the same systems.

Performance Reports May Convert Incorrectly to PDF

Symptom:

When I convert a PRD report containing many charts to a PDF, the PDF version does not display correctly.

Solution:

When you convert a PRD report with a large number of charts to a PDF, the system tries to place the entire report, regardless of the number of charts it contains, on one page of PDF output.

For PRD reports to display correctly in PDF format, it is recommended that you include no more than four or five charts per PRD report. If your PRD report contains more than four or five charts, remove charts as needed until the PDF output displays correctly. Depending on the number of charts in your report, you may be able to correct this issue in printed PDF output by selecting a larger paper size.

Custom Logo Missing

Symptom:

After I upgraded to UMP 2.5.x, my custom logo is missing.

Solution:

This is due to a change in the behavior of the third-party portal software, Liferay 6. In Liferay 5 custom images were stored in the database. In Liferay 6 custom images are stored on the file system, and Liferay cannot find existing custom images in the database. To resolve this, specify the custom image for the logo again.

Do the following steps:

1. Log into UMP as an administrator.
2. Click **Manage, Control Panel** from the menu bar.
3. Click **Settings** under **Portal**.
4. Click **Display Settings** under **Miscellaneous** on the right.
5. Click **Change** under **Logo** and browse to the image you want to use for the logo.
A small .jpg file works best.
6. Click **Save**.

Your pages now display the logo you specified.

You may also need to specify other custom images, such as for a user or organization, again.

I Cannot Access a Wiki Page I Created

Symptom:

I create a page for a global wiki, but when I try to view the page I see this error: **You do not have the required permissions.**

Solution:

To resolve this, the owner of the wiki must grant **Power User** permissions for the wiki page.

Follow these steps:

Note: These steps must be done by the owner of the global wiki (the user who created the wiki).

1. Click **Manage, Control Panel**.
The Control Panel is displayed.
2. Click **Wiki** under **My Community**.
3. Click the name of the wiki.
4. In the **All Pages** table, click **Actions, Permissions** for the page you want to allow access to.
The permissions dialog for the wiki page is displayed.
5. Select all the check boxes for **Power User**, then click **Save**.
All users can now access the wiki page.

Pages and Summary Views not Updated with Upgrade to UMP 2.6

Upgrading from UMP 2.5.2 to UMP 2.6:

- Does not remove old pages from the pull-down menus in UMP.
- Does not remove summary views in the List Viewer, Performance Reports Designer, and the Reports portlets as expected. In addition, non-localized strings may appear in summary views for non-English locales.

Additional Known Issues

This table lists additional known issues in UMP 2.6.1.

ID	Description	Salesforce Case
DE7406	Regex acts differently in Alarm Object vs. alarm console filters	5006000000EXLA0
DE8776	Font on Alarm Caption Text is always cut off at the bottom.	5006000000FailH
DE10124	Japanese folder name is missing	5006000000H2Pj9
DE10181	unable to change origin on multiple objects with SLM Webapp.	5006000000H35b0
DE10201	ACE (mik) - old SLA reports not showing history in UMP - SLA Report Portlet	5006000000H2Qri
DE10258	QoS Pop-up affects filtering in SLM Portlet	5006000000H32ET
DE10259	Available QoS Objects Popup Doesn't Work Properly	5006000000H3xxE
DE8495	Unable to resize windows / portlets in UMP freeform layout in MS Internet explorer	Tilje-InTeliNet AS
DE9794	Custom Dashboard Alarms - Sound Issues - Sound Loops	2E2 (Formally Netstore plc)
DE10397	Customer Reports Security Vulnerabilities In UMP - Reflective Cross Site Scripting	Nimsoft Employees

This table lists known issues in UMP 2.6.0.

ID	Description
DE2118	Password is displayed as garbage characters when the locale is set to Chinese
DE4158	SLA: Left side not updated
DE4195	MSSQL - SLM left side should be updated
DE4323	Disk space information is wrong
DE4463	UMP starts with English locale even if installer chooses other language
DE4498	"Save column preferences" and "Clear column preferences" can be selected at the same time.
DE4501	RA: Problems for Save/Clear column preferences function
DE4580	SLM: Unit and abbreviation fields are blank in QoS definition edit window
DE5042	RA: Invalid IP address range can be saved

