

# CA Nimsoft Unified Management Portal

## Release Notes

6.5



# Document Revision History

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Document Version	Date	Changes
1.0	April 2013	Initial version for UMP 6.5.
1.1	April 2013	Updated with topic "Unable to Launch Admin Console within UMP."

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# Chapter 2: New and Changed Functionality

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UMP 6.5 provides the following new features:

## **Performance, Stability, Scalability**

- Improvements to wasp and dashboard\_engine probes.

## **Usability**

- Web-based Admin Console begins replacing Infrastructure Manager.
- Baseline metrics appear in PRD and USM portlets.
- Discovery information, configuration wizard, and groups now show in USM.
  - NimsoftRemoteAdmin portlet is deprecated.
  - Discovery Status is obsoleted.
- Source and Target can be used as variables in report and chart titles.



# Chapter 3: Requirements

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To improve accuracy and provide the most current information possible, system requirements are now provided at [support.nimsoft.com](http://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/NMSCompatibility\\_SupportMatrix\\_current.pdf](http://support.nimsoft.com/downloads/doc/NMSCompatibility_SupportMatrix_current.pdf).
- 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](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).

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 that 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 4: Considerations

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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](#) (see page 11)

[Upgrade](#) (see page 11)

[Localization](#) (see page 13)

## Installation

Refer to the *UMP Installation Guide*, available at [docs.nimsoft.com](https://docs.nimsoft.com), for information on installing UMP.

## Upgrade

The supported upgrade path for UMP is available in the Nimsoft Compatibility Support Matrix online at: [Compatibility Matrix](#).

If your database provider is MySQL, see the section [Deactivate qos\\_processor before Installing UMP](#) (see page 16).

## CA Web Performance Portlet Single Sign-on Configuration

### Valid for upgrades to UMP 6.5 from UMP 6.0 or earlier

In UMP 6.2 and later, the wasp probe handles the SSO authentication for the CA Web Performance portlet. In UMP 6.0 and earlier, the ssoConfig.xml file contained the single sign-on (SSO) credentials for the accounts that can access the CA Web Performance portlet.

When you upgrade from UMP 6.0 or earlier, the ssoConfig.xml file is overwritten, and you must manually edit the wasp configuration afterward to enable SSO access.

**Note:** Before you upgrade, create a backup copy of the ssoConfig.xml file, located in the directory `<nimsoft_installation>/probes/service/wasp/webapps/cloudmonitor`. The ssoConfig.xml file contains the login credentials needed to edit the wasp configuration.

A workaround is provided in the following steps 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 Web Performance 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 sections as needed under the <accounts> section for additional NMS accounts.
4. Restart wasp.

## Localization

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 5: Known Issues and Workarounds

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

This section contains the following topics:

[Unable to Launch Admin Console within UMP](#) (see page 15)

[HTTP 404 Error After Upgrading UMP](#) (see page 16)

[Deactivate qos\\_processor before Installing UMP](#) (see page 16)

[SLA and SLO Description Not Saved](#) (see page 16)

[Custom Dashboard Link Does Not Open Dynamic View](#) (see page 17)

## Unable to Launch Admin Console within UMP

### Symptom:

When I launch Admin Console as a portlet in UMP, I see a security warning that the website's certificate is untrusted. I am not given a means to ignore the warning and continue.

### Solution:

This issue is due to a limitation with how some browsers handle self-signed SSL certificates within a secure i-frame. The first time you launch Admin Console, either in stand-alone mode or as a portlet within UMP, a warning message displays about the site's certificate. In stand-alone mode, you can accept the certificate, and continue to Admin Console. However, if you launch Admin Console for the first time within UMP, the option is not available to accept the certificate and continue.

**Note:** As an alternative to the following workaround, you can install an authority-signed certificate on the service\_host probe, which is an embedded Tomcat web server.

### To work around this issue, follow these steps:

1. Open Admin Console in standalone mode: `https://<NMS_host>:8443`.
2. Confirm the security exception, and continue to the website.
3. Open a new tab in the same browser and launch UMP.

The same security warning is displayed.

4. Refresh the page.

Admin Console is displayed.

## HTTP 404 Error After Upgrading UMP

### Valid for MySQL after upgrading UMP

#### Symptom:

After I upgraded UMP, an HTTP 404 error message displays when I access UMP.

#### Solution:

Follow these steps:

1. In Infrastructure Manager, deactivate the wasp probe.
2. Navigate to `<Nimsoft_installation>/probes/service/wasp/lib`.
3. Delete the file `mysql-connector-java-5.1.12-bin.jar`.
4. Activate the wasp probe.

## Deactivate qos\_processor before Installing UMP

When installing or upgrading UMP with NMS 6.50 and MySQL, deactivate the `qos_processor` probe before running the UMP installer. Once UMP is installed, the QoS Processor can be re-activated.

## SLA and SLO Description Not Saved

### Valid for non-English languages

If you enter an SLA or SLO description that is 127 or more multi-byte characters in length, the description may not be saved. If this occurs, enter a description that has fewer than 127 multi-byte characters, and re-save the SLA or SLO.

## Custom Dashboard Link Does Not 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.



# Chapter 6: Defects Fixed

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This section summarizes the defects fixed in this release.

## Usability

- Maximum, average, and standard deviation are missing from QoS reports generated by Report Scheduler.
- Dashboard alarm filter strips out characters when a backslash is part of the filter.
- jvm\_monitor QoS is not displayed in PRD charts.
- Scheduled reports are missing legend values, and have incorrect date axis.
- Alarm Console is not removing deleted alarms.
- Device names in Dynamic Views overlap other text when browser is resized.
- New QoS series is not available unless user logs out and then logs back in.
- Two groups with the same name can be created successfully in USM.
- Interpolated chart values are wrong when set to a very small scale multiple.
- Incorrect sorting of unavailability periods in SLA PDF reports.
- Alarm count incorrectly increments alarms changed from invisible to visible.
- PRD loses scrollbars and charts when launched as a standalone from the Reports portlet.
- USM tree includes invisible alarms in status calculation when it shouldn't.
- USM Relationship View menu disappears for Account Contact users.

## Localization

- If a column title in List Viewer is changed to Japanese, the linked PRD contains garbled text.