CA Unified Infrastructure Management® Unified Management™ Portal

Release Notes

8.0

Documentation Changes

Document Version	Date	Changes
1.0	September 2014	Initial version for UMP 8.0.

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Contents

Chapter 1: New and Changed Functionality

This section describes new features and functionality in UMP 8.0.

Security

- New ACL permissions allow account contacts to access the Admin Console portlet and Geo Views in USM.

USM Enhancements

Reports

- Top N Reports display time-series data from any configured probe for the metric you select. See Clarification on Top N Report Filtering (see page 8) for related information.

- At a Glance Reports let you view time-series data for servers or network devices.

Alarms!

- View historical alarms–alarms that are current or closed for the selected group.

Other USM Enhancements

- Group creation based on computer system attributes.

Dashboard Portlet Enhancements

- Alarm data sources in dashboards can cross-launch into USM alarm views.

- Specify the height of the Dashboard portlet when multiple portlets are displayed on the page.

- Specify the default dashboard for the portlet to display.

Other UMP Enhancements

- UMP can be configured for SAML single sign-on. See SAML SSO Not Supported with Oracle (see page 8) for additional information.

SAML SSO Not Supported with Oracle

Valid for Oracle

Due to a known issue with Liferay, the initial UMP 8.0 release does not support SAML single sign-on with Oracle. If Oracle is your database provider, check with Sales and Support for a hotfix that addresses this Liferay issue before you install or upgrade.

Clarification on Top N Report Filtering

Currently, Top N Reports evaluate multiple target systems by their individually monitored components, for example, a server with multiple hard disk drives. This means that multiple target systems will appear in a user-defined filter, even if only one component matches the filter criteria.

For example a server blade with the following:

- 1 hard disk drive that has 60% disk usage.

- 2 hard disk drives that have 35% disk usage.

will appear in a Top N Report that is filtered on Disk Usage (%) Less Than 40 even though the average disk usage of the server blade is greater than the defined filter.

Chapter 2: Upgrade Information

Review the information in this section before upgrading to UMP 8.0.

This section contains the following topics:

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.

If you have implemented SAML Single Sign-on, refer to the section, Backup the SAML Configuration for information about preserving a SAML configuration during an upgrade.

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.

Public and Private Pages Are Blank after the Upgrade

After you upgrade, 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, 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.

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 *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 *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

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.

Admin Console

- Unable to log into Admin Console (see page 19) on an UMP system that is installed on a secondary robot.

Dashboards

- Dashboards may timeout (see page 20) while retrieving all of the data for the entire dashboard.
- Migrated curved lines with arrows produce a line with multiple arrows.
- You cannot drill down into dashboard data sources on an iPad using Safari.

USM

- UIM Health only indicates the status of the probes running on the UMP robot.
- Multiple alarms for a QoS metric can result in multiple charts.

Localization

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

Cannot Log in to Admin Console

Admin Console may be inaccessible in UMP if the UMP system is installed on a secondary robot. To work around this issue, open a standalone instance of Admin Console (http://*<service_host>*:8080/adminconsole) in a web browser.

Set Timeout Values for Dashboard Data Sources

Dashboard data sources may timeout when getting all of the data for the entire dashboard. By default the timeout value is set to 10000 milliseconds. You can define a timeout for each type of data source used in your dashboard.

To set timeouts for a data source

1. Open Infrastructure Manager.

2. Click on the robot for the primary hub in the tree view.

3. Click the wasp probe to select it in the top right pane.

4. Press CTRL + right-click, then choose **Raw Configure** from the popup menu.

5. Expand the **webapps** folder in the tree view of the Raw Configure window.

6. Expand the **dashboard** folder in the tree view.

7. Click **timeouts** in the tree view.

8. Click **New Key**.

   The **New Key** dialog is displayed.

9. Enter the key for the data source in the **Enter key value** field:

   - listDS -- for all data obtained within a list

   - metricDS -- for all metric data sources

   - probeDS -- for all probe data sources

   - qosDS -- for all QoS data sources

   - slaDS -- for all SLA data sources

   - sqlDS -- for all SQL data sources

   - dashboardDS -- for all dashboard data sources

10. Enter the timeout value (in units of milliseconds) in the **Enter Value** field.

11. Click **OK**, then click **OK** again to close the **Raw Configure** window.

12. Restart the wasp probe.

Assigning Metric Data Sources to Gauge Widgets in Solaris

You may encounter the following 301 error while a dashboard is retrieving metric data:
"An error occurred. Message: HTTP 301 Moved Permanently"

If this occurs, update /etc/inet/host on the UMP server as follows:
127.0.0.1 localhost

Chapter 6: Defects Fixed

The following defects were fixed in this release of UMP:

Dashboard

- The URL field in dashboards lets you launch into other UMP portlets with same session user.

- Widgets may display incorrect values if the data source is updated.

Performance Reports Designer

- PRDs with large numbers of charts generate unusable PDFs.

- Bad URL generated from PRD when the target contains a backslash character.

USM

- Users without the required permission can configure groups in USM.

- Count of discovered devices from a secondary discovery agent is wrong.

- When you are viewing the members of a group in USM, the view in the right pane scrolls to the top when the data is refreshed.

SLM

- Changing the SLM portlet preferences corrupts the SLM Portlet.