Document Revision History

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Date</th>
<th>Changes</th>
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<tr>
<td>1.0</td>
<td>05/29/2012</td>
<td>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.</td>
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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.
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. 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.
- 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.

Note: You must have a login to access the Support site. You can request one by emailing 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 timeframe, 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 samptime 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 usingnis_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 dynamic_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:

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:

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Salesforce Case</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE7406</td>
<td>Regex acts differently in Alarm Object vs. alarm console filters</td>
<td>5006000000EXLA0</td>
</tr>
<tr>
<td>DE8776</td>
<td>Font on Alarm Caption Text is always cut off at the bottom.</td>
<td>5006000000FaiIH</td>
</tr>
<tr>
<td>DE10124</td>
<td>Japanese folder name is missing</td>
<td>5006000000H2Pj9</td>
</tr>
<tr>
<td>DE10181</td>
<td>unable to change origin on multiple objects with SLM Webapp.</td>
<td>5006000000H35b0</td>
</tr>
<tr>
<td>DE10185</td>
<td>Passwords in NRA have strange “tab” character at the end</td>
<td></td>
</tr>
<tr>
<td>DE10201</td>
<td>ACE (mik) - old SLA reports not showing history in UMP - SLA Report Portlet</td>
<td>5006000000H2Qri</td>
</tr>
<tr>
<td>DE10258</td>
<td>QoS Pop-up affects filtering in SLM Portlet</td>
<td>5006000000H32ET</td>
</tr>
<tr>
<td>DE10259</td>
<td>Available QoS Objects Popup Doesn’t Work Properly</td>
<td>5006000000H3xxE</td>
</tr>
</tbody>
</table>
## Additional Known Issues

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE8495</td>
<td>Unable to resize windows / portlets in UMP freeform layout in MS Internet explorer</td>
<td>Tilje-InTeliNet AS</td>
</tr>
<tr>
<td>DE9794</td>
<td>Custom Dashboard Alarms - Sound Issues - Sound Loops</td>
<td>2E2 (Formally Netstore plc)</td>
</tr>
<tr>
<td>DE10397</td>
<td>Customer Reports Security Vulnerabilities In UMP - Reflective Cross Site Scripting</td>
<td>Nimsoft Employees</td>
</tr>
</tbody>
</table>

## UMP 2.6.0

The following are known issues in UMP 2.6.0:

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE2118</td>
<td>Password is displayed as garbage characters when the locale is set to Chinese</td>
</tr>
<tr>
<td>DE4158</td>
<td>SLA: Left side not updated</td>
</tr>
<tr>
<td>DE4195</td>
<td>MSSQL - SLM left side should be updated</td>
</tr>
<tr>
<td>DE4323</td>
<td>Disk space information is wrong</td>
</tr>
<tr>
<td>DE4463</td>
<td>UMP starts with English locale even if installer chooses other language</td>
</tr>
<tr>
<td>DE4498</td>
<td>&quot;Save column preferences&quot; and &quot;Clear column preferences&quot; can be selected at the same time.</td>
</tr>
<tr>
<td>DE4501</td>
<td>RA: Problems for Save/Clear column preferences function</td>
</tr>
<tr>
<td>DE4580</td>
<td>SLM: Unit and abbreviation fields are blank in QoS definition edit window</td>
</tr>
<tr>
<td>DE5042</td>
<td>RA: Invalid IP address range can be saved</td>
</tr>
<tr>
<td>DE5132</td>
<td>Calculation Profile save invalid when the description is 256 character or more</td>
</tr>
<tr>
<td>DE5163</td>
<td>Plug-in description is missing in Interval calculation profile</td>
</tr>
<tr>
<td>DE5164</td>
<td>Screen name is displayed wrong</td>
</tr>
<tr>
<td>DE5167</td>
<td>Excluded Period section is missing in Graph view</td>
</tr>
<tr>
<td>DE5168</td>
<td>MSSql: Zero values are displayed in QoS Definition tab of Database Status</td>
</tr>
<tr>
<td>DE5169</td>
<td>Average values are displayed for Invalidate data. In graphical view, invalid data is not displayed in red color</td>
</tr>
<tr>
<td>DE5186</td>
<td>Database Status - QoS Definition - # of rows</td>
</tr>
<tr>
<td>DE5223</td>
<td>History option is missing in SLM</td>
</tr>
<tr>
<td>DE5238</td>
<td>The .csv file doesn't exist when export QOS data from a Linux UMP</td>
</tr>
<tr>
<td>DE5244</td>
<td>SLM: Cannot filter the hosts when create Network type SLA by service.</td>
</tr>
<tr>
<td>DE5245</td>
<td>Some items missed in Database Information when connect a database on Linux</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DE5290</td>
<td>SLM: Unable to sort by Name on QoS Monitors window.</td>
</tr>
<tr>
<td>DE5327</td>
<td>SLM: The deleted SLO appeared after adding a new SLO in SLA window.</td>
</tr>
<tr>
<td>DE5332</td>
<td>QoS Monitors: Not possible to edit Warning (Custom) threshold.</td>
</tr>
<tr>
<td>DE5342</td>
<td>DynamicViews: The value in Storage table which column is Utilization (%) is not correct.</td>
</tr>
<tr>
<td>DE5396</td>
<td>Alarms for generated relay device show up in the wrong alarm viewer</td>
</tr>
<tr>
<td>DE5448</td>
<td>QOS disappears in SLA</td>
</tr>
<tr>
<td>DE5451</td>
<td>SLM: In SLO window, alarm notification checked cannot be canceled</td>
</tr>
<tr>
<td>DE5511</td>
<td>VMware Datastore Free Space list summary view not displaying expected data</td>
</tr>
<tr>
<td>DE5513</td>
<td>VMWare Guest Summary list summary view not displaying data in Guest Mem Usage column</td>
</tr>
<tr>
<td>DE5539</td>
<td>SLM: Redundant SLO is displayed in the Calculated SLA compliance window.</td>
</tr>
<tr>
<td>DE5544</td>
<td>SLA Reports: The content of SLA/SLO Notes and some long sentences cannot be fully displayed in PDF.</td>
</tr>
<tr>
<td>DE5595</td>
<td>SLM: The texts &quot;Alarm Message&quot; are misalignment in the QoS Monitor window.</td>
</tr>
<tr>
<td>DE5636</td>
<td>Cut view in SLM</td>
</tr>
<tr>
<td>DE5738</td>
<td>Error found in TC4513: Check logical expression-brackets should be in pairs in each expression.</td>
</tr>
<tr>
<td>DE5751</td>
<td>Error found in TC4527: Check logical expression - Should have an operator between each sub-expression.</td>
</tr>
<tr>
<td>DE6029</td>
<td>Alarm Console notes are not deleted when there are no references to them</td>
</tr>
<tr>
<td>DE6112</td>
<td>Error found in US3510: Error deleting the same job when user logged into multiple browsers</td>
</tr>
<tr>
<td>DE6113</td>
<td>Error found in US3510: Error saving a deleted job when user logged into multiple browsers</td>
</tr>
<tr>
<td>DE6557</td>
<td>Report Scheduler QoS Reports with a gap in data are not shown as a dashed line</td>
</tr>
<tr>
<td>DE6565</td>
<td>RA: The sorting is incorrect in Configuration Item Details section.</td>
</tr>
<tr>
<td>DE6580</td>
<td>Error found in US3377: SLM: No available data in QoS Graph View when changing Process Memory Usage Unit to %.</td>
</tr>
<tr>
<td>DE6671</td>