DE5132	Calculation Profile save invalid when the description is 256 character or more
DE5163	Plug-in description is missing in Interval calculation profile
DE5164	Screen name is displayed wrong
DE5167	Excluded Period section is missing in Graph view
DE5168	MSSql: Zero values are displayed in QoS Definition tab of Database Status
DE5169	Average values are displayed for Invalidate data. In graphical view, invalid data is not displayed in red color.
DE5186	Database Status -QoS Definition - # of rows
DE5223	History option is missing in SLM
DE5238	The .csv file doesn't exist when export QOS data from a Linux UMP
DE5244	SLM: Cannot filter the hosts when create Network type SLA by service.
DE5245	Some items missed in Database Information when connect a database on Linux
DE5290	SLM: Unable to sort by Name on QoS Monitors window.
DE5327	SLM: The deleted SLO appeared after adding a new SLO in SLA window.
DE5332	QoS Monitors: Not possible to edit Warning (Custom) threshold.
DE5342	DynamicViews: The value in Storage table which column is Utilization (%) is not correct.
DE5396	Alarms for generated relay device show up in the wrong alarm viewer
DE5448	QOS disappears in SLA
DE5451	SLM: In SLO window,alarm notification checked cannot be canceled
DE5511	VMware Datastore Free Space list summary view not displaying expected data
DE5513	VMWare Guest Summary list summary view not displaying data in Guest Mem Usage column
DE5539	SLM: Redundant SLO is displayed in the Calculated SLA compliance window.
DE5544	SLA Reports: The content of SLA/SLO Notes and some long sentences cannot be fully displayed in PDF.
DE5595	SLM: The texts "Alarm Message" are misalignment in the QoS Monitor window.
DE5636	Cut view in SLM
DE5738	Error found in TC4513: Check logical expression-brackets should be in pairs in each expression.

DE5751	Error found in TC4527: Check logical expression - Should have an operator between each sub-expression.
DE6029	Alarm Console notes are not deleted when there are no references to them
DE6112	Error found in US3510: Error deleting the same job when user logged into multiple browsers
DE6113	Error found in US3510: Error saving a deleted job when user logged into multiple browsers
DE6557	Report Scheduler QoS Reports with a gap in data are not shown as a dashed line
DE6565	RA: The sorting is incorrect in Configuration Item Details section.
DE6580	Error found in US3377: SLM: No available data in QoS Graph View when changing Process Memory Usage Unit to %.
DE6671	SLM: Incorrect SLO icon is displayed in the Calculated SLA compliance window.
DE6678	Windows UI Uninstall hangs Windows console install was used
DE6699	Dashboard Designer fails to publish if object are copied
DE6738	Report Scheduler PRD Repot is Two Pages instead of One Page if user has put data into the "info text"
DE6782	SLM: Notes was missed in the cloned SLA
DE6783	SLM: Unable to get Qos computation
DE6812	Problem in credential icon shows
DE6851	SLM: Sort function for Fulfilled is unavailable
DE6946	unused space in alarm console
DE6956	Filter Dedicated=Printer (several DAs)
DE7040	AccountAdmin: Error occurs when open Account Admin.
DE7110	notes dont update in alarm console when navigating to a different page and then returning
DE7181	10018:JPN:Request to widen label field at right pane when changing portlet size in Dashboard Designer
DE7186	10018:ENU:Change label name of Sort A-Z in Dashboard Designer
DE7565	SLM:The goal value for SLO in SLAReports is inconsistent with it in SLM
DE7599	ssl_genterate_csr creates null pointer exception
DE8057	Search field in Dynamic Views tree does not handle slashes properly

DE8108	Error found in TC5199: SSU adding Service Desk t Portlet in UMP using Google Chrome
DE8318	Report Scheduler: Rendering order of generated reports by Report Scheduler differs from PRD
DE8432	Error found in TC5914: Report Scheduler: The QoS estimate could not display with bar in report but it can display with line and area.
DE8437	SLM portlet allows changing QoS properties that will break TNT-2 and localization.
DE8447	Occasionally when opening a dynamic dashboard there may be one or more data points missing in the graph
DE8482	Dashboard Schema Validation Issues
DE8559	Warning still pop-up when unused multi-series QoS calculation.
DE8598	SLM: QoS constraints don't change all the time when selecting different period in Historic SLA dialogue.
DE8600	SLM: Incorrect period occurred in QoS graph of Historic SLA.
DE8613	Long Titles in PRD are cut off differently when viewed as portrait vs. landscape in PDF
DE8614	Report Scheduler stacked mixed area, bar, and line PRD reports may have hard to read legends if there are a lot of QoS items
DE8617	SLM: Nested folders are displayed under QoS node
DE8733	PRD Choose Source drop down menu missing other hosts
DE8755	UMP Help documentation for Dynamic Views needs more detail
DE8758	RA: Garbage characters displayed on Authentication Properties dialog for the Default credentials.
DE8785	DynamicViews: Date is ambiguous, the "year" is shown as 11 instead of 2011
DE8828	Blank node appears in Custom Dashboards
DE9380	Report Scheduler is not checking if the account user has access to the SLA before generating an SLA report
DE9483	dashboard_engine's jdbc url does not work with Oracle service name
DE9509	Saved PRD Templates do not load data
DE9593	Using the new folder button when saving a PRD report causes the PRD report to be saved in a blank top-level folder
DE9613	Remote Admin Advanced filter does not persist

Chapter 8: Localization Issues

The following sections describe known localization issues in the product, and workarounds in some cases.

