

Release Notes

Operations Center 5.0

April 8, 2014



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Contents

About This Guide	7
1 About Operations Center	9
1.1 Product Overview	9
1.2 About Operations Center Documentation	10
1.3 Contacting Technical Support	10
2 What's New	13
2.1 March 2014 Patch Release	13
2.1.1 New Dashboard Charting Portlet	13
2.1.2 Updated Management System Integrations and Trouble Ticketing Systems	14
2.1.3 Documentation	14
2.2 November 2013 Patch Release	14
2.3 September 2013 Patch Release	14
2.3.1 Updated DBMS Support	15
2.3.2 Updated SNMP Support	15
2.3.3 New & Updated Management System Integrations	15
2.3.4 Alarm History	15
2.3.5 Layout Portlet Enhancements	15
2.4 April 2013 Patch Release	16
2.4.1 Java Runtime Environment (JRE) Support	16
2.4.2 New Management System Integrations	16
2.4.3 New Charting Feature in Dashboard Information Portlet	16
2.5 December 2012 Patch Release	16
2.5.1 New Management System Integrations	17
2.5.2 Layout View Enhancements	17
2.5.3 Dashboard Enhancements	17
2.6 June 2012 Patch Release	17
2.6.1 ConfigStore Enhancements	17
2.6.2 New Layout View and Custom Drawing Features	18
2.6.3 Dashboard Portlet Enhancements	18
2.6.4 New Management System Integrations	18
2.6.5 New Discovery Tool Integrations	18
2.6.6 Section 508 Testing and Compliance	19
2.7 February 2012 Patch Release	19
2.7.1 New Management System Integrations	19
2.8 September 2011 Patch Release	19
2.8.1 New Management System Integrations	19
2.8.2 Prebuilt Configuration for AppManager Control Center	19
2.8.3 Dashboard Portlet Enhancements	20
2.8.4 Documentation	20
2.9 Operations Center 5.0	21
2.9.1 Novell Branding	21
2.9.2 Updated DBMS, OS and Management System Support	21
2.9.3 Automated Import and Update of LDAP Users and Groups	22
2.9.4 SLA Portlets in Operations Center Dashboard	22
2.9.5 Custom Operations in Operations Center CMS	22

3 Technical Considerations

23

3.1	Installing, Upgrading, Patching and Uninstalling Operations Center	23
3.1.1	Installing Operations Center	23
3.1.2	Upgrades from Managed Objects to Operations Center v5.0	24
3.1.3	Patches for v5.0	26
3.1.4	Uninstalling Operations Center and Operations Center Components	27
3.2	Technical Considerations for March 2014 Patch Release	27
3.2.1	Clear Java Web Start Cache After Upgrade	27
3.2.2	Updated Drivers for Sybase	27
3.2.3	JAR Components Must Be Signed by Operations Center	28
3.2.4	NetIQ AppManager <i>Detailed Event Message</i> Alarms Field	28
3.2.5	Web Services Authentication	28
3.2.6	Hypertext Links in Documentation PDFs	28
3.3	Technical Considerations for November 2013 Patch Release	28
3.4	Technical Considerations for September 2013 Patch Release	28
3.4.1	Error Messages on Console Login	29
3.4.2	Java and Memory Settings for CMS and Dashboard	29
3.4.3	Auto Discovery with SNMP Integrator	29
3.4.4	SNMP Adapter MIB Repositories	29
3.5	Technical Considerations for April 2013 Patch Release	29
3.5.1	Java Runtime Environment (JRE) Discontinuation Announcement	30
3.5.2	Profile Purge Dates	30
3.5.3	Adapter Integrations	30
3.5.4	Dashboard	30
3.5.5	Event Manager	30
3.6	Technical Considerations for December 2012 Patch Release	31
3.6.1	Operations Center Server	31
3.6.2	Adapter Considerations	32
3.6.3	AppManager Operations Portal	32
3.6.4	Dashboard	33
3.6.5	SNMP Integrator	33
3.7	Technical Considerations for June 2012 Patch Release	33
3.7.1	Operations Center Server Installation and Configuration	33
3.7.2	Adapter Considerations	34
3.7.3	AppManager Operations Portal	35
3.7.4	Dashboard	35
3.7.5	Configuration Management System (CMS)	35
3.8	Technical Considerations for February 2012 Patch Release	36
3.8.1	Installing and Upgrading the AppManager Operations Portal	36
3.8.2	Remote AppManager Agent Events Not Synchronizing with the Operations Center Dashboard	36
3.8.3	Operations Center Server Connection Errors Found in Dashboard Portlets	36
3.8.4	Icon Caching in Operations Center Dashboard	36
3.9	Technical Considerations for September 2011 Patch Release	37
3.9.1	DName Modification for EMC SMARTS Objects	37
3.9.2	Paging Feature Disabled in the Operations Center Dashboard	37
3.9.3	Severity Mappings for NetIQ AppManager Adapter	37
3.9.4	AppManager Operations Portal Integration Reverts to Dashboard Default Theme	37
3.10	Technical Considerations in Operations Center v5.0	38
3.10.1	Operations Center Installation	38
3.10.2	Operations Center Server Configurations	38
3.10.3	Adapter Considerations	39
3.10.4	ORB Upgrades	41
3.10.5	Experience Manager Considerations	41
3.10.6	Service Level Manager Considerations	41
3.10.7	Alarm Date/Time Discrepancy	43
3.10.8	ConfigStore	43
3.10.9	Performance Considerations for Console Configurations	44

3.10.10	Dashboard Considerations	44
3.10.11	Configuration Management System (CMS) Considerations	45
3.10.12	Java Related Known Issues	45
4	Discontinued Support	47
4.1	Dashboard Performance Portlet Discontinuation Announcement	47
4.2	Java Runtime Environment (JRE) Discontinuation Announcement	47
4.3	Spectrum 8 Adapter Discontinuation Announcement	47
4.4	Discontinued Operations Center Console Features	48
4.5	Discontinued Product Components	48
4.5.1	Discontinued in Operations Center 5.0, March 2014 Patch Release	48
4.5.2	Discontinued in Operations Center 5.0	48
4.6	Retired Adapters	48
4.7	Software Signing Certificates	49
5	Enhancements and Resolved Issues	51
5.1	March 2014 Patch Release	51
5.2	November 2013 Patch Release	53
5.3	September 2013 Patch Release	54
5.4	April 2013 Patch Release	55
5.5	December 2012 Patch Release	57
5.6	June 2012 Patch Release	60
5.7	February 2012 Patch Release	67
5.8	September 2011 Patch Release	71
5.9	Operations Center 5.0	79
A	Documentation Updates	85
A.1	April 8, 2014	85
A.2	March 2014 Patch Release	85
A.3	November 2013 Patch Release	86
A.4	September 2013 Patch Release	86
A.5	April 2013 Patch Release	86
A.6	December 2012 Patch Release	87
A.7	June 1012 Patch Release	87
A.8	February 1012 Patch Release	87
A.9	September 2011 Patch Release	88

About This Guide

The *Release Notes* provides specific information about the latest Operations Center release including a look at new currency and features, technical considerations, what's no longer supported and a listing of enhancements and resolved issues.

