

PlateSpin Recon 4.1 Release Notes

September 2014



PlateSpin Recon 4.1 includes new features, improves usability, and resolves several previous issues.

Many of these improvements were made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the [PlateSpin Recon forum](#) on NetIQ Communities, our online community that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available on the NetIQ Website in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click **comment on this topic** at the bottom of any page in the HTML version of the PlateSpin Recon 4.1 documentation posted at the [NetIQ Documentation Website](#).

This product contains undocumented utilities that the Technical Support team might use to diagnose or correct problems.

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1 What's New?

The following sections outline the key features and functions provided in this release:

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1.1 Platform Support

In addition to the platforms supported earlier, PlateSpin Recon 4.1 supports discovery, inventory, and data collection (monitoring) for the following platforms:

- ♦ **Windows Platforms:**
 - ♦ Windows Server 2012 R2
 - ♦ Windows 8.1
- ♦ **UNIX/Linux Platforms:**
 - ♦ Novell Open Enterprise Server (OES) 11 SP2, 11 SP1 (32 bit, 64 bit)

- ♦ Novell SUSE Linux Enterprise Server (SLES) 11 SP3 (32-bit, 64-bit)
- ♦ Oracle Linux 6.5, 6.4, 5.10 (32-bit, 64-bit)
- ♦ Red Hat Enterprise Linux 6.5, 6.4, 5.10 (32 bit, 64 bit)
- ♦ **Hypervisors:**
 - ♦ Microsoft Windows Server 2012 R2 with Hyper-V
 - ♦ VMware ESXi Server 5.5
 - ♦ VMware Virtual Center 5.5

For more information on the supported platforms, see [“Supported Platforms”](#) in the *PlateSpin® Recon 4.1 User Guide*.

1.2 Database Support

In addition to the databases supported earlier, PlateSpin Recon 4.1 supports the SQL Server 2012 database for installing Recon Server.

For more information about the supported databases, see [“System Requirements”](#) in the *PlateSpin® Recon 4.1 Getting Started Guide*.

1.3 Enhancements

PlateSpin Recon 4.1 includes the following enhancements:

- ♦ Enhances disaster recovery (DR) assessment and planning for all the platforms that PlateSpin Protect 11 supports.
- ♦ Supports new Dell, Forge 700, Fujitsu, HP, and IBM server templates.
- ♦ Supports PlateSpin Recon 4.1 integration with PlateSpin Migrate 11 and PlateSpin Migrate 11.1.
- ♦ Supports Ivy Bridge processor.

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2 System Requirements

The PlateSpin Recon 4.1 installer can upgrade PlateSpin Recon 4. If you choose to upgrade from versions prior to PlateSpin Recon 4, you must first upgrade to PlateSpin Recon 4 and then use the PlateSpin Recon 4.1 installer to upgrade from PlateSpin Recon 4 to PlateSpin Recon 4.1.

For information about system requirements, see [“System Requirements”](#) in the *PlateSpin® Recon 4.1 Getting Started Guide*.

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3 Installing PlateSpin Recon 4.1

To install PlateSpin Recon 4.1, see [“Installing PlateSpin Recon”](#) in the *PlateSpin® Recon 4.1 Getting Started Guide*.

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4 Upgrading PlateSpin Recon 4.1

For instructions on downloading and upgrading to PlateSpin Recon 4.1, see “Upgrading PlateSpin Recon” in the *PlateSpin® Recon 4.1 Getting Started Guide*.

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5 Known Issues

NetIQ Corporation strives to ensure our products provide quality solutions for your enterprise software needs. The following issues are currently being researched. If you need further assistance with any issue, please contact [Technical Support \(http://www.netiq.com/support\)](http://www.netiq.com/support).