<td>SLM: Incorrect SLO icon is displayed in the Calculated SLA compliance window.</td>
</tr>
<tr>
<td>ID</td>
<td>Issue Description</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DE6678</td>
<td>Windows UI Uninstall hangs Windows console install was used</td>
</tr>
<tr>
<td>DE6699</td>
<td>Dashboard Designer fails to publish if object are copied</td>
</tr>
<tr>
<td>DE6738</td>
<td>Report Scheduler PRD Report is Two Pages instead of One Page if user has put data into the &quot;info text&quot;</td>
</tr>
<tr>
<td>DE6782</td>
<td>SLM: Notes was missed in the cloned SLA</td>
</tr>
<tr>
<td>DE6783</td>
<td>SLM: Unable to get Qos computation</td>
</tr>
<tr>
<td>DE6812</td>
<td>Problem in credential icon shows</td>
</tr>
<tr>
<td>DE6851</td>
<td>SLM: Sort function for Fulfilled is unavailable</td>
</tr>
<tr>
<td>DE6946</td>
<td>unused space in alarm console</td>
</tr>
<tr>
<td>DE6956</td>
<td>Filter Dedicated=Printer (several DAs)</td>
</tr>
<tr>
<td>DE7040</td>
<td>AccountAdmin: Error occurs when open Account Admin.</td>
</tr>
<tr>
<td>DE7110</td>
<td>notes dont update in alarm console when navigating to a different page and then returning</td>
</tr>
<tr>
<td>DE7181</td>
<td>10018:JPN:Request to widen label field at right pane when changing portlet size in Dashboard Designer</td>
</tr>
<tr>
<td>DE7186</td>
<td>10018:ENU:Change label name of Sort A-Z in Dashboard Designer</td>
</tr>
<tr>
<td>DE7565</td>
<td>SLM:The goal value for SLO in SLAResports is inconsistent with it in SLM</td>
</tr>
<tr>
<td>DE7599</td>
<td>ssl_genterate_csr creates null pointer exception</td>
</tr>
<tr>
<td>DE8057</td>
<td>Search field in Dynamic Views tree does not handle slashes properly</td>
</tr>
<tr>
<td>DE8108</td>
<td>Error found in TC5199: SSU adding Service Desk t Portlet in UMP using Google Chrome</td>
</tr>
<tr>
<td>DE8318</td>
<td>Report Scheduler: Rendering order of generated reports by Report Scheduler differs from PRD</td>
</tr>
<tr>
<td>DE8432</td>
<td>Error found in TC5914: Report Scheduler: The QOS estimate could not display with bar in report but it can display with line and area.</td>
</tr>
<tr>
<td>DE8437</td>
<td>SLM portlet allows changing QOS properties that will break TNT-2 and localization.</td>
</tr>
<tr>
<td>DE8447</td>
<td>Occasionally when opening a dynamic dashboard there may be one or more data points missing in the graph</td>
</tr>
<tr>
<td>DE8482</td>
<td>Dashboard Schema Validation Issues</td>
</tr>
<tr>
<td>DE8559</td>
<td>Warning still pop-up when unused multi-series QoS calculation.</td>
</tr>
<tr>
<td>DE8598</td>
<td>SLM: QoS constraints don’t change all the time when selecting different period in Historic SLA dialogue.</td>
</tr>
<tr>
<td>DE8600</td>
<td>SLM: Incorrect period occurred in QoS graph of Historic SLA.</td>
</tr>
<tr>
<td>DE8613</td>
<td>Long Titles in PRD are cut off differently when viewed as portrait vs. landscape in PDF</td>
</tr>
<tr>
<td>DE8614</td>
<td>Report Scheduler stacked mixed area, bar, and line PRD reports may have hard to read legends if there are a lot of QoS items</td>
</tr>
<tr>
<td>DE8617</td>
<td>SLM: Nested folders are displayed under QoS node</td>
</tr>
<tr>
<td>DE8733</td>
<td>PRD Choose Source drop down menu missing other hosts</td>
</tr>
<tr>
<td>DE8755</td>
<td>UMP Help documentation for Dynamic Views needs more detail</td>
</tr>
<tr>
<td>DE8758</td>
<td>RA: Garbage characters displayed on Authentication Properties dialog for the Default credentials.</td>
</tr>
<tr>
<td>DE8785</td>
<td>DynamicViews: Date is ambiguous, the &quot;year&quot; is shown as 11 instead of 2011</td>
</tr>
<tr>
<td>DE8828</td>
<td>Blank node appears in Custom Dashboards</td>
</tr>
<tr>
<td>DE9380</td>
<td>Report Scheduler is not checking if the account user has access to the SLA before generating an SLA report</td>
</tr>
<tr>
<td>DE9483</td>
<td>dashboard_engine’s jdbc url does not work with Oracle service name</td>
</tr>
<tr>
<td>DE9509</td>
<td>Saved PRD Templates do not load data</td>
</tr>
<tr>
<td>DE9593</td>
<td>Using the new folder button when saving a PRD report causes the PRD report to be saved in a blank top-level folder</td>
</tr>
<tr>
<td>DE9613</td>
<td>Remote Admin Advanced filter does not persist</td>
</tr>
</tbody>
</table>
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 .jar 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 .jar file
- Certain SharePoint alarms missing from Wasp internationalization files

