

CA Nimsoft Unified Management Portal

Release Notes

7.5



Documentation Changes

Document Version	Date	Changes
1.0	March 2014	Initial version for UMP 7.5.

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Chapter 1: New and Changed Functionality

This release of UMP provides the following new features and enhancements:

Dashboard Portlet

- The new Dashboard portlet replaces the Custom Dashboards, Dashboard Designer, and Dynamic Views portlets, improving usability, reliability, and performance.
- Legacy dashboards are automatically migrated after the upgrade.
Note: The legacy Dashboard Designer portlet is still available, but is not installed by default with new installations.
- The Dashboard portlet supports viewing dashboards on tablet devices.

Maintenance Mode

- USM now provides maintenance mode functionality, replacing the legacy Maintenance Mode portlet.
- Maintenance mode suppresses alarms for systems while they are in maintenance.
- Charts in USM and PRD provide graphical data indicating when maintenance mode is active.

USM Enhancements

- Dynamic and static threshold violations are displayed.
- Support for multi-level tenancy with hierarchical origins that restrict user access to systems, data, and alarms.
- Improved display of VMware consumption metrics and information. See the topic View VMware Information in USM for important related information.
- SNMP authentication profiles allow unique ports to be specified for discovery.

Language Support

- Support for the German and Korean languages.

Additional Enhancements

- Liferay EE 6.1.30 platform upgrade. See the topic [Back up the System before Upgrading](#) (see page 8) for important related information.
- Support for CA SiteMinder single sign-on integration.

Back up the System before Upgrading

Important! Back up your system and database before upgrading to UMP 7.5. UMP 7.5 uses a new version of Liferay that modifies the database during the upgrade. **After the upgrade, the only way to revert to your previous system is to restore a backup.**

If you cancel the installation during the upgrade due to errors that occur, your current system may no longer be operational. In this case, the only option is to restore the backup.

Import Custom LAR Files before Upgrading

You can create custom pages in UMP and arrange portlets on the pages as desired. You can export custom pages as LAR files to share them with other users.

Important! UMP 7.5 uses a new version of Liferay. If you exported custom pages as LAR files, you must manually import the custom LAR files before upgrading from a version before UMP 7.5.

If you created custom pages, you do not need to migrate them unless you exported them to LAR files. Pages and users are automatically migrated; LAR files are not.

The following steps make use of the fact that users are automatically migrated when you upgrade. Before upgrading, you create users with only the content that matches the LAR files. After upgrading, you log in as the users you created to complete the steps.

Follow these steps:

1. In UMP or in Infrastructure Manager, add a user for each LAR file.
2. Log into UMP as the user associated with the LAR file.
3. Remove all portlets from the Home page.
4. Delete all pages except the Home page.
5. Import the LAR file to the user's private pages:
 - a. Click Go to > Control Panel on the menu bar.
 - b. Click My Pages.
 - c. Click Private Pages.
 - d. Click Export/Import, then click Import.
 - e. Click Browse to select the LAR file.
 - f. Leave the default options selected and click Import.

6. Delete the Home page if it is still empty.
Note: If the Home page is empty, the LAR file did not contain a Home page. By deleting it, the user's content is the same as what the LAR file contained.
7. Repeat the previous steps for each LAR file.
8. Upgrade UMP.
9. Log in as the user associated with the LAR file.
10. Export the private pages for the user:
 - a. Click Go to > Control Panel on the menu bar.
 - b. Click My Pages.
 - c. Click Private Pages.
 - d. Click Export/Import.
 - e. If the Export tab is not selected, click the Export link.
 - f. Enter a name for the LAR file.
 - g. Leave the default options selected and click Export.

The pages are exported and saved to a LAR file.
11. Replace the existing LAR file with the LAR file you just exported.

View VMware Information in USM

Additional steps are required to view VMware consumption metrics and information in USM. Note that the VMware-specific information displayed in USM varies depending on the VMware system--vCenter, host, or virtual machine.

