

# Unified Management Portal

## Unified Management Portal Release Notes

2.6.2



## Document Revision History

Document Version	Date	Changes
1.0	05/29/2012	Initial version for UMP 2.6.2 GA. Includes re-organized chapter structure. New and changed functionality in UMP 2.6.x is now organized by high-level categories, instead of table format. Known issues and defects fixed in UMP 2.6.2 are also now organized by high-level categories, 2.6.1 and 2.6.0 known issues and defects fixed remain in table format.

# Legal Notices

Copyright © 2012, CA. All rights reserved.

## Warranty

The material contained in this document is provided "as is," and is subject to being changed, without notice, in future editions. Further, to the maximum extent permitted by applicable law, Nimsoft LLC disclaims all warranties, either express or implied, with regard to this manual and any information contained herein, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Nimsoft LLC shall not be liable for errors or for incidental or consequential damages in connection with the furnishing, use, or performance of this document or of any information contained herein. Should Nimsoft LLC and the user have a separate written agreement with warranty terms covering the material in this document that conflict with these terms, the warranty terms in the separate agreement shall control.

## Technology Licenses

The hardware and/or software described in this document are furnished under a license and may be used or copied only in accordance with the terms of such license.

No part of this manual may be reproduced in any form or by any means (including electronic storage and retrieval or translation into a foreign language) without prior agreement and written consent from Nimsoft LLC as governed by United States and international copyright laws.

## Restricted Rights Legend

If software is for use in the performance of a U.S. Government prime contract or subcontract, Software is delivered and licensed as "Commercial computer software" as defined in DFAR 252.227-7014 (June 1995), or as a "commercial item" as defined in FAR 2.101(a) or as "Restricted computer software" as defined in FAR 52.227-19 (June 1987) or any equivalent agency regulation or contract clause. Use, duplication or disclosure of Software is subject to Nimsoft LLC's standard commercial license terms, and non-DOD Departments and Agencies of the U.S. Government will receive no greater than Restricted Rights as defined in FAR 52.227-19(c)(1-2) (June 1987). U.S. Government users will receive no greater than Limited Rights as defined in FAR 52.227-14 (June 1987) or DFAR 252.227-7015 (b)(2) (November 1995), as applicable in any technical data.

## Trademarks

Nimsoft is a trademark of CA.

Adobe®, Acrobat®, Acrobat Reader®, and Acrobat Exchange® are registered trademarks of Adobe Systems Incorporated.

Intel® and Pentium® are U.S. registered trademarks of Intel Corporation.

Java(TM) is a U.S. trademark of Sun Microsystems, Inc.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

Netscape(TM) is a U.S. trademark of Netscape Communications Corporation.

Oracle® is a U.S. registered trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of the Open Group.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

All other trademarks, trade names, service marks and logos referenced herein belong to their respective companies.

## Contact Nimsoft

For your convenience, Nimsoft provides a single site where you can access information about Nimsoft products.

At <http://support.nimsoft.com/>, you can access the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- Nimsoft Support policies and guidelines
- Other helpful resources appropriate for your product

### **Provide Feedback**

If you have comments or questions about Nimsoft product documentation, you can send a message to [support@nimsoft.com](mailto:support@nimsoft.com).