- ♦ [Chapter 1, "About Operations Center," on page 9](#)
- ♦ [Chapter 2, "What's New," on page 13](#)
- ♦ [Chapter 3, "Technical Considerations," on page 23](#)
- ♦ [Chapter 4, "Discontinued Support," on page 47](#)
- ♦ [Chapter 5, "Enhancements and Resolved Issues," on page 51](#)
- ♦ [Appendix A, "Documentation Updates," on page 85](#)

Audience

This guide is intended for Operations Center system administrators and installers.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the *User Comments* feature at the bottom of each page of the online documentation.

Additional Documentation & Documentation Updates

This guide is part of the Operations Center documentation set. For the most recent version of the *Release Notes* and a complete list of publications supporting Operations Center, visit our Online Documentation Web Site at [Operations Center 5.0 online documentation](#).

The Operations Center documentation set is also available as PDF files on the installation CD or ISO; and is delivered as part of the online help accessible from multiple locations in Operations Center depending on the product component.

Next, you may wish to refer to:

- ♦ [Operations Center 5.0 Getting Started Guide](#)
- ♦ [Operations Center 5.0 Server Installation Guide](#)
- ♦ [Operations Center 5.0 User Guide](#)
- ♦ [Operations Center 5.0 Server Configuration Guide](#)

Additional Resources

We encourage you to use the following additional resources on the Web:

- ♦ [NetIQ User Community \(https://www.netiq.com/communities/\)](https://www.netiq.com/communities/): A Web-based community with a variety of discussion topics.

- ♦ [NetIQ Support Knowledgebase \(https://www.netiq.com/support/kb/product.php?id=SG_XOPERATIONSCENTER_1_2\)](https://www.netiq.com/support/kb/product.php?id=SG_XOPERATIONSCENTER_1_2): A collection of in-depth technical articles.
- ♦ [NetIQ Support Forums \(https://forums.netiq.com/forumdisplay.php?26-Operations-Center\)](https://forums.netiq.com/forumdisplay.php?26-Operations-Center): A Web location where product users can discuss NetIQ product functionality and advice with other product users.

Technical Support

You can learn more about the policies and procedures of NetIQ Technical Support by accessing its [Technical Support Guide \(https://www.netiq.com/Support/process.asp#_Maintenance_Programs_and\)](https://www.netiq.com/Support/process.asp#_Maintenance_Programs_and).

Use these resources for support specific to Operations Center:

- ♦ Telephone in Canada and the United States: 1-800-858-4000
- ♦ Telephone outside the United States: 1-801-861-4000
- ♦ E-mail: support@netiq.com (support@netiq.com)
- ♦ Submit a Service Request: <http://support.novell.com/contact/> (<http://support.novell.com/contact/>)

Documentation Conventions

A greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path. The > symbol is also used to connect consecutive links in an element tree structure where you can either click a plus symbol (+) or double-click the elements to expand them.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a forward slash to preserve case considerations in the UNIX* or Linux* operating systems.

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1 About Operations Center

Novell Operations Center provides a platform that integrates information captured by multiple management system to provide a single view of the technology environment.

The following sections provide more information about Operations Center components, and information about product documentation and support:

- ♦ [Section 1.1, “Product Overview,” on page 9](#)
- ♦ [Section 1.2, “About Operations Center Documentation,” on page 10](#)
- ♦ [Section 1.3, “Contacting Technical Support,” on page 10](#)

1.1 Product Overview

To integrate information and make it meaningful for your business, Operations Center provides the following tools:

- ♦ **Service Level Manager (SLM):** measures service levels and agreement health and compliance, both in real time and historically.
- ♦ **Service Configuration Manager (SCM):** enables you to create service models for managing and monitoring your entire service cycle.

In addition to the Operations Center console, the following Web clients/interfaces are available:

- ♦ **Dashboard:** a Web portal that allows users to receive custom content from Operations Center as well as other sources.
- ♦ **Configuration Management System (CMS):** a Web application that combines Web 2.0 and structured social networking principles to build and maintain CMDB projects.

To integrate Operations Center with other third-party applications and to expand its reporting capabilities, Operations Center provides the following:

- ♦ **SQL Views:** provides functionality in Operations Center that allows for third-party applications to have read access to Operations Center data for reporting purposes.
- ♦ **Operations Center Web Services Application Programmer Interface:** an integration point for customer or third-party applications to interact with data warehoused in the Operations Center server for query, insert, update, and delete functions.
- ♦ **Web 2.0 Connect:** a tool for developers of Rich Internet Applications to access and utilize Operations Center resources (data and/or functions) in their applications.

To gather technology and information, Operations Center uses adapters that connect to and communicate with third-party management systems. In addition, Operations Center provides the following management applications for data collection:

- ♦ **Data Integrator:** mines data such as business metrics and service configuration items (CI) and change data from databases; including service CIs, sales totals, help desk metrics, and analytics from business intelligence tools.
- ♦ **Experience Manager:** proactively monitors Web site and application availability in real time, from the user perspective.
- ♦ **Event Manager:** gathers and processes line-oriented ASCII (American Standard Code for Information Interchange) data, sometimes referred to as “raw events,” which are alarms or informational messages that can originate from many different sources.
- ♦ **F/X adapter:** provides the capability to distribute file and XML-based data collection, parsing, processing, and alarm generation using F/X Monitors into multiple Operations Center servers.
- ♦ **Guard adapter:** a special purpose adapter developed to meet the need for secure exchange of infrastructure and service management information between networks within Multi-Level Security environments.
- ♦ **SNMP adapter:** allows you to poll, gather, and view data available on your SNMP agents.

1.2 About Operations Center Documentation

The release notes briefly describe:

- ♦ New and enhanced functionality for Operations Center
- ♦ Discontinued support for third-party software and previous Operations Center versions and features
- ♦ Technical considerations, particularly for upgrading from previous versions
- ♦ A list of resolved issues by Unity/Bugzilla ID number

NOTE: Beginning with v5, the product name has changed from Managed Objects to Operations Center. All documents in this version refer to the Operations Center v5 product. However, in this document and others, references to specific v4 releases refer to the Managed Objects product name.

Additional Operations Center documentation is available on the Operations Center server in the `html/docs` directory. Refer to this documentation for more information about installation, configuration, and product features.

- ♦ If you are new to Operations Center and just getting started, for an overview of functionality, tools, and an introduction to planning your installation, see the [Operations Center 5.0 Getting Started Guide](#).
- ♦ For information regarding supported versions of third-party management systems, databases, and other software relevant to Operations Center, see the [Operations Center 5.0 Getting Started Guide](#).

1.3 Contacting Technical Support

Access our award winning [support Web site \(https://www.netiq.com/support/\)](https://www.netiq.com/support/) for a number of self-help resources and to register and check on service requests. For high severity issues, we recommend you call Technical Support directly. Visit the [Submit a Service Request Web page \(https://](#)

www.netiq.com/ContactsOffices/contacts_offices.jsp) to find the phone numbers for your region. You can open a service request on the [Submit a Service Request Web page \(https://www.netiq.com/support/eServiceCreateSR.asp\)](https://www.netiq.com/support/eServiceCreateSR.asp).

