

CA Nimsoft Monitor® Unified Management™ Portal

Release Notes

7.6



Documentation Changes

Document Version	Date	Changes
1.0	August 2014	Initial version for UMP 7.6.
1.1	August 2014	Updated to include the topic New Page Has Blank Label upon Refresh.

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Chapter 1: New and Changed Functionality

This section describes new features and functionality in UMP 7.6.

Dashboard Portlet Enhancements

Widgets

- A new metric data source is available to add to widgets.
- Widgets can now be placed with the help of guide lines, by using the arrow keys on the keyboard, and by specifying x and y coordinates.
- Widgets can be deleted with the **Delete** key on your keyboard.

Other Dashboard Enhancements

- Pie charts can now be created to display data from a SQL data source.
- Dashboard line charts indicate when devices are in maintenance.

Note: See the topics [Migration of Curved Lines](#) (see page 8) and [Shockwave Images not Supported in Dashboard Portlet](#) (see page 8) that follow this section.

USM Enhancements

Alarms!

- Custom URL actions for alarms can be created and launched in USM.
- A new alarm view () has been added that shows all alarms, regardless of the system or group context.
- Visual indication is given when new alarms are added to the alarm list, or when alarm updates occur.
- USM can be launched with a custom alarm view in standalone mode or in the portal. In standalone mode, you can use the viewOptions parameter in the URL to customize the view. In the portal, the USM portlet preferences now include options that let you customize the initial view.
- Historical alarms, alarms that are current or closed for the selected group or system, can be exported to a .csv file.

Other USM Enhancements

- Improved metrics organization.
- Improved network transport performance.

Other UMP Enhancements

- Account Admin now supports a large number of LDAP groups.

Migration of Curved Lines

Dashboards created with the legacy Dashboard Designer portlet may include curved lines, which are replaced by a multi-segment line during migration.

Because of this, attempting to manipulate a migrated curved line by clicking and dragging only affects that segment of the line. You must select the entire multi-segment line in order to move or resize it.

Shockwave Images not Supported in Dashboard Portlet

The legacy Dashboard Designer supports images in the Shockwave Flash (.swf) format. However, the new Dashboard portlet does not support the .swf format. Before you upgrade UMP, convert any images in the .swf format to a supported image format, such as .png, .jpg, or .gif. After the upgrade, the Dashboard portlet will not display .swf images that were not converted to a supported format, although they will be listed when you click the Navigator tab. You can convert the images and reinsert them in the dashboard if they were not converted prior to the upgrade.

Chapter 2: Upgrade Information

Review the information in this section before upgrading to UMP 7.6.

This section contains the following topics:

[Back up the System before Upgrading](#) (see page 9)

[Import Custom LAR Files before Upgrading](#) (see page 9)

[Turn off Oracle Recycle Bin before Installing or Upgrading](#) (see page 11)

Back up the System before Upgrading

Important! Back up your system and database before upgrading. UMP 7.5 and later use 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 a 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 and later use 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.

Turn off Oracle Recycle Bin before Installing or Upgrading

Valid for Oracle

If you are installing CA Nimsoft Monitor for the first time, or upgrading from a previous version, the recycle bin must be turned off before you install or upgrade UIM and UMP.

Important! If you are upgrading from 7.5, you *must* also purge the recycle bin, or the upgrade will fail.

Follow these steps:

1. Use a tool such as SQL Developer to connect to the Oracle 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 UIM and then UMP.

Chapter 3: 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 13)

[User Name Requirements](#) (see page 14)

[Additional UMP Requirements](#) (see page 14)

[Supported Languages](#) (see page 15)

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

If the portal is set to email authentication, user names must be valid email addresses.

If the portal is set to screen name authentication, user names for both account contact users and regular Nimsoft users can be a combination of numeric characters and lowercase alphabetic characters. User names can also begin with or contain the following special characters:

- period (.)
- hyphen (-)
- underscore (_)

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.

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 4: Considerations

This section summarizes considerations that affect the general behavior of UMP.