# Contents

---

<b>Chapter 1: New and Changed Functionality</b>	<b>7</b>
UMP 2.6.2.....	7
UMP 2.6.1.....	8
UMP 2.6.0.....	8
Additional New and Changed Functionality.....	9
group_server and report_engine Probes No Longer Required.....	9
Reports Portlet Changes.....	10
Improvements to SQL Query Tool in SLM.....	11
dashboard_engine Log File Rollover Improvements.....	11
<b>Chapter 2: Requirements</b>	<b>13</b>
Hardware Requirements.....	13
Additional UMP Requirements.....	14
Supported Languages.....	14
<b>Chapter 3: Considerations</b>	<b>15</b>
Installation Considerations.....	15
UMP Installer Does Not Support Multiple Dollar Sign Characters.....	15
Oracle Users Must Add Key to dashboard_engine Probe.....	16
Upgrade Considerations.....	17
Supported Upgrade Path.....	17
Back Up Your System before Upgrading.....	17
UMP 2.1.2 NimsoftMobile Server Component Must Be Manually Removed.....	17
Dashboards, Reports Using SQL Views May Be Broken.....	19
Pages and Summary Views Not Updated with Upgrade to UMP 2.6.....	19
General Use Considerations.....	20
dashboard_engine QoS Listening and Hub Performance.....	20
Guest Dashboards Not Displayed.....	21
Single Time Zone Required.....	21
Localization Considerations.....	21
<b>Chapter 4: Known Issues and Workarounds</b>	<b>23</b>
\$PASSWORD Substitution in Alarm Console.....	23
No Data Displayed in Alarm Console.....	23
SLM May Allow Invalid Logical Expressions.....	24

---

Portlet Not Resizing in Chrome .....	24
Potential Security Issue with Nimsoft Service Desk .....	24
Probes Not Connecting to Database with Non-Standard MS SQL Port.....	25
The VMware Datastore Free Space List Does Not Display Data.....	26
Additional Known Issues .....	26
UMP 2.6.2 .....	26
UMP 2.6.1 .....	27
UMP 2.6.0 .....	28

## **Chapter 5: Defects Fixed 33**

UMP 2.6.2.....	33
UMP 2.6.1.....	34
UMP 2.6.0.....	35

# Chapter 1: New and Changed Functionality

---

This section describes new and changed functionality in UMP 2.6.2, UMP 2.6.1, and UMP 2.6.0.

New features are grouped together based on the following categorization of changes to the product:

- Performance, Stability, Scalability
- Security
- Usability
- Localization
- Compatibility and Integrations

## UMP 2.6.2

UMP 2.6.2 is a quality release that improves upon the features and functionality released in UMP 2.6.1 and 2.6.0.

UMP 2.6.2 offers the following additional functionality compared to UMP 2.6.1:

### **Performance, Stability, Scalability**

- Updated wasp configuration provides increased user-configurable options for handling multiple concurrent requests.
- Redesigned QoS selector in Dashboard Designer loads large sets of QoS measurements faster.

### **Usability**

- Ability to import a Unified Dashboard LAR without having to restart qoschart and listdesigner on the wasp.
- Enhanced functionality of the SQL Query tool in the SLM portlet. See the section [Improvements to SQL Query Tool in SLM](#) (see page 11).
- Ability to view inactive nodes in Dynamic Views without the group\_server probe.

## UMP 2.6.1

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

### **Performance, Stability, Scalability**

Improved performance of lists with large S\_QOS\_DATA tables in the List Viewer portlet

## UMP 2.6.0

UMP 2.6.0 offers the following functionality compared to UMP 2.5.2:

### **Performance, Stability, Scalability**

- Redesigned Reports portlet now creates reports on demand
- Enhancements to dashboard\_engine logging capabilities

### **Security**

- Support for multi-tenancy in the Nimsoft Remote Admin portlet
  - Ability to use Nimsoft Remote Admin 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

### **Usability**

- Ability to apply a monitor to an individual computer system in the Unified Service Manager (USM) portlet
- Ability to filter by User Tags in the 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 without having to import LAR files
- Improved error checking and reporting in the UMP installer

### **Compatibility and Integrations**

- Addition of Cloud User Experience Monitor portlet, allowing users 24/7 access to online monitoring services
- Redesigned Reports portlet extends support to MySQL and Oracle
- Relationship Viewer portlet now supports Solaris

## Additional New and Changed Functionality

In addition to the previous descriptions of new and changed functionality in UMP 2.6.2 and UMP 2.6.x, the following sections describe additional changes to UMP.

### **group\_server and report\_engine Probes No Longer Required**

UMP 2.6.x no longer relies on the group\_server and report\_engine probes.

- The 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 came from the report\_engine probe in earlier UMP versions.

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 can now provide performance reports for Oracle, MySQL, and MS SQL.

See the section [Reports Portlet Changes](#) (see page 10) for additional changes related to the report\_engine probe in UMP 2.6.x.