2 What's New

Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.1, "March 2014 Patch Release," on page 13](#)
- ♦ [Section 2.2, "November 2013 Patch Release," on page 14](#)
- ♦ [Section 2.3, "September 2013 Patch Release," on page 14](#)
- ♦ [Section 2.4, "April 2013 Patch Release," on page 16](#)
- ♦ [Section 2.5, "December 2012 Patch Release," on page 16](#)
- ♦ [Section 2.6, "June 2012 Patch Release," on page 17](#)
- ♦ [Section 2.7, "February 2012 Patch Release," on page 19](#)
- ♦ [Section 2.8, "September 2011 Patch Release," on page 19](#)
- ♦ [Section 2.9, "Operations Center 5.0," on page 21](#)

2.1 March 2014 Patch Release

The March 2014 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.1.1, "New Dashboard Charting Portlet," on page 13](#)
- ♦ [Section 2.1.2, "Updated Management System Integrations and Trouble Ticketing Systems," on page 14](#)
- ♦ [Section 2.1.3, "Documentation," on page 14](#)

2.1.1 New Dashboard Charting Portlet

The new Charting portlet provides an improved and enhanced experience when charting performance and metrics in the Dashboard. The Charting portlet provides the following functionality:

- ♦ Chart up to 10 performance or Service Level metrics from one or more elements.
- ♦ Customize your chart from a convenient view-side options. Optionally, hide the options panel when publishing to a public dashboard display.
- ♦ Set up a configuration using a regular expression to use when driving the portlet (select an element in another portlet to dynamically update the chart when matching metrics are available).

2.1.2 Updated Management System Integrations and Trouble Ticketing Systems

Operations Center officially integrates to the following management systems:

- ♦ BMC Event Manager 9.0
- ♦ BMC Remedy ARS 8.1
- ♦ EMC SMARTS 9.2
- ♦ PlateSpin Orchestrate 3.2

For information about integrating to these management and trouble ticketing systems, see the [Operations Center 5.0 Adapter and Integration Guide](#).

2.1.3 Documentation

An [Implementation Checklist](#) has been added to the Operations Center documentation library that provides a high-level reference intended to guide you through major configuration and customization points. This checklist is a perfect resource if you are installing Operations Center for the first time.

The Operations Center [Architecture Diagram](#) has been amended to illustrate the many types of integrations available to third-party systems and other data sources. A new [Communication Protocols Architecture Diagram](#) has been added. For both, see the [Operations Center 5.0 Getting Started Guide](#).

2.2 November 2013 Patch Release

The November 2013 Patch Release complies to the tightened security model introduced by Oracle Java 7 Update 45, and includes the following:

- ♦ A new software signing certificate.
- ♦ Properties in the JNLP file are now passed using a JNLP. prefix.
- ♦ Operations Center .jar file includes manifest file changes to reduce log warning messages.

2.3 September 2013 Patch Release

The September 2013 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.3.1, "Updated DBMS Support," on page 15](#)
- ♦ [Section 2.3.2, "Updated SNMP Support," on page 15](#)
- ♦ [Section 2.3.3, "New & Updated Management System Integrations," on page 15](#)
- ♦ [Section 2.3.4, "Alarm History," on page 15](#)
- ♦ [Section 2.3.5, "Layout Portlet Enhancements," on page 15](#)

2.3.1 Updated DBMS Support

Operations Center now supports the following database management systems:

- ♦ Microsoft SQL 2012

2.3.2 Updated SNMP Support

The SNMP Adapter now supports SNMP version 3, except for the auto discovery of devices.

2.3.3 New & Updated Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ NetIQ AppManager 8.2

For information about integrating to NetIQ AppManager 8.2, see “[NetIQ AppManager](#)” in the [Operations Center 5.0 Adapter and Integration Guide](#).

- ♦ NetIQ Control Center 8.2 (for use with the AppManager Operations Portal)

For information about integrating to NetIQ Control Center 8.2, see the [NetIQ AppManager Operations 5.0 Portal Getting Started Guide](#).

The following enhancements are now available on management system adapters:

- ♦ **Computer Associates Spectrum:** New *Exclude Model Class* property allows elements and alarms to be filtered out based on model class.

For more information about property configurations for the Computer Associates Spectrum adapter, see “[Adapter Property Reference](#)” in the [Operations Center 5.0 Adapter and Integration Guide](#).

2.3.4 Alarm History

All alarm columns for historical alarms are always available in the Operations Center console Alarms view. Previously, the adapter was required to be running in order to access all alarm history columns.

Operations Center now records user information when closing an Event Manager alarm.

2.3.5 Layout Portlet Enhancements

The following enhancements are now available in Operations Center Dashboard Layoutportlets:

- ♦ New back/history option now allows easy navigation to previously viewed parent elements.
- ♦ New feature allows element configuration to link to a fully qualified URL. Clicking the element opens the URL instead of drilling into the hierarchy.

For instructions on configuring this feature, see “[Configuring URL Linking for the Layout Portlet](#)” in the [Operations Center 5.0 Dashboard Guide](#).

- ♦ SVG tooltips are now supported for IE9 and Firefox.
- ♦ The SVG viewer is no longer required to view SVG content in IE9 and later.

For more information about the Layout portlet, see “[Configuring the Layout Portlet](#)” in the [Operations Center 5.0 Dashboard Guide](#).

2.4 April 2013 Patch Release

The April 2013 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.4.1, “Java Runtime Environment \(JRE\) Support,”](#) on page 16
- ♦ [Section 2.4.2, “New Management System Integrations,”](#) on page 16
- ♦ [Section 2.4.3, “New Charting Feature in Dashboard Information Portlet,”](#) on page 16

2.4.1 Java Runtime Environment (JRE) Support

Operations Center officially supports Java 1.7.0_17 Runtime Environment.

The April 2013 Patch Release for Operations Center version 5.0 is the last release to support JRE 1.6.0_21.

For information about JREs, see [“Java Runtime Environment”](#) in the *Operations Center 5.0 Getting Started Guide*.

2.4.2 New Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ EMC SMARTS 8.1

For information about integrating to EMS SMARTS 8.1, see [“EMC SMARTS”](#) in the *Operations Center 5.0 Adapter and Integration Guide*.

- ♦ SCOM 2012 SP1.

For information about integrating to SCOM 2012 SP1, see [“Microsoft System Center Operations Manager \(SCOM\)”](#) in the *Operations Center 5.0 Adapter and Integration Guide*.

2.4.3 New Charting Feature in Dashboard Information Portlet

The Dashboard Information portlet offers performance charting. Configure portlets to show SLA compliance, element performance metrics, availability and downtime in a new Charts tab.

For information about charting in the Information Portlet, see [“Configuring the Information Portlet”](#) in the *Operations Center 5.0 Dashboard Guide*.

2.5 December 2012 Patch Release

The December 2012 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.5.1, “New Management System Integrations,”](#) on page 17
- ♦ [Section 2.5.2, “Layout View Enhancements,”](#) on page 17
- ♦ [Section 2.5.3, “Dashboard Enhancements,”](#) on page 17

2.5.1 New Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ SCOM 2012

For more information, see the [Operations Center 5.0 Server Installation Guide](#) and [Operations Center 5.0 Adapter and Integration Guide](#).

2.5.2 Layout View Enhancements

Calendars are now supported in custom Layout charts and gauges for availability metrics.

For information about metric charts and gauges, see “[Integrating Performance Metric Charts and Gauges into a Drawing](#)” in the [Operations Center 5.0 Custom Drawing and Layout Guide](#).

2.5.3 Dashboard Enhancements

The Dashboard now provides the following features:

- ♦ The new Information Portlet provides a customized summary view of an element’s status and information. Based on its settings, the portlet allows navigation down to any children or up to the parent’s view and displays the current condition and status. Element information is available via tabular views including element properties, alarms, layout, root cause, impacted elements. All options are configurable to create a custom display.