- A multiple UMP configuration is a solution for load balancing--not a high-availability solution.
- Alarm severity in Alarm Console cannot be changed out-of-box (OOB) by right-clicking in either Infrastructure Manager or in UMP.
- The performance of Relationship Viewer may decrease as the number of nodes displayed increases. As a workaround, you can configure groups in USM to limit the number of nodes displayed.

Chapter 5: Known Issues and Workarounds

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

Installation/Upgrade

- After the upgrade, [My Public Pages and My Private Pages may be blank](#) (see page 19).
- After the upgrade, the [label of a new page disappears when the page is refreshed](#) (see page 20).

Dashboards

- Undo and redo may not work as expected in all cases.
- The line widget cannot be controlled by the keyboard in the Dashboard portlet.
- [After upgrading, images may appear to be missing in dashboards that were migrated from the legacy Dashboard Designer](#) (see page 21).
- [Dashboard import fails if background images are removed from widgets or the canvas](#) (see page 21).

Compatibility

- [Automatic robot deployment in USM fails with AIX or zLinux systems that were found by the Discovery Wizard](#) (see page 21).

Localization

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

Public and Private Pages Are Blank after the Upgrade

After upgrading to UMP 7.6, 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* is displayed 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.

New Page Has Blank Label upon Refresh

After you upgrade UMP, the label of a new page may disappear when the page is refreshed. This issue is caused by a value in the portal-ext.properties file that must be manually removed if present.

Follow these steps:

1. Deactivate the wasp probe.
2. Open the following file for editing:
<Nimsoft_installation>\probes\service\wasp\webapps\ROOT\WEB-INF\classes\portal-ext.properties.
3. Find the *locales* variable and remove the value *en_GB* if present.
4. Issue the following query against the NimsoftSLM database to delete any pages with a blank label:
delete from Layout where name like '%locales=""%'
5. Issue the following query to remove the reference to *en_GB* from the database:
UPDATE portalpreferences
SET preferences = REPLACE(preferences, ',en_GB', '')
WHERE preferences like '%en_GB%';
6. Activate the wasp probe.

Deploying Robots to AIX and zLinux

You cannot use USM to automatically deploy robots to AIX or zLinux systems that were placed in your inventory through automated discovery. To deploy robots to these systems, do one of the following:

- Use the Automated Deployment Engine (ADE) probe with an XML file. See Bulk Deployment with the ADE Probe in the NMS Installation guide.
- Use the native installers. See Installing Robots and Secondary Hubs on Linux or Solaris in the NMS Installation guide.
- Import an XML file in USM. See Deploy Robots to Systems Listed in a File in the UMP Unified Service Manager help.

Images Not Displayed in Migrated Dashboards

Dashboards that were created with the legacy Dashboard Designer portlet are automatically migrated to the new Dashboard portlet when you upgrade UMP. Images and other items in the migrated dashboards may appear to be missing, but are only hidden behind other widgets on the canvas.

You can view a list of items on the canvas by clicking the  (Navigator) tab. Click an item in the list to select it, and then click **Move to front** to reposition the item as desired.

Dashboard Import Fails if Background Images are Removed

If you remove background images from widgets or the canvas in the Dashboard portlet, you cannot export the dashboard and successfully import it elsewhere. You must re-add images to the widgets and canvas before exporting to be able to import the dashboard elsewhere. Once the dashboard has been imported, you can remove the background images.

Chapter 6: Defects Fixed

The following defects were fixed in this release of UMP:

Localization

- SLA percentages are represented incorrectly with European locales.

Multi-tenancy

- Users can view the Dynamic Views tree and see nodes for origins they do not have access to.

Performance, Stability, Scalability

- Packages cannot be deployed to more than 50 robots in Admin Console.

Other Fixed Functionality

- Problems generating PDF versions of PRD reports with multiple pages.
- Probes are not restarted after Raw Configure changes are made in Admin Console.
- Sounds are not playing as expected in the Dashboard portlet.
- LDAP users cannot access the Dashboard portlet.
- Nimsoft users (non-account contact users) with ACL alarm filters cannot log in and access the legacy Alarm Console.
- ACL alarm filters do not work with the legacy Custom Dashboards portlet or the legacy Alarm Console.
- Transaction history is only available for alarms with a count greater than or equal to 2 in the legacy Alarm Console.