## 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 re-create 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 re-created 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 on the Downloads page of the Nimsoft support site, [support.nimsoft.com](http://support.nimsoft.com).

## Improvements to SQL Query Tool in SLM

The SLM portlet includes a SQL Query tool you can use to enter custom SQL queries. From the SLM portlet, select the **Tools** tab > **SQL Query** to access this tool.

In UMP 2.6.2, the SQL Query tool has been improved in the following ways:

- You can now use any SQL command, whereas previously the SQL Query tool only recognized the commands *INSERT*, *DELETE*, *UPDATE*, and *SELECT*.
- You can now enter carriage returns and queries that consist of multiple statements. The SQL Query tool in previous UMP versions treated multiple statements as one statement.

**Note:** To use multiple statements, you must separate each statement with a semicolon.

- When you run a query that consists of multiple statements, a separate **Recordset** tab appears for each statement.
- You can highlight one or more of the statements you enter, and then run just the statements that are highlighted.

## dashboard\_engine Log File Rollover Improvements

In earlier versions of UMP, the `dashboard_engine.log` file did not roll over at the specified file size. However, with UMP 2.6.1 and later, this issue has been corrected.

In addition, with UMP 2.6.1 and later, the rollover log file now uses the naming convention `dashboard_engine.log.1`.

In previous versions of UMP, the rollover log file was named `_dashboard_engine.log`.

With UMP 2.6.1 and later, as with 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.



# Chapter 2: Requirements

---

To improve accuracy and provide the most current information possible, UMP system requirements are now provided at the Nimsoft Support site, [support.nimsoft.com](http://support.nimsoft.com). This section provides links to these online resources, and additional information that is not at the Support site.

- For a list of supported operating systems, databases, and browsers, see the Nimsoft Compatibility Support Matrix at:  
[http://support.nimsoft.com/downloads/doc/Compatibility\\_SupportMatrix\\_current.pdf](http://support.nimsoft.com/downloads/doc/Compatibility_SupportMatrix_current.pdf).
- For information on components that are no longer supported or that are being deprecated, see the Nimsoft End of sale document at:  
[http://support.nimsoft.com/Files/Announcement/current\\_end\\_of\\_sales\\_announcement.pdf](http://support.nimsoft.com/Files/Announcement/current_end_of_sales_announcement.pdf).

**Note:** You must have a login to access the Support site. You can request one by emailing [support@nimsoft.com](mailto:support@nimsoft.com).

## Hardware Requirements

### 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.

## Additional UMP Requirements

### 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.

### Nimsoft Dashboard Generator

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

### 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.

## Supported Languages

UMP is available in these languages:

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

# Chapter 3: Considerations

---

This chapter describes characteristics found in this release that affect the installation, upgrade, localization, or general behavior of UMP.

## Installation Considerations

### 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.

# Upgrade Considerations

## 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 any UMP version after 2.5.0, it is particularly important to do so. UMP 2.6.x and UMP 2.5.x use an updated version of third-party software (Liferay 6) that changes your database upon installation. If you install UMP 2.6.x/2.5.x, you cannot un-install it and then reinstall your previous UMP version to restore your 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!** Do not upgrade from UMP 2.1.x or earlier to UMP 2.5.x or later without first backing up your system. There is no way to undo the database changes that will occur with the upgrade.

## 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.

## 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](#)."

## Pages and Summary Views Not Updated with Upgrade to UMP 2.6

After you upgrade from UMP 2.5.2 to UMP 2.6.x:

- The pull-down menus in UMP still contain old pages.
- The summary views in the List Viewer, Performance Reports Designer, and the Reports portlets are not removed as expected.

## General Use Considerations

### dashboard\_engine QoS Listening and Hub Performance

#### Valid for environments using nis\_server

In large environments using nis\_server, it is possible for the volume of QoS measurements to overwhelm the hub, causing constant QoS message queues to form. If this is the case, the hub's performance may not be optimal. In addition, the summary lists in the Dynamic Views portlet may not display up-to-date QoS data.