For more information, see “[Configuring the Information Portlet](#)” in the [Operations Center 5.0 Dashboard Guide](#).

- ♦ Data export to PDF for Alarms portlet and SLA Compliance portlet.
- ♦ Data export to Excel and PDF for Element Properties portlet and SLA Status portlet.

For more information, see the [Operations Center 5.0 Dashboard Guide](#).

2.6 June 2012 Patch Release

The June 2012 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.6.1, “ConfigStore Enhancements,”](#) on page 17
- ♦ [Section 2.6.2, “New Layout View and Custom Drawing Features,”](#) on page 18
- ♦ [Section 2.6.3, “Dashboard Portlet Enhancements,”](#) on page 18
- ♦ [Section 2.6.4, “New Management System Integrations,”](#) on page 18
- ♦ [Section 2.6.5, “New Discovery Tool Integrations,”](#) on page 18
- ♦ [Section 2.6.6, “Section 508 Testing and Compliance,”](#) on page 19

2.6.1 ConfigStore Enhancements

Operations Center now allows the import and export of calendars with models.

2.6.2 New Layout View and Custom Drawing Features

The following features have been added to Operations Center to enhance the ability to create custom node styles and custom drawings for the Layout view:

- ♦ **Custom Drawing Charts and Gauges:** Charts and gauges showing performance metrics can now be easily integrated into Layout view custom drawings. For information, see [“Integrating Performance Metric Charts and Gauges into a Drawing”](#) in the *Operations Center 5.0 Custom Drawing and Layout Guide*.
- ♦ **Node Style Preview Element:** When creating custom node styles (or templates), a preview element can now be used to test the display and behavior of the node style without having to attach it to a live element elsewhere in the hierarchy tree. For information, see [“Testing the Node Style Using Preview Elements”](#) in the *Operations Center 5.0 Custom Drawing and Layout Guide*.

2.6.3 Dashboard Portlet Enhancements

The following improvements have been made to the Operations Center Dashboard which are also applicable for the AppManager Operations Portal:

- ♦ Portlet configurations (Preferences, general alarm configurations, custom menus) have been reconfigured for increased usability and comprehension. All options remain but most labels have been changed. Some options have been reordered in the page.
- ♦ The Navigation portlet now supports push technology.
- ♦ The Performance portlet configuration provides a preview for matching profile expressions when selecting by regular expression.
- ♦ The Performance portlet now provides the ability to view data point details on NetIQ AppManager elements in Performance portlet.
- ♦ The Layout portlet now implements and renders NetIQ AppManager service map shapes including rectangles, rounded rectangles, comment text and link properties (label, color and line style) that were not previously supported.

For information about the Operations Center Dashboard, see the [Operations Center 5.0 Dashboard Guide](#).

For information about the AppManager Operations Portal, see the [NetIQ AppManager Operations 5.0 Portal Getting Started Guide](#).

2.6.4 New Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ Computer Associates (CA) Spectrum 9.2
- ♦ NetIQ Sentinel 7.0.1

2.6.5 New Discovery Tool Integrations

Operations Center officially integrates to the following discovery tools:

- ♦ IBM Tivoli Application Dependency Discovery Manager (TADDM) 7.2.0.x

2.6.6 Section 508 Testing and Compliance

Operations Center solutions strive to provide a Web Dashboard that is accessible to every person, including people with disabilities. The 508 compliance and compatibility for Operations Center Dashboard components are outlined in [“Section 508 Compliance Summary”](#) in the *Operations Center 5.0 Getting Started Guide*.

2.7 February 2012 Patch Release

The February 2012 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.7.1, “New Management System Integrations,”](#) on page 19

2.7.1 New Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ NetIQ AppManager 8
- ♦ NetIQ AppManager Control Center 8

For information on the NetIQ AppManager and AppManager Control Center adapters, see the *Operations Center 5.0 Adapter and Integration Guide*. For information on the NetIQ AppManager Operations Portal, see [“Operations Center 5.0 Adapter and Integration Guide”](#).

2.8 September 2011 Patch Release

The September 2011 Patch Release for Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ♦ [Section 2.8.1, “New Management System Integrations,”](#) on page 19
- ♦ [Section 2.8.2, “Prebuilt Configuration for AppManager Control Center,”](#) on page 19
- ♦ [Section 2.8.3, “Dashboard Portlet Enhancements,”](#) on page 20
- ♦ [Section 2.8.4, “Documentation,”](#) on page 20

2.8.1 New Management System Integrations

Operations Center officially integrates to the following management systems:

- ♦ IBM Micromuse Netcool 7.3

2.8.2 Prebuilt Configuration for AppManager Control Center

A specialized configuration of Operations Center Server and Dashboard provides the ability to easily interface with AppManager Control Center installations to provide AppManager Control Center users with a personalized and portable view into the Control Center server. For more information, see the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

2.8.3 Dashboard Portlet Enhancements

The following Operations Center Dashboard portlets now have the following additional features:

- ♦ **Alarms Portlet:** select from list of alarm columns when configuring the portlet.
- ♦ **Navigation Portlet:** configuration options allow for hierarchy tree expansion or element selection in “driven” portlets by clicking element name links.
- ♦ **Performance Portlet:** define profile expressions using regular expressions and define multiple configurations for use when the portlet is dynamically updated via a selection in another portlet.

2.8.4 Documentation

The [NetIQ AppManager Operations 5.0 Portal Getting Started Guide](#) has been added to the Operations Center documentation library to describe a new and customized implementation of Operations Center software.

In addition, a few of the Operations Center guides have been reorganized and/or renamed for improved usability and comprehension:

- ♦ The [Operations Center 5.0 User Guide](#), previously the *Console Guide*, provides a reference for non-administrative users. All topics and tasks relate to basic features and functionality found in the Operations Center console that do not require administrator permissions. Topics include:
 - ♦ [“Accessing the Operations Center Console”](#)
 - ♦ [“Understanding the Operations Center Console”](#)
 - ♦ [“Customizing the Console Views”](#)
 - ♦ [“Monitoring Elements and Element State”](#)
 - ♦ [“Alarms View”](#)
 - ♦ [“Charting Performance Data”](#)
 - ♦ [“Main Menu Options”](#)
 - ♦ [“Element and Alarm Options”](#)
- ♦ The [Operations Center 5.0 Server Configuration Guide](#) now has a Part II, [“Customizing the Implementation”](#), that contains any console configuration and customization topics that require administrator permissions. These topics were previously covered in the *Console Guide* and the *Monitoring Guide*. Topics include:
 - ♦ [“Enabling and Disabling Console Functionality”](#)
 - ♦ [“Customizing Monitored Elements and Alarms”](#)
 - ♦ [“Capturing Alarm and Performance History”](#)
 - ♦ [“Time Categories, Calendars, and Schedules”](#)
 - ♦ [“Defining and Managing Automation Events”](#)
 - ♦ [“Using Algorithms to Calculate Element State”](#)
- ♦ The [Operations Center 5.0 Service Modeling Guide](#) now contains a Part III, [“Using The View Builder Repository”](#).
- ♦ The *Layout Guide* has been renamed to the [Operations Center 5.0 Custom Drawing and Layout Guide](#).

The *Console Guide* and the *Monitoring Guide* are no longer available as of this release.

