Unified Management Portal

Unified Management Portal Release Notes

6.2.1

Document Revision History

Document Version	Date	Changes
1.0	12/18/2012	Initial version for UMP 6.2.
1.1	2/4/2013	Updated version number and Defects Fixed section for UMP 6.2.1.

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Contents

Chapter 1: New and Changed Functionality 7

UMP 6.2.1 7
UMP 6.2 7

Chapter 2: Requirements 9

Hardware Requirements 9
Additional UMP Requirements 10
    Turn Off Compatibility View with IE 8 or 9 10
Supported Languages 10

Chapter 3: Considerations 11

Installation Considerations 11
Upgrade Considerations 11
    CA Cloud Monitor Portlet Single Sign-on Configuration 12
Localization Considerations 13

Chapter 4: Known Issues and Workarounds 15

Custom Dashboard Link Doesn't Open Dynamic View 15
Invalid Characters Appear After UMP 6.2 Upgrade 16

Chapter 5: Defects Fixed 17

UMP 6.2.1 17
UMP 6.2 17

Chapter 1: New and Changed Functionality

This section summarizes the new and changed functionality in UMP 6.2.1 and UMP 6.2.

This section contains the following topics:

UMP 6.2.1 (see page 7)
UMP 6.2 (see page 7)

UMP 6.2.1

UMP 6.2.1 improves upon UMP 6.2, but does not provide new functionality. See the section Defects Fixed (see page 17) for what has changed in the UMP 6.2.1 release.

UMP 6.2

UMP 6.2 provides the following new functionality:

Usability

- Enhanced USM graphs display minimum and maximum values, and trending data.
- Ability to export search results in USM to a CSV file.
- Improved SLA Report printing.

Chapter 2: Requirements

To improve accuracy and provide the most current information possible, UMP system requirements are now provided at support.nimsoft.com. This section provides links to 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 Matrix* at: http://support.nimsoft.com/downloads/doc/Compatibility_SupportMatrix_current.pdf.

  Note: The *Nimsoft Compatibility Matrix* has been updated to include supported operating system information for the Automated Deployment Engine (ADE).

- For information on components that are no longer supported or that have limited support, see the *Nimsoft End of Sales & Support* 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.

This section contains the following topics:

Hardware Requirements (see page 9)
Additional UMP Requirements (see page 10)
Supported Languages (see page 10)

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. However, the OS *version* does not have to be the same, and 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.

Turn Off Compatibility View with IE 8 or 9

If you use Microsoft Internet Explorer 8 or 9 to access UMP, you must turn off the Compatibility View for navigation menus to work properly. Check the Compatibility View Settings under the Tools menu in Internet Explorer to be sure Compatibility View is turned off for UMP.

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.

This section contains the following topics:

Installation Considerations (see page 11)
Upgrade Considerations (see page 11)
Localization Considerations (see page 13)

Installation Considerations

Refer to the *UMP Installation Guide*, available at docs.nimsoft.com, for information on installing UMP.

Upgrade Considerations

This section describes characteristics that affect upgrading to this version of UMP.

The supported upgrade path for UMP is available in the Nimsoft Compatibility Support Matrix online at: Compatibility Matrix.

CA Cloud Monitor Portlet Single Sign-on Configuration

Single sign-on access to the CA Cloud Monitor portlet has changed. In previous UMP versions, the ssoConfig.xml file contained the single sign-on credentials for accounts that can access the CA Cloud Monitor portlet. The wasp configuration now handles CA Cloud Monitor portlet authentication; however, you must manually configure the wasp after upgrading.

Note: Before you upgrade, create a backup copy of the ssoConfig.xml file, located in the directory <*nimsoft_installation*>/probes/service/wasp/webapps/cloudmonitor. This file is overwritten during the upgrade, and contains the login credentials you will need for editing the wasp configuration afterward. There is a workaround provided in the steps below in the event the ssoConfig.xml file is overwritten.

After upgrading, follow these steps to edit the wasp configuration:

1. Locate the Mid and Token values, and the account name you will need when you edit the wasp configuration:

   a. Open the backup copy you created of the ssoConfig.xml file, and locate the lines in the following example that specify the **name**, **mid**, and **token** values for the NMS account:

   ```
   <?xml version="1.0" encoding="UTF-8"?>
   <ssoConfig>
     <accounts>
       <account>
         <name>Nimsoft_account_name</name>
         <mid>53156</mid>

   <token>a3a08368cecd501871e1e29e87600d04d8aa5757663d8947e5ca91afb62c5b58</
   token>
       </account>
     </accounts>
   </ssoConfig>
   ```

   Note: If the ssoConfig.xml file was overwritten, you can obtain **Mid** and **Token** values, and account name(s) as follows:

   - Log into your CA Cloud Monitor account.
   - Click the **Reports** menu > **Access**.
   - At the bottom of the Reports Access page, look for the table labeled **Tokens can be used to provide access on your account via external applications.** If there is a token listed, you can use it. If not click the **Add token** button to create one.
   - Start Infrastructure Manager, and click the **Security** menu > **Account Administration.** The Account Administration window displays the account name(s).