With UMP 2.6.2, if this occurs you have the option of disabling dashboard\_engine QoS listening to reduce the hub's workload.

**Note:** Disabling QoS listening results in a number of empty columns in the summary views in Dynamic Views. Otherwise, the dashboard\_engine's functionality is unaffected in other UMP portlets, such as Alarm Console, Custom Dashboards, and Dynamic View Dashboards.

#### To disable QoS listening, follow these steps:

1. Locate the dashboard\_engine probe in Infrastructure Manager.
2. Press the <Ctrl> key as you right-click on the dashboard\_engine, and then select **Raw Configure**.
3. With the **data** section highlighted, locate the qos\_subscription\_enabled key, and click **Edit Key**.

If the qos\_subscription\_enabled key does not appear, click **New Key**, and add qos\_subscription\_enabled.

4. Enter **0** for the value of the qos\_subscription\_enabled key.

When you click **OK**, the data\_engine probe restarts. You can verify that your changes took effect by checking the dashboard\_engine.log, which will show the following message on level 2:

```
NIS server is used, but QoS hub subscription is disabled.
```

## Guest Dashboards Not Displayed

**Valid for multiple UMP configurations**

**Symptom:**

I have the Superuser ACL, but when I log into UMP, I don't see all of the Guest dashboards in the Custom Dashboards portlet.

**Solution:**

This issue may occur in environments with multiple UMP servers if the setting **Allow full dashboard access for Superuser ACL** is not enabled on each instance of the dashboard\_engine probe.

**To enable this setting, follow these steps:**

1. Open Infrastructure Manager, and locate the dashboard\_engine probe under the **Service** node.
2. Double-click on the dashboard\_engine probe, and then select the **Advanced** tab.
3. Under the heading the **General** heading, select **Allow full dashboard access for Superuser ACL**.
4. To see all Guest dashboards, repeat steps 1 - 3 on each instance of the dashboard\_engine probe.

## 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.

## Localization Considerations

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

- Non-localized strings may appear in summary views for non-English locales
- 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

In addition to the above, account login names can only use English-language characters



# Chapter 4: Known Issues and Workarounds

---

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

## \$PASSWORD Substitution in Alarm Console

To use \$PASSWORD substitution in Alarm Console, you must enable it by adding a key to the wasp.cfg file.

Follow these steps:

1. Locate the wasp.cfg file in the following directory:  
`<UMP_installation>\probes\service\wasp\conf`
2. Open wasp.cfg in a text editor.
3. In the webapps/alarmconsole section, add the following line:  
`enable_password_arg = true`
4. Save and close the wasp.cfg file.
5. Restart wasp.

## No Data Displayed in Alarm Console

**Valid for MySQL and Oracle**

**Symptom:**

When I log into UMP as an administrative user, the Alarm Console portlet does not display any data.

**Solution:**

This can occur in large environments with approximately 4000 or more robots, where MySQL or Oracle is the database provider.

You may be able to fix this issue by editing the following parameters in the <setup> sections of the wasp.cfg and dashboard\_engine.cfg files:

- In the wasp.cfg, increase `nimpool_timeout` from 30 to 90.
- In the dashboard\_engine.cfg, increase `dyanamic_views` from 60 to 120.

## SLM May Allow Invalid Logical Expressions

To use logical expressions for calculation profiles in the SLM portlet, you must enclose the expressions in parenthesis to be valid. If you don't enclose a logical expression in parenthesis, SLM will allow you to save it without displaying a warning message that the expression is invalid.

## Portlet Not Resizing in Chrome

### Valid for Google Chrome

#### Symptom:

When I resize my browser window, the portlet I'm using becomes unresponsive. If I try to close the window, a message referencing a memory error appears.

#### Solution:

A number of portlets may become unresponsive if you resize the browser window while using Google Chrome. This is due to an issue with Flash player in Chrome that can occur if you make the browser window very small, and then increase its size again.

If you experience this issue, refresh the browser to make the portlet display correctly again, and then avoid resizing the window while using Chrome.