2.9 Operations Center 5.0

Operations Center v5.0 contains the following functionality and enhancements described in the following topics:

- ◆ [Section 2.9.1, “Novell Branding,” on page 21](#)
- ◆ [Section 2.9.2, “Updated DBMS, OS and Management System Support,” on page 21](#)
- ◆ [Section 2.9.3, “Automated Import and Update of LDAP Users and Groups,” on page 22](#)
- ◆ [Section 2.9.4, “SLA Portlets in Operations Center Dashboard,” on page 22](#)
- ◆ [Section 2.9.5, “Custom Operations in Operations Center CMS,” on page 22](#)

2.9.1 Novell Branding

All products has been renamed and rebranded to be consistent with Novell products. Product user interfaces have been updated visually to the Novell product “look & feel”. The product and component name changes are outlined in [Table 2-1](#).

Table 2-1 *Product Name Changes*

Former Name	New Name
<i>Novell Managed Objects</i>	<i>Novell Operations Center (NOC)</i>
<i>Business Experience Manager</i>	<i>Novell Operations Center Experience Manager</i>
<i>Business Data Integrator</i>	<i>Novell Operations Center Data Integrator</i>
<i>Event Integrator</i>	<i>Novell Operations Center Event Manager</i>
<i>Business Service Configuration Manager</i>	<i>Novell Operations Center Service Configuration Manager</i>
<i>myMO</i>	<i>Novell Operations Center Dashboard</i>
<i>myCMDB</i>	<i>Novell Operations Center Configuration Management System (CMS)</i>
<i>Managed Objects SQL</i>	<i>Novell Operations Center SQL Views</i>
<i>InterCommunication Adapter</i>	<i>InterConnection Adapter.</i>
<i>FormulaScript</i>	<i>NOC Script</i>

2.9.2 Updated DBMS, OS and Management System Support

The following sections list the database management systems (DBMS), discovery tools, operating systems (OS), and management systems that are validated for use with Operations Center:

- ◆ [“New Operating Systems” on page 22](#)
- ◆ [“Supported DBMS” on page 22](#)
- ◆ [“New Management System Integrations” on page 22](#)

For more information, see the [Operations Center 5.0 Server Installation Guide](#) and [Operations Center 5.0 Adapter and Integration Guide](#).

New Operating Systems

Operations Center now supports the following operating systems for the Operations Center server:

- ◆ IBM AIX 6.1

However, AIX is unsupported for Operations Center Dashboard and CMS.

Supported DBMS

Operations Center now supports the following database management systems:

- ◆ DB2 9.7
- ◆ PostgreSQL 8.4.3
- ◆ Sybase ASE 15

However, DB2, PostgreSQL, and Sybase are unsupported for Operations Center Dashboard. DB2 is unsupported for CMS.

New Management System Integrations

Operations Center integrates to the following management systems:

- ◆ IBM Micromuse Netcool 7.2
- ◆ Solarwinds Orion 9.5

2.9.3 Automated Import and Update of LDAP Users and Groups

Operations Center now offers an automated process for the import of LDAP users and groups; and the ongoing dynamic update of user/group accounts.

For more information about these new features, see [“Configuring LDAP Authentication”](#) in *Operations Center 5.0 Security Management Guide*.

2.9.4 SLA Portlets in Operations Center Dashboard

Operations Center now offers the following new portlets in the Operations Center Dashboard for support of Service Level Agreement information and reporting:

- ◆ SLA Compliance Portlet
- ◆ SLA Status Portlet

For more information about these new portlets, see [“SLA Reporting Portlets”](#) in *Operations Center 5.0 Dashboard Guide*.

2.9.5 Custom Operations in Operations Center CMS

Operations Center now offers the creation of custom operations for Operations Center CMS elements.

For more information about these new features, see [“Creating Custom Operations”](#) in *Operations Center 5.0 Configuration Management System (CMS) Guide*.

3 Technical Considerations

The following sections provides Operations Center v5.0 software upgrade and patch information as well as details on technical considerations which also includes known issues with the product functionality and calls attention to changes in the default behavior of the product.

- ◆ [Section 3.1, “Installing, Upgrading, Patching and Uninstalling Operations Center,” on page 23](#)
- ◆ [Section 3.2, “Technical Considerations for March 2014 Patch Release,” on page 27](#)
- ◆ [Section 3.3, “Technical Considerations for November 2013 Patch Release,” on page 28](#)
- ◆ [Section 3.4, “Technical Considerations for September 2013 Patch Release,” on page 28](#)
- ◆ [Section 3.5, “Technical Considerations for April 2013 Patch Release,” on page 29](#)
- ◆ [Section 3.6, “Technical Considerations for December 2012 Patch Release,” on page 31](#)
- ◆ [Section 3.7, “Technical Considerations for June 2012 Patch Release,” on page 33](#)
- ◆ [Section 3.8, “Technical Considerations for February 2012 Patch Release,” on page 36](#)
- ◆ [Section 3.9, “Technical Considerations for September 2011 Patch Release,” on page 37](#)
- ◆ [Section 3.10, “Technical Considerations in Operations Center v5.0,” on page 38](#)

3.1 Installing, Upgrading, Patching and Uninstalling Operations Center

The following sections highlight important notes regarding implementing product upgrades, applying patches, and uninstalling products:

- ◆ [Section 3.1.1, “Installing Operations Center,” on page 23](#)
- ◆ [Section 3.1.2, “Upgrades from Managed Objects to Operations Center v5.0,” on page 24](#)
- ◆ [Section 3.1.3, “Patches for v5.0,” on page 26](#)
- ◆ [Section 3.1.4, “Uninstalling Operations Center and Operations Center Components,” on page 27](#)

For more detailed information on upgrading Operations Center to version 5.0 or applying a version 5.0 patch release, see the [Operations Center 5.0 Server Installation Guide](#).

3.1.1 Installing Operations Center

For more information about Operations Center and Operation Center component requirements, see [Supported Versions and Hardware Requirements](#) in the [Operations Center 5.0 Getting Started Guide](#).

For specific instructions on installing Operations Center, see [Installation Requirements](#) and [Operations Center server Installation](#) in the [Operations Center 5.0 Server Installation Guide](#).

- ◆ **Operations Center:** See [Installation Requirements](#) and [Operations Center server Installation](#) in the [Operations Center 5.0 Server Installation Guide](#).

- ♦ **Dashboard:** See *Dashboard Installation* in the *Operations Center 5.0 Dashboard Guide*.
- ♦ **CMS:** See *Installing or Upgrading CMS* in the *Operations Center 5.0 Configuration Management System (CMS) Guide*.
- ♦ **AppManager Operations Portal** See “Installing and Configuring the AppManager Operations Portal” in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*. Because installation steps have changed, it is important to refer to the documentation above.

The following sections contain additional information about installing Operations Center:

- ♦ “JREs” on page 24
- ♦ “License File Management” on page 24

JREs

Operations Center v5.0 requires JRE 1.6.0_21 or 1.7.0_17 for the server and the client.

The April 2013 patch release will be the last release to support JRE 1.6.0_21.

For more information about JRE requirements, see *Java Runtime Environment* in the *Operations Center 5.0 Getting Started Guide*.

License File Management

During the installation process of Operations Center, the specified license key is placed in the `/OperationsCenter_install_path/config` directory. When a new license is issued, it must be manually saved to the same directory.

For existing installations where Managed Objects is installed, or upgraded to Operations Center, the license key is located in the `ManagedObjects_install_path/config` directory.