Limitations in Localization

Some areas of the product are not fully localized for this release:

- Account Login Name can only use English-language characters
- Some portlet views include English-language text which has not yet been localized
- Some portlet views include localized text which is shortened with ellipses
- Some Date/Time formats have not yet been localized

Garbled Text in Console Installer

Valid on Windows systems

Symptom:

I see garbled characters when I run the installer in console mode for the Spanish or Brazilian Portuguese version of UMP.

Solution:

This is due to a defect in the third-party installation tool. We have requested a fix for this issue. In the meantime, the workaround is to run the installer in its default mode, which displays a graphical user interface (GUI).

Unified Service Manager Displays Non-localized Text

Valid after upgrading from NMS 5.12 to NMS 5.60 with non-English locales

In the Unified Service Manager portlet, if you select the **Windows** or **UNIX** server group in the left-hand navigation pane, the **Description** field in the right-hand pane displays English text, instead of the localized language.

Chapter 9: Defects Fixed

The following defects were fixed in UMP 2.6.1.

ID	Description	Salesforce Case
DE9868	UMP Copy - Major Security Hole in Service Desk	500600000GbYMP
DE10266	UMP SLA Reports applet hangs on initializing	500600000GcQsX
DE9619	standalone.jsp seems to cache passwords, allowing users with wrong password to view URLs	500600000Ga5wG
DE10011	(Copy of DE9614) Missing previous SDP reports	500600000GBHaD
DE8305	SLA Portlet does not show QoS Summary when calc method is "or"	500600000DcncR
DE10127	(Copy of) nis_server not connecting to SQL DB on nonstandard port	500600000H2anp

The following defects were fixed in UMP 2.6.

ID	Description
DE5165	Calculated Fulfilled percentage value for SLO is displayed wrong
DE9185	Error occurs when access Reports portlet with an account's user
DE6881	SLA Portlet shows incorrect compliance on Level QoS
DE7029	10018:ACE (mik) - UMP with German language doesn't work
DE6612	Search facility in Dynamic Views does not work
DE5543	UMP: (IE7) Fail to add a portlet in UMP
DE6918	Custom Dashboards charts work when preview but not when published
DE7024	[POC] List View data disappears from rows
DE4124	SDP restarts (in browser) for all users
DE6404	Dynamic View on UMP does not overwrite the dashboard when i delete data
DE2722	From UMP 1.5: Wrong week number returned in On demand report
DE4672	UMP Install documentation Correction For OS Requirements
DE8797	Problems with Large Performance Reports Designer reports converted to PDF
DE8775	Dynamic Views standalone.jsp report button broken

DE9055	Drop shadow disappears and doesnt display anymore when drop shadow is enabled for Text box
DE4848	Complete Uninstallation of UMP
DE6147	UMP 2.1.1 Not Recognizing SQL Server Settings - installer change
DE7965	Dashboards not using all available screen (white space issue)
DE1832	ODR Reports not timesynchronized
DE7822	Search not working in Custom Dashboard
DE8649	UMP 2.5+ installer not creating shortcut on the desktop
DE4183	Unable to use variable in Dashboard Queries
DE6275	Flash memory does not release when reopening dashboards
DE8581	Unable to use the authenticate portion of the Web Content portlet in the UMP
DE8777	Unable to publish wiki
DE8575	Autodesk NoD having issues with alarm console
DE8502	Language/translation is inconsistent in UMP
DE7011	Dashboard Engine Produces ORA-01000 "Maximum Number Of Open Cursors Exceeded"
DE7954	The default dashboard can't display more than 100GB of RAM
DE8710	ndg Limit on Dashboard Creation and Deletion
DE8665	Restarting wasp probes causes all servers to be visible in dynamic views
DE6176	Filter in Select Datasource is not working
DE9354	Reports not filtering by origin
DE7707	Table - configure Columns - map -
DE7553	UMP 2.51 requires ace and relationship_services - installer change
DE7820	RSP Dynamic Views are not shown <POC>
DE7849	Operand in SLO displayed as htmlspecialchars
DE7850	Multiple serious issues with SLA reports portlet
DE8660	Documentation incorrect for Apache web server DMZ / reverse proxy configuration
DE8674	(Copy of DE8660) documentation incorrect for Apache web server DMZ / reverse proxy configuration - documentation
DE8920	Wasp not starting
DE8507	QoS Filtering on Dashboard_designer is broken

DE8664	Space character in Datasource columns translated to "E.32.E" causing failure in query
DE8893	NetConnection.Call.Failed: HTTP: Fail caused by switching pages quickly in Chrome browser
DE8955	Data display issues with List views
DE8309	Unexpected shapes in List viewer
DE9229	Unable to access pages added to Global Wiki
DE3365	When wasp probe is deactivated/reactivated it no longer works
DE7706	Allow filtering of invisible alarms in Alarm Console
DE9325	(Copy of DE7706) Allow filtering of invisible alarms in Alarm Console - documentation
DE7018	UMP not loading alarms and table
DE6915	Table inserts decimals on QoS integer data