Follow these steps:

1. In Infrastructure Manager, apply the UMP Metrics template to the system.
Note: Applying the UMP Metrics template enables the majority of the metrics required for viewing VMware information in USM. However, to view all of the VMware specific information available, you must also perform the next step.
2. Select the **Publish Data** check box for the following VMware monitors:

Lists for Hosts and vCenters	
Top 5 Resource Pools - CPU	CPUOverallUsage
Top 5 Resource Pools - Memory	MemoryOverallUsage
Top 5 Data Stores - Capacity	Capacity

Top 5 VMs - Memory	GuestMemoryUsage
--------------------	------------------

vCenter Properties	
Storage vMotions	Num Storage VMotions
VM vMotions	Num VMotions
Total Memory	TotalMemory
Total CPU	TotalCPU

Lists for vCenters	
Top 5 Hosts - CPU	TotalCPU
Top 5 Hosts - Memory	OverallMemoryUsage

Chapter 2: Requirements

To improve accuracy and provide the most current information possible, 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 the supported upgrade path, and supported operating systems, databases, and browsers, see the *Nimsoft Compatibility Matrix* at: 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.

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 11)

[User Name Requirements](#) (see page 12)

[Additional UMP Requirements](#) (see page 12)

[Supported Languages](#) (see page 13)

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.

User Name Requirements

User names for both account contact users and regular Nimsoft users can only contain numeric characters and lowercase alphabetic characters. In addition, user names must begin with a lowercase alphabetic character. Special characters cannot be used.

If your user name does not meet these requirements, you will not be able to log in to UMP.

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.

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

Supported Languages

In addition to English, UMP is available in the following languages:

- Brazilian Portuguese
- German
- Japanese
- Korean
- Simplified Chinese
- Spanish

Chapter 3: Considerations

This section summarizes considerations that affect the installation, upgrade, localization, or general behavior of UMP.

- Parallel logins to UMP using the same user name cannot be prevented.
- Alarm severity in Alarm Console cannot be changed out-of-box (OOB) by right-clicking in either Infrastructure Manager or in UMP.
- Right-clicking over multiple alerts in Alarm Console is not supported.
- At approximately 1000 nodes or more, the performance of Relationship Viewer decreases, and pages can take much longer to load. The workaround for this issue is to limit the number of groups (displayed nodes) in USM.
- A multiple UMP configuration is a solution for load balancing--not a high-availability solution.

Chapter 4: Known Issues and Workarounds

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

Installation/Upgrade

- For environments using Oracle, ensure that you [turn off the recycle bin before upgrading](#) (see page 18).
- When you install or upgrade to UMP 7.5, the dap probe, required for certain deprecated portlets, is not automatically activated.
- After you upgrade UMP, [My Public Pages and My Private Pages may be blank](#) (see page 18).

Maintenance Mode

- System clocks must be synchronized for maintenance schedules to start and stop as expected. See the topic [Clock Synchronization and Maintenance Schedules](#) (see page 19) for more information.
- The NAS may not immediately reflect changes made to an active maintenance schedule.

Dashboards

- Child dashboards of parent dashboards used as data sources must have the same visibility settings as the parent. See the topic [Visibility of Drill-Down Dashboards](#) (see page 19) for more information.
- Alarm filters defined for an ACL in Account Admin are applied to the alarms displayed in the Dashboard portlet. See the topic [ACL Alarm Filters in Dashboards](#) (see page 20) for more information.

Other Known Issues

- If you make changes to a probe using Raw Configure, restart the probe for the changes to take effect.
- With non-clustered VMware environments, hosts are represented as vCenter systems in USM, and do not show host-specific metrics under the System tab.

Turn off Oracle Recycle Bin before Upgrading

Valid for Oracle

The recycle bin must be turned off before you upgrade to NMS 7.5 and UMP 7.5.