3.1.2 Upgrades from Managed Objects to Operations Center v5.0

Operations Center customers can upgrade directly from Managed Objects 4.6.x or 4.7.x to Operations Center 5.0.

It is important to note the following before upgrading to Operations Center v5.0:

- ♦ Because default home directories have been modified as a result of product name changes in the Operations Center v5.0, additional selections in the Operations Center installer must be performed. This includes selection of the existing installation location instead of using the new default location and the manual selection of appropriate components during the custom install step. It is very important to review the upgrade steps prior to performing an upgrade.

For more information, see “Upgrading to Operations Center v5.0 from Previous Versions” in the *Operations Center 5.0 Server Installation Guide*.

- ♦ When upgrading myCMDB to Operations Center CMS, you must run an upgrade script prior to the first login to implement CMS data structure changes.

For more information, see “Upgrading CMS” in the *Operations Center 5.0 Configuration Management System (CMS) Guide*.

- ♦ When upgrading from myMO 4.6 to Operations Center Dashboard, there are various considerations because of an upgrade of the Liferay portal platform.

For more information, see “myMO/Dashboard Upgrade Considerations” on page 25 and “Upgrading myMO/the Dashboard” in the *Operations Center 5.0 Dashboard Guide*.

Also note the considerations for the following:

- ♦ [“Adapter Considerations” on page 25](#)
- ♦ [“myMO/Dashboard Upgrade Considerations” on page 25](#)
- ♦ [“PortalBuilder is Discontinued” on page 26](#)
- ♦ [“Portal Component Toolkit is Discontinued” on page 26](#)

Adapter Considerations

The MOM/SCOM database/`msmomConfiguration.xml` file has been updated in v5.0. If running any existing MOM/SCOM adapters, after upgrading, do the following to update the adapters:

- 1 Stop all MOM/SCOM adapters.
- 2 Delete the database/`msmomConfiguration.xml` file.
- 3 Restart all MOM/SCOM adapters. The database/`msmomConfiguration.xml` file is automatically recreated and includes all v5.0 updates.

myMO/Dashboard Upgrade Considerations

The following considerations exist when upgrading myMO/Operations Center Dashboard:

- ♦ Custom theme content is not updated during upgrades and any static links to documentation must be changed manually.

Operations Center Dashboard (formerly myMO) was upgraded in v4.7 from Liferay 4.2.1 to 5.2.3 for its portal platform. As a result of this upgrade, the following must be considered when upgrading from myMO v4.6 to either myMO v4.7 or Operations Center Dashboard v5.0:

- ♦ The Managed Objects/Novell Operations Center portlets will upgrade automatically.
- ♦ Portlets supplied by Liferay have been decommissioned or renamed. While upgrades occur on a case-by-case basis, the user must remove portlets that do not upgrade successfully from pages and replace with the new portlets if available.

The following portlets have been decommissioned by Liferay: Location Admin (40), Organization Admin (80), Mail (1), Chat (52), Alfresco Content (91), Games (14), Words (37), Calculator (13), Google (35), AdSense (94), Google Gadget (95), Google Maps (96), News (5), Amazon Rankings (67), Shopping (34), Test Flash (53), Test Hello Laszlo (69), Test Reports, Test Web Proxy (66), Analog Clock (65), CSZ Search (17), Maps (18), Countdown (81), Theme Gallery (38), WSRP Proxy (68), Workflow (93).

The Journal, Journal Articles, and Journal Content portlets have been replaced by the Web Content List and Web Content Display portlets. The Announcements portlet has been replaced by Alerts and a new Announcements portlet, however we recommend using the Web Content portlets instead as they allow more than one instance to be added to a page.

- ♦ The overall portal “look & feel” has been updated and previous templates developed on myMO 4.6 are no longer supported. On upgrade, the community pages default to the new *myMO Simple* theme. Third-party themes can be reinstalled and redeployed if there is a Liferay 5.2.3 version available. Custom themes must be upgraded to be compatible with Liferay 5.2.3 before they can be redeployed.

PortalBuilder is Discontinued

PortalBuilder is no longer supported and is uninstalled as part of the upgrade process. Any existing Business Service Dashboard database definitions are also removed.

When starting the daemon after an upgrade, if the database server was previously configured to automatically start in the Configuration Manager (Daemon pane), a message is logged to the database.trc file: `No integrated database servers defined. Events will be persisted to defined external databases.` This message is expected and can be ignored as there are no Business Service Dashboard database definitions for it to run against in v5.0. If desired, remove *Database* from the *Automatically Start Servers* field in the *Daemon* pane of the *Operations Center Configuration Manager*.

For more information, see “[Accessing and Using Configuration Manager](#)” in the *Operations Center 5.0 Server Configuration Guide*.

Portal Component Toolkit is Discontinued

The Portal Component Toolkit is no longer supported or included in the Operations Center install. However, when upgrading to Operations Center v5.0, the Portal Component Toolkit is not removed or modified.

3.1.3 Patches for v5.0

Novell releases patch bundles to update v5.0. These patch bundles are installed using an automated installation process. For more information on understanding release numbers and installing v5.0 patches, see the *Operations Center 5.0 Server Installation Guide*.

Patch releases versions are included as part of the software version number. You can check for the software version in the following places:

- ♦ On the Operations Center server Web page, usually accessed at `http://server_name:port_number`.
- ♦ From the *About* dialog in the Operations Center console. Click *Help* and select *About Operations Center*.
- ♦ In the Operations Center `formula.trc` log file.
- ♦ For CMS, on the CMS login dialog.
- ♦ For the Operations Center Dashboard, in the `dashboard.trc` log file.

When a user guide requires documentation updates for a patch release, updates are summarized in a *Documentation Updates* appendix and organized by patch release date.

IMPORTANT: Patch levels for Operations Center, CMS and the Operations Center Dashboard must be updated to the same patch level or the software will not run properly.

3.1.4 Uninstalling Operations Center and Operations Center Components

When uninstalling some features, the installer might indicate that a reboot to the server is required to complete some install processes, such as removing the Event Manager service. If you do not reboot the server before a re-install, it is possible that the next time the server is rebooted, the service or other features might be removed even though Operations Center has been reinstalled.

For instructions on uninstalling, see “[Uninstalling Operations Center from a Server](#)” in the *Operations Center 5.0 Server Installation Guide*.

3.2 Technical Considerations for March 2014 Patch Release

The following technical considerations or new features apply to the March 2014 Patch Release for Operations Center version 5.0:

- ◆ [Section 3.2.1, “Clear Java Web Start Cache After Upgrade,” on page 27](#)
- ◆ [Section 3.2.2, “Updated Drivers for Sybase,” on page 27](#)
- ◆ [Section 3.2.3, “JAR Components Must Be Signed by Operations Center,” on page 28](#)
- ◆ [Section 3.2.4, “NetIQ AppManager Detailed Event Message Alarms Field,” on page 28](#)
- ◆ [Section 3.2.5, “Web Services Authentication,” on page 28](#)
- ◆ [Section 3.2.6, “Hypertext Links in Documentation PDFs,” on page 28](#)

3.2.1 Clear Java Web Start Cache After Upgrade

When upgrading from Patch Release September 2013 or earlier, you must clear the Java Web Start cache, due to updates implemented for the tightened security model introduced by Oracle Java 7 Update 45.

For instructions, see [Java’s Web page on clearing the Java cache \(http://www.java.com/en/download/help/plugin_cache.xml\)](http://www.java.com/en/download/help/plugin_cache.xml).