- ♦ [Section 5.1, “Network Adapter Information for Solaris x86 Server Not Displayed,” on page 3](#)
- ♦ [Section 5.2, “Incorrect Database Name Listed During Recon Server Installation,” on page 3](#)
- ♦ [Section 5.3, “Deleting a Container Deletes All Inventoried Virtual Machines that Reside on the Container,” on page 4](#)
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- ♦ [Section 5.6, “Monitoring Windows Server 2003 Might Increase Memory Utilization on the Server,” on page 4](#)
- ♦ [Section 5.7, “Prompted to Provide the PlateSpin Recon Server Login Credentials Even After Successfully Launching the PlateSpin Recon Client on a Standalone Device,” on page 5](#)
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5.1 Network Adapter Information for Solaris x86 Server Not Displayed

The network adapter information for Solaris x86 server is not displayed in the Properties page of the server. This might affect the inventory data collection for network adapters of the Solaris x86 server, but does not have any effect on the consolidation planning of the server.

Workaround: None.

5.2 Incorrect Database Name Listed During Recon Server Installation

When you install the Recon server, you are prompted to select a database engine to use with Recon. However, the database engine might be incorrectly displayed as #TEMP0004.

Workaround: Specify *database server name\instance name* that you provided when you installed the database. However, if you installed the embedded SQL Express 2008 R2 database through the PlateSpin Recon Installation Launcher, then specify the database name as `localhost\Platespin_db`.

5.3 Deleting a Container Deletes All Inventoried Virtual Machines that Reside on the Container

In the PlateSpin Recon Data Center Explorer, the virtual machines appear as the child nodes of the virtual host, such as the ESX or XenServer. When you delete a container, which is a virtual host, all virtual machines within that container also gets deleted.

Workaround: To delete only the container, do the following:

- 1 Export a snapshot of all the virtual machines within the container that you want to delete from the Recon client.
- 2 Delete the container.
- 3 Import the snapshot of the virtual machines in to the Recon Client.

For information about working with the PlateSpin Recon snapshots, see “[Working with PlateSpin Recon Snapshots](#)”.

5.4 PlateSpin Recon Inventory Does Not Detect Teaming Adapter on Windows Server 2008 Hyper-V and Windows Server 2012 Hyper-V

When you inventory a Windows Server 2008 Hyper-V or Windows Server 2012 Hyper-V that has a Teaming Adapter configured, PlateSpin Recon does not detect the Teaming Adapter. As a result, the Teaming Adapter is not listed on the Device Properties page of the Recon client.

Workaround: None.

5.5 The Network Adapter Speed Value Is Incorrectly Displayed for an Inventoried Hyper-V Machine

When you inventory a Hyper-V machine that has an Ethernet network adapter of 10 GB or more, the speed property of the adapter gets an incorrect value regardless of the actual link speed because of the data type conversion. The value of the network adapter speed for the Hyper-V machine is incorrectly displayed as 1 Gbps in the Hyper-V properties dialog box of the Recon Client.

Workaround: None.

5.6 Monitoring Windows Server 2003 Might Increase Memory Utilization on the Server

When you monitor Windows Server 2003, the memory utilization on the monitored server might increase. This is because the memory usage of the `Svchost.exe` process increases when other users remotely collect performance data about the monitored server.

Workaround: This is a known issue in Windows Server 2003. To troubleshoot the issue, see the [Microsoft Knowledge Base article ID 969701 \(http://support.microsoft.com/kb/969701\)](http://support.microsoft.com/kb/969701).

5.7 Prompted to Provide the PlateSpin Recon Server Login Credentials Even After Successfully Launching the PlateSpin Recon Client on a Standalone Device

If the PlateSpin Recon Client is installed on a standalone device, you are prompted to provide the PlateSpin Recon Server login credentials even if you have selected the **Use Windows Session** option to log into the client.

Workaround: None. Provide the PlateSpin Recon Server credentials when prompted.

5.8 Monitoring a Windows Server 2003 or Windows XP Device Might Fail

When you monitor a Windows Server 2003 or Windows XP device, you might encounter the following error:

The Counter layout for the Category specified is invalid.

One of the possible reasons is that the perfmon on this device might be corrupted.

Workaround: None.

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6 Contact Information

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