Follow these steps:

1. Use a tool such as SQL Developer to connect to the NMS database.
2. Enter the following commands:

```
ALTER SYSTEM SET recyclebin = OFF DEFERRED;  
ALTER SESSION SET recyclebin = off;
```
3. Verify that the recycle bin is off using the following command:

```
show parameter recyclebin;
```

After you verify that the recycle bin is off, you can upgrade NMS and then UMP.

Public and Private Pages Are Blank after the Upgrade

After upgrading to UMP 7.5, My Public Pages and My Private Pages may be blank. In addition, when you select My Public Pages or My Private Pages, your browser's address bar only displays part of UMP server URL—for example, *web/administrator/home*, instead of *https://<UMP_server>/web/administrator/home*.

Follow these steps to work around this issue:

1. Log into UMP.
2. Select Go To > Control Panel in the upper right.
3. Select Portal Instances in the lower left.
4. Click the my.nimsoft.com link in the Web ID column.
5. Enter **localhost** in the Virtual Host field.
6. Click Save.

Clock Synchronization and Maintenance Schedules

To ensure that maintenance schedules start and stop at the intended times, the system clocks on the following servers must be synchronized:

- NMS server (primary hub, this included the maintenance_mode probe)
- NIS database server
- NAS server(s)
- UMP server(s)

Out-of-synch clocks can result in erroneous or missing alarms. For example, suppose the clock on the UMP server is 30 minutes ahead of the NAS server. You place your web server in a maintenance schedule that goes from 9:00 to 11:00.

- At 9:00, you take the web server offline for maintenance. Because the NAS server's time is 8:30, it does not suppress alarms at the anticipated time.
- At 11:00, you bring the web server back online. However, because the NAS server's time is 10:30, it will suppress alarms for another 30 minutes.

For information on using the Network Time Protocol (NTP) to synchronize your servers, go to the NTP distribution site at <http://doc.ntp.org> <http://doc.ntp.org>.

Visibility of Drill-Down Dashboards

In the new Dashboard portlet, if you use a dashboard as a data source you must save the parent and child dashboards with the same visibility setting (private, public, or account).

For example, if you save the parent dashboard as an account dashboard and the child dashboard as private, account contact users cannot drill down from the parent to the child because they do not have permission to view the child dashboard. Save the child dashboard again and change the visibility setting to match the parent dashboard, then re-publish the child dashboard.

Note: If you change the visibility setting after publishing a dashboard, you must re-publish it in order for the new visibility setting to take effect.

ACL Alarm Filters in Dashboards

Alarm filters defined for an ACL (access control list) in the Account Admin portlet are applied to the alarms displayed in the Dashboard portlet. These are in addition to alarm filters defined in the Dashboard portlet.

For example, if an account contact user's ACL is restricted to see only alarms from a particular hub, only these alarms are included in alarm data displayed by Dashboard widgets. In the Dashboard portlet, the administrator creating the dashboard can further limit the alarm data displayed for particular widgets, such as including only alarms from a particular subsystem. This is done by defining a filter in the alarm data source that is assigned to the widgets.

Note: Alarm filters for ACLs may also be defined in Infrastructure Manager, but these filters are not applied in the Dashboard portlet. We recommend using the Account Admin portlet to manage accounts, users, and ACLs.

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: Defects Fixed

The following defects were fixed in this release of UMP:

Performance, Stability, Scalability

- Performance issues with Admin Console in very large environments.

Security

- Account Admin accepts unsupported uppercase letters for user names.
- SQL and XSS injections present in UMP.

Usability

- Geo Views that contain user-created groups cannot be saved.

Multi-tenancy

- Login issues for account contact users with alarm filters.
- Issues handling alarm filters for account contact users in USM.

Reporting

- Default linked report is not working in List Viewer.
- Report links with special characters do not work in PRD.
- Scheduled reports with SMTPS and self-signed certificate fail to send.
- Issue calculating SLA compliance based on obsolete metrics.
- Issue scheduling historical SLA reports.

Performance, Stability, Scalability

- Performance issues when USM is loading.
- Performance issues in SLM with large numbers of QoS objects.