3.2.2 Updated Drivers for Sybase

An updated version of Sybase JDBC drivers are included in the Operations Center 5.0 March 2014 patch release. If the database was created with an earlier version of the JDBC drivers (pre 7.0.7), then it may be necessary to update the metadata accessor scripts using the scripts provided with your Sybase installation.

If receiving an Out-of-date metadata accessor information was found on this database error in the `formula.trc` logs, your scripts need to be updated. To determine if the scripts need to be updated, run `sp_version`. If a version earlier than 7.0.7 is reported, you must update your scripts. For additional information, see [TID 7014672 \(https://www.novell.com/support/kb/doc.php?id=7014672\)](https://www.novell.com/support/kb/doc.php?id=7014672)

3.2.3 JAR Components Must Be Signed by Operations Center

If you have problems starting the client, you may receive an error message similar to `JAR resources in JNLP file are not signed by the same certificate`. Because of the tightened security model introduced by Oracle Java 7 Update 45, all .jar components, including those from third-parties, must be signed by Operations Center.

Contact [Support](https://www.netiq.com/support/) (<https://www.netiq.com/support/>) to have your content signed.

3.2.4 NetIQ AppManager *Detailed Event Message* Alarms Field

The `AgentMsgLong` alarm field value is now converted to HTML in order to show correctly in Operations Center historical alarm properties. If you have existing scripts that are reading this property in the original XML, you may need to change your script in order to extract the raw data without the HTML code. For more information and a script example, see [Technical Information Document 701604](https://www.netiq.com/support/kb/doc.php?id=7014604) (<https://www.netiq.com/support/kb/doc.php?id=7014604>).

3.2.5 Web Services Authentication

The WSAPI authentication scheme can only be used for local Operations Center user accounts, and not LDAP users.

3.2.6 Hypertext Links in Documentation PDFs

Hypertext links between documentation guides only function correctly if PDF files are viewed in Adobe Acrobat/Reader, or when using Firefox or Internet Explorer with the Acrobat Reader plug-in.

If PDF files are downloaded from the [documentation Web site](https://www.netiq.com/documentation/noc50/) (<https://www.netiq.com/documentation/noc50/>) and viewed locally, links require and expect each PDF file to be saved in a subdirectory with the same name as the guide's file name. For example,

```
/adapter_ingtegration/adapter_integration.pdf  
/getting_started/getting_started.pdf
```

3.3 Technical Considerations for November 2013 Patch Release

The November 2013 Patch Release complies to the tightened security model introduced by Oracle Java 7 Update 45. We recommend upgrading to this patch as soon as possible.

3.4 Technical Considerations for September 2013 Patch Release

The following technical considerations or new features apply to the September 2013 Patch Release for Operations Center version 5.0:

- ◆ [Section 3.4.1, "Error Messages on Console Login,"](#) on page 29
- ◆ [Section 3.4.2, "Java and Memory Settings for CMS and Dashboard,"](#) on page 29
- ◆ [Section 3.4.3, "Auto Discovery with SNMP Integrator,"](#) on page 29
- ◆ [Section 3.4.4, "SNMP Adapter MIB Repositories,"](#) on page 29

3.4.1 Error Messages on Console Login

The following error messages can occur on Operations Center console login when running JRE 1.7.0_25:

- ♦ `org.omg.CORBA.OBJECT_NOT_EXIST`

To resolve the Corba error, clear the Java Web Start cache and the Web browser history.

For instructions, see [“Troubleshooting Java Web Start”](#).

- ♦ `Missing Permissions/Codebase manifest attribute`

These messages display in the Java Console and can be ignored.

3.4.2 Java and Memory Settings for CMS and Dashboard

Java settings are now configured using the Configuration Manager for CMS and the Dashboard. These settings include Initial/Max Memory Pool and Java Runtime Options, and will override any configurations manually set using Tomcat6w.exe or UNIX shell scripts.

For more information, see [“Configuring the Dashboard and Operations Center”](#) in the *Operations Center 5.0 Dashboard Guide*.

3.4.3 Auto Discovery with SNMP Integrator

SNMP V3 devices are not auto discovered and must be added manually.

For information about SNMP Integrator, see [“Importing Management Information Bases \(MIBs\)”](#) in the *Operations Center 5.0 SNMP Integrator Guide*.

3.4.4 SNMP Adapter MIB Repositories

With SNMP Adapters, the directory used as the MIB repository per adapter instance has changed from `OperationsCenter_install_path/database/mibs/adapter_name` to `OperationsCenter_install_path/database/mibs_repository/adapter_name`.

The set of MIBs included in the new repository is a super set of the MIBs previously provided in the old repository. The only MIB no longer included in the new repository is BEA-WEBLOGIC-MIB.

If you previously imported a vendor's product MIB for a given adapter instance, then you may need to re-import the MIB for the adapter instance if it is not included in the new repository.

For information about importing a MIB, see [“Importing Management Information Bases \(MIBs\)”](#) in the *Operations Center 5.0 SNMP Integrator Guide*.

3.5 Technical Considerations for April 2013 Patch Release

The following technical considerations or new features apply to the April 2013 Patch Release for Operations Center version 5.0:

- ♦ [Section 3.5.1, “Java Runtime Environment \(JRE\) Discontinuation Announcement,”](#) on page 30
- ♦ [Section 3.5.2, “Profile Purge Dates,”](#) on page 30
- ♦ [Section 3.5.3, “Adapter Integrations,”](#) on page 30

- [Section 3.5.4, “Dashboard,” on page 30](#)
- [Section 3.5.5, “Event Manager,” on page 30](#)

3.5.1 Java Runtime Environment (JRE) Discontinuation Announcement

The April 2013 Patch Release for Operations Center version 5.0 is the last release to support JRE 1.6.0_21.

3.5.2 Profile Purge Dates

Profiles created with no purge date will still result in the data expiring on Jan 1, 2038. This is happening because of the [Y2038 Problem](http://en.wikipedia.org/wiki/Year_2038_problem) (http://en.wikipedia.org/wiki/Year_2038_problem).

3.5.3 Adapter Integrations

SCOM 2012 is unsupported on Windows Server running 32-bit Java.

SCOM 2012 requires Microsoft.NET 4 to be installed on the Operations Center server. If you have an existing integration to SCOM 2012, it is necessary to unregister the `Scom2012IntegrationHelper.dll` file and reregister it for Microsoft.NET 4.

To unregister the `Scom2012IntegrationHelper.dll` file:

- 1 Open a command prompt and issue the following command from the `\OperationsCenter_install_path\Integrations\ext\SCOM2012Integration\` directory:

```
C:\Windows\Microsoft.NET\Framework64\v2.0.50727\regAsm.exe /u  
Scom2012IntegrationHelper.dll
```

To reregister the `Scom2012IntegrationHelper.dll` file after Microsoft.NET 4 is installed, refer to the integration instructions, “[Integrating to SCOM](#)”, in the [Operations Center 5.0 Adapter and Integration Guide](#).

3.5.4 Dashboard

The April 2013 patch introduces a new charting feature available in the Information portlet. Any currently configured Information portlets won't automatically have the Charts tab enabled after patch install. To enable, open the preferences for each Information portlet and configure the Charts feature.

3.5.5 Event Manager

Operations Center does not support Event Manager agents running in SSL mode.