2. Modify the wasp configuration:

a. Open wasp in Raw Configure.

b. In the left-hand navigation pane, expand the <webapps> section, expand the <cloudmonitor> section, and locate the <accounts> section.

c. Under <accounts>, create a new section, and name the section using the NMS account name you verified previously.

d. Add the key **mid** to the <*NMS_account*> section, and specify the value you located previously.

e. Add the key **token** to the <*NMS_account*> section, and specify the value you located previously.

3. Create additional sections under the <accounts> section for additional NMS accounts that need access.

4. Restart wasp.

Localization Considerations

The following are localization considerations in this release:

- Some portlet views include English-language text which has not yet been localized.
- Account login names can only use English-language characters.

Chapter 4: Known Issues and Workarounds

This chapter describes known issues in the product and workarounds in some cases.

This section contains the following topics:

Custom Dashboard Link Doesn't Open Dynamic View (see page 15)
Invalid Characters Appear After UMP 6.2 Upgrade (see page 16)

Custom Dashboard Link Doesn't Open Dynamic View

Valid after upgrading

If you have custom dashboards linked to dynamic views and upgrade UMP, links to interface traffic or connectivity dynamic views may break as a result. If this occurs, the alarm status of the underlying dynamic view is not propagated to the custom dashboard, and double-clicking on the link in the custom dashboard will not open the dynamic view. In addition, you will see the following error message:
`DashboardService.SRV_ERR_NO_ACCESS`

Note: This issue does not affect links pointing to server dynamic views.

The workaround for this issue is to manually update the link.

Follow these steps:

1. In Dashboard Designer, open the affected dashboard, and click on the widget that contains the broken link.

   Note: You can determine the target of the broken link by either:

   - Clicking the **Preview** button, and then hovering the mouse over the widget.
   - Clicking the **xml** button under the Current Dashboard tab of the Dashboard pane, and then searching for the Link element.

2. In the Link Properties window, select the **Dashboard** button.
3. In the Select Dynamic Dashboard dialog, drill down and select the target dynamic view.
4. Save and republish the dynamic view.

Invalid Characters Appear After UMP 6.2 Upgrade

Symptom:

I see invalid characters in certain UMP portlets after upgrading UMP.

Solution:

In some cases, upgrading UMP may result in the dashboard_engine and wasp being configured to use different encoding. If this occurs, invalid characters may appear in the Alarm Console, Dynamic Views, and Custom Dashboards portlets.

You can correct this issue by configuring both the dashboard_engine and wasp probes to use UTF-8 encoding.

Follow these steps:

1. Open the dashboard_engine Raw Configure UI.
2. Add the <startup> section if it is not already present in the tree in the left-hand navigation pane.
3. With the <startup> section selected:
   a. Add the key **options**.
   b. Enter the value **-Dfile.enconding=UTF-8**.
4. Open the wasp Raw Configure UI and verify that the wasp is configured to use UTF-8 encoding. Repeat the steps in this section for the wasp if necessary.

Note: If the **options** key already exists under the <startup> section, click the **Edit Key** button. If you do not wish to overwrite its value, you can enter a space after the existing value, and then enter **-Dfile.enconding=UTF-8**.

Chapter 5: Defects Fixed

This section summarizes the defects fixed in UMP 6.2.1 and UMP 6.2.

This section contains the following topics:

UMP 6.2.1 (see page 17)
UMP 6.2 (see page 17)

UMP 6.2.1

The following defects were fixed in UMP 6.2.1.

Performance, Stability, Scalability

- Too many files remain open in a multiple UMP server configuration.
- wasp loses connection to dashboard_engine with large Dynamic Views tree.

Security

- dashboard_engine does not start with hub 5.90.

Usability

- Alarm Console does not remove deleted alarms.
- Dashboard Designer does not handle apostrophes in target strings.
- Information is missing in historical SLA reports.

Localization

- Language translations are missing in PDF for SLA reports.

UMP 6.2

The following defects were fixed in UMP 6.2.

Performance, Stability, Scalability

- Custom dashboard not loading with multiple-UMP configuration.

Security

- Portlet standalone mode allows JavaScript injection.
- WSRP authentication information transferred in header.

Usability

- UMP 6.0 installer prompts customer to overwrite archive files during upgrade.
- List Viewer displays exception when Alarm Status column is viewed.
- List Viewer displays error message when user generates Performance Report.
- PRD charts missing icons.
- Superusers cannot delete Performance Reports attached to an account.
- PRD changes location of percentile line when converting to PDF.
- Errors saving very large Performance Reports.
- Long reports in PRD are cut off or do not scale correctly when saved to PDF.
- Report name not retained when auto-scheduling reports from PRD to Report Scheduler.
- Reports portlet creates duplicate items for certain characters.
- sla_engine not treating null and missing values correctly.
- SLA Reports displays limited views and rows.
- SLA Reports does not handle illegal filename characters in an SLA name.
- SLOs not inheriting expected achievements from SLAs in SLM.
- USM displays exception when certain Exchange metrics are viewed.

Localization

- Alarm Console alarm filters with non-ASCII characters are not displayed correctly when launched from Custom Dashboards.

Compatibility and Integrations

- dashboard_engine fails to start with Windows Authentication.