**UMP 2.6.1**

The following defects were fixed in UMP 2.6.1:

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
<th>Salesforce Case</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE9868</td>
<td>UMP Copy - Major Security Hole in Service Desk</td>
<td>5006000000GbYM P</td>
</tr>
<tr>
<td>DE10266</td>
<td>UMP SLA Reports applet hangs on initializing</td>
<td>5006000000GcQS X</td>
</tr>
<tr>
<td>DE9619</td>
<td>standalone.jsp seems to cache passwords, allowing users with wrong password to view URLs</td>
<td>5006000000Ga5w G</td>
</tr>
</tbody>
</table>
### UMP 2.6.0

The following defects were fixed in UMP 2.6.0:

<table>
<thead>
<tr>
<th>ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE5165</td>
<td>Calculated Fulfilled percentage value for SLO is displayed wrong</td>
</tr>
<tr>
<td>DE9185</td>
<td>Error occurs when access Reports portlet with an account's user</td>
</tr>
<tr>
<td>DE6881</td>
<td>SLA Portlet shows incorrect compliance on Level QoS</td>
</tr>
<tr>
<td>DE7029</td>
<td>10018:ACE (mik) - UMP with German language doesn't work</td>
</tr>
<tr>
<td>DE6612</td>
<td>Search facility in Dynamic Views does not work</td>
</tr>
<tr>
<td>DE5543</td>
<td>UMP: (IE7) Fail to add a portlet in UMP</td>
</tr>
<tr>
<td>DE6918</td>
<td>Custom Dashboards charts work when preview but not when published</td>
</tr>
<tr>
<td>DE7024</td>
<td>[POC] List View data dissapears from rows</td>
</tr>
<tr>
<td>DE4124</td>
<td>SDP restarts (in browser) for all users</td>
</tr>
<tr>
<td>DE7979</td>
<td>Dynamic View on UMP does not overwrite the dashboard when i delete data</td>
</tr>
<tr>
<td>DE2722</td>
<td>From UMP 1.5: Wrong week number returned in On demand report</td>
</tr>
<tr>
<td>DE4672</td>
<td>UMP Install documentation Correction For OS Requirements</td>
</tr>
<tr>
<td>DE8797</td>
<td>Problems with Large Performance Reports Designer reports converted to PDF</td>
</tr>
<tr>
<td>DE8775</td>
<td>Dynamic Views standalone.jsp report button broken</td>
</tr>
<tr>
<td>DE9055</td>
<td>Drop shadow disappears and doesnt display anymore when drop shadow is enabled for Text box</td>
</tr>
<tr>
<td>DE4848</td>
<td>Complete Uninstallation of UMP</td>
</tr>
<tr>
<td>DE6147</td>
<td>UMP 2.1.1 Not Recognizing SQL Server Settings - installer change</td>
</tr>
<tr>
<td>DE7965</td>
<td>Dashboards not using all available screen (white space issue)</td>
</tr>
<tr>
<td>DE1832</td>
<td>ODR Reports not timesyncronized</td>
</tr>
<tr>
<td>DE7822</td>
<td>Search not working in Custom Dashboard</td>
</tr>
<tr>
<td>DE8649</td>
<td>UMP 2.5+ installer not creating shortcut on the desktop</td>
</tr>
<tr>
<td>DE4183</td>
<td>Unable to use variable in Dashboard Queries</td>
</tr>
<tr>
<td>DE6275</td>
<td>Flash memory does not release when reopening dashboards</td>
</tr>
<tr>
<td>DE8581</td>
<td>Unable to use the authenticate portion of the Web Content portlet in the UMP</td>
</tr>
<tr>
<td>DE8777</td>
<td>Unable to publish wiki</td>
</tr>
<tr>
<td>DE8575</td>
<td>Autodesk NoD having issues with alarm console</td>
</tr>
<tr>
<td>DE8502</td>
<td>Language/translation is inconsistent in UMP</td>
</tr>
<tr>
<td>DE7011</td>
<td>Dashboard Engine Produces ORA-01000 &quot;Maximum Number Of Open Cursors Exceeded&quot;</td>
</tr>
<tr>
<td>DE7954</td>
<td>The default dashboard can't display more than 100GB of RAM</td>
</tr>
<tr>
<td>DE8710</td>
<td>ndg Limit on Dashboard Creation and Deletion</td>
</tr>
<tr>
<td>DE8665</td>
<td>Restarting wasp probes causes all servers to be visible in dynamic views</td>
</tr>
<tr>
<td>DE6176</td>
<td>Filter in Select Datasource is not working</td>
</tr>
<tr>
<td>DE9354</td>
<td>Reports not filtering by origin</td>
</tr>
<tr>
<td>DE7707</td>
<td>Table - configure Columns - map -</td>
</tr>
<tr>
<td>DE7553</td>
<td>UMP 2.51 requires ace and relationship_services - installer change</td>
</tr>
<tr>
<td>DE7820</td>
<td>RSP Dynamic Views are not shown &lt;POC&gt;</td>
</tr>
<tr>
<td>DE7849</td>
<td>Operand in SLO displayed as htmlspecialchar</td>
</tr>
<tr>
<td>DE7850</td>
<td>Multiple serious issues with SLA reports portlet</td>
</tr>
<tr>
<td>DE8660</td>
<td>Documentation incorrect for Apache web server DMZ / reverse proxy configuration</td>
</tr>
<tr>
<td>DE8674</td>
<td>(Copy of DE8660) documentation incorrect for Apache web server DMZ / reverse proxy configuration - documentation</td>
</tr>
<tr>
<td>DE8920</td>
<td>Wasp not starting</td>
</tr>
<tr>
<td>DE8507</td>
<td>QoS Filtering on Dashboard_designer is broken</td>
</tr>
<tr>
<td>DE8664</td>
<td>Space character in Datasource columns translated to &quot;E.32.E&quot; causing failure in query</td>
</tr>
<tr>
<td>DE8893</td>
<td>NetConnection.Call.Failed: HTTP: Fail caused by switching pages quickly in Chrome browser</td>
</tr>
<tr>
<td>DE8955</td>
<td>Data display issues with List views</td>
</tr>
<tr>
<td>DE8309</td>
<td>Unexpected shapes in List viewer</td>
</tr>
<tr>
<td>DE9229</td>
<td>Unable to access pages added to Global Wiki</td>
</tr>
<tr>
<td>DE3365</td>
<td>When wasp probe is deactivated/reactivated it no longer works</td>
</tr>
<tr>
<td>DE7706</td>
<td>Allow filtering of invisible alarms in Alarm Console</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>DE9325</td>
<td>(Copy of DE7706) Allow filtering of invisible alarms in Alarm Console - documentation</td>
</tr>
<tr>
<td>DE7018</td>
<td>UMP not loading alarms and table</td>
</tr>
<tr>
<td>DE6915</td>
<td>Table inserts decimals on QoS integer data</td>
</tr>
</tbody>
</table>