3.6 Technical Considerations for December 2012 Patch Release

The following technical considerations or new features apply to the December 2012 Patch Release for Operations Center version 5.0:

- [Section 3.6.1, “Operations Center Server,” on page 31](#)
- [Section 3.6.2, “Adapter Considerations,” on page 32](#)
- [Section 3.6.3, “AppManager Operations Portal,” on page 32](#)

- ♦ [Section 3.6.4, “Dashboard,” on page 33](#)
- ♦ [Section 3.6.5, “SNMP Integrator,” on page 33](#)

3.6.1 Operations Center Server

The following topics describe technical considerations for the Operations Center server configuration:

- ♦ [“Alarm Suppression and Event Data Store” on page 31](#)
- ♦ [“Algorithms” on page 31](#)
- ♦ [“Database and Service Warehouse Definitions” on page 31](#)
- ♦ [“LDAP Jobs” on page 32](#)

Alarm Suppression and Event Data Store

Sybase is not supported for alarm suppression.

For more information about supported databases, see [“Supported Databases”](#) in the *Operations Center 5.0 Getting Started Guide*.

Algorithms

When using banding thresholds in the `Algorithms.xml` file to set element condition, define no more than 10 banding definitions. Any banding definitions in excess of 10 are ignored by the Operations Center server and not executed.

For more information about defining algorithms in the `Algorithms.xml` file, see [“Modifying the Algorithm Library”](#) in the *Operations Center 5.0 Server Configuration Guide*.

Database and Service Warehouse Definitions

The *Function* configuration option for database definitions (*Administration > Database Definitions*) is no longer needed and has been removed.

The Operations Center server must be restarted if the database type for the Service Warehouse is changed.

For more information database definitions, see [“Configuring and Administering the Database”](#) in the *Operations Center 5.0 Server Configuration Guide*.

LDAP Jobs

If LDAP imports setup on a scheduled job are not running and you are unable to manually start the job, do the following:

- 1 Do one of the following to access the Configuration Explorer:
 - ♦ In Configuration Manager, on the *Server* pane on the *Components* tab, click the *Explore* button for the *Configuration Storage* option.
 - ♦ Enter `moscfg` at command line.
- 2 Open your configuration.
- 3 Navigate to *Administration > Time Management > Jobs*

- 4 Click `jobConfiguration.xml`.
- 5 In the *Name* column., click the *Edit* icon for `content`. The *Edit Property* dialog opens.
- 6 Locate the LDAP Job definition, usually named `LDAP Group Group_Name Import Schedule`.
- 7 Delete all content inside the `<script>` `</script>` tags for the job definition.
- 8 Add the following code inside the `<script>` `</script>` tags:

```
load('jobs/LDAPGroupUserImportInternal.fs');
performLDAPGroupUserImport('Group_Name');
```
- 9 Click *OK*.
- 10 Repeat [Step 6 - Step 9](#) for each LDAP Group Import Schedule job.
- 11 Click *File* and select *Save* to save the configuration.
- 12 Restart the Operations Center server.

3.6.2 Adapter Considerations

After creating a new alarm resolution state in Microsoft System Center Operations Manager (SCOM) 2012, you must restart any Microsoft System Center Operations Manager (SCOM) 2012 adapters in Operations Center in order to have the new resolution state(s) available from alarms in Operations Center.

For information about the SCOM 2012 adapter, see [“Microsoft System Center Operations Manager \(SCOM\)”](#) in the [Operations Center 5.0 Adapter and Integration Guide](#).

3.6.3 AppManager Operations Portal

Existing AppManager Operations Portal users must import the `OperationsCenter_install_path/NetIQControlCenter/ControlCenterUpdate.config.xml` file to apply updates.

To import the file, right-click *Administration* > *Server* and select *Configuration*, then *Import*. Browse to select the file, then click *OK*.

For information about the AppManager Operations Portal, see the [NetIQ AppManager Operations 5.0 Portal Getting Started Guide](#).

3.6.4 Dashboard

The following sections describe technical considerations for the Operations Center Dashboard:

- ♦ [“Information Portlet Requires CSS for 508 Compliance”](#) on page 33
- ♦ [“Default Dashboard Password Policies”](#) on page 33

Information Portlet Requires CSS for 508 Compliance

The Dashboard Information portlet is not 508 compliant when CSS is disabled.

For information about the Information portlet, see [“Configuring the Information Portlet”](#) in the [Operations Center 5.0 Dashboard Guide](#).

For information about 508 compliance, see [“Enabling the Dashboard for Section 508 Accessibility”](#) in the [Operations Center 5.0 Dashboard Guide](#), or [“Section 508 Compliance Summary”](#) in the [Operations Center 5.0 Getting Started Guide](#)

Default Dashboard Password Policies

The Dashboard is initialized with a default password policy, (Control Panel > Password Policies). The *Changeable* setting is enabled and read-only, to support Operations Center user synchronization requirements.

For information about the Dashboard, see the [Operations Center 5.0 Dashboard Guide](#).

3.6.5 SNMP Integrator

The SNMP adapter is supported only for Oracle JDE. It will not run with other JREs.

For information about the SNMP Integrator, see the [Operations Center 5.0 SNMP Integrator Guide](#).

3.7 Technical Considerations for June 2012 Patch Release

The following technical considerations or new features apply to the June 2012 Patch Release for Operations Center version 5.0:

- ♦ [Section 3.7.1, "Operations Center Server Installation and Configuration," on page 33](#)
- ♦ [Section 3.7.2, "Adapter Considerations," on page 34](#)
- ♦ [Section 3.7.3, "AppManager Operations Portal," on page 35](#)
- ♦ [Section 3.7.4, "Dashboard," on page 35](#)
- ♦ [Section 3.7.5, "Configuration Management System \(CMS\)," on page 35](#)

3.7.1 Operations Center Server Installation and Configuration

The following sections detail considerations that apply to the installation and configuration of the Operations Center server:

- ♦ ["Alarm Filters" on page 34](#)
- ♦ ["Algorithms" on page 34](#)
- ♦ ["Remote Container Connections" on page 34](#)

Alarm Filters

The "is" comparison option on Alarm Filters is not working properly.

Algorithms

The algorithm Band command configured with `invert="yes"` is not working properly.

Remote Container Connections

Duplicate `remotecontainer` connections are created on non-master Operations Server clients in a cluster environment.

3.7.2 Adapter Considerations

- ♦ [“Delete IBM Tivoli Application Dependency Discovery Manager \(TADDM\) Adapters Before Patch Installation” on page 34](#)
- ♦ [“Adapter Requirements for Upgrading to NetIQ Cloud Manager 2.0” on page 34](#)
- ♦ [“Integrating to Microsoft System Center Operations Manager \(SCOM\) No Longer Requires SCOM Library Files” on page 34](#)

Delete IBM Tivoli Application Dependency Discovery Manager (TADDM) Adapters Before Patch Installation

The IBM Tivoli Application Dependency Discovery Manager 7.1.2 adapter has been renamed to IBM Tivoli Application Dependency Discovery Manager 7.x.

IMPORTANT: Delete any existing TADDM adapters before applying the June 2012 patch or errors will occur. Before deleting the adapters, take note of the exact adapter name. After the patch is installed, recreate the TADDM adapters using the same adapter names as before to preserve any element links, SLA and SCM settings/data.

Adapter Requirements for Upgrading to NetIQ Cloud Manager 2.0