## 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.

## 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**.

## Additional Known Issues

This section describes additional known issues in UMP 2.6.2, UMP 2.6.1, and UMP 2.6.0.

### UMP 2.6.2

The following items, organized by category, are additional known issues in UMP 2.6.2:

#### Performance, Stability, Scalability

- PDF export errors in List Viewer with multiple-UMP installation
- dashboard\_engine subscribing to queues on primary hub multiple times

**Usability**

- Alarm sounds playing in continuous loop and alarms not refreshing in Custom Dashboards
- Alarm Console standalone.jsp returns wildcard match instead of strict match
- Incorrect time-stamp format for QoS export data in PRD
- Regular Expressions with Alarm Object do not match alarm messages in Dashboard Designer
- Inconsistent Regex filtering with Alarm Object in Dashboard Designer vs. Alarm Console
- Alarm caption text is cut off at the bottom in Dashboard Designer
- Unable to change origin on multiple objects with SLM Webapp
- Filtering stops in SLM Portlet if pop-up appears and you have more than 1000 QoS objects
- On-demand reports in Dynamic Views display too many devices for selected metrics

**Localization**

- Incorrect Japanese translation for LDAP authentication in Remote Admin

**UMP 2.6.1**

The following are 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
DE10185	Passwords in NRA have strange "tab" character at the end	
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

## UMP 2.6.0

The following are 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_generate_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 5: Defects Fixed

---

This section describes defects that were fixed in UMP 2.6.2, UMP 2.6.1, and UMP 2.6.0.

## UMP 2.6.2

The following defects, organized by category, were fixed in UMP 2.6.2:

### **Performance, Stability, Scalability**

- SLA portlet times out or takes too long to fetch data
- tbnMediaContent table missing with Linux/MySQL multi-UMP installation
- SLA Auto report sent the same report over 1000 times on 25 March 2012 when DST changed (in Europe)
- Slow response with Flex messagebroker.amf in Dynamic Views
- Slow performance in Dashboard Designer with multiple QoS objects

### **Security**

- Errors when logging into UMP using LDAP authentication
- Alarm filters with slash characters in Infrastructure Manager ACLs break Alarm Console default view in UMP

**Usability**

- Unable to resize windows in UMP when using free-form layout and MS Internet Explorer
- UMP Alarm Console errors out after being left up
- No history appears for old SLA reports after UMP upgrade
- UMP displays error messages when I import a .lar file
- OOTB VMware Unified Dashboard uses wrong QOS
- Custom Dashboard images disappear after UMP upgrade
- Extra character appears in time stamps in table widgets if you use NIS for the Query Datasource in Dashboard Designer
- QoS metrics not in bit or byte base units
- POC Dynamic Views tree not propagating health status
- SLM Portlet throws invalid object name #t
- Full SLA reports not printing from SLM or Report Scheduler
- Data not populating for Interface Traffic Dashboards in Dynamic Dashboards
- (Copy of DE9786) CSM LIST: Invisible Alarms in UMP Alarm Console are not retained
- UMP installer does not set Dashboard API Nimbus address
- UMP cannot save dashboard if dashboard.xml has more than 65,536 characters with MySQL database
- Character limit too small for SLA Notes field in SLM

**Localization**

- Page titles are garbled in Liferay after importing .lar file
- Certain SharePoint alarms missing from Wasp internationalization files

## UMP 2.6.1

The following defects were fixed in UMP 2.6.1:

ID	Description	Salesforce Case
DE9868	UMP Copy - Major Security Hole in Service Desk	5006000000GbYMP
DE10266	UMP SLA Reports applet hangs on initializing	5006000000GcQSX
DE9619	standalone.jsp seems to cache passwords, allowing users with wrong password to view URLs	5006000000Ga5wG

DE10011	(Copy of DE9614) Missing previous SDP reports	5006000000GBHa D
DE8305	SLA Portlet does not show QoS Summary when calc method is "or"	5006000000Dcnc R
DE10127	(Copy of) nis_server not connecting to SQL DB on nonstandard port	5006000000H2an p

## UMP 2.6.0

The following defects were fixed in UMP 2.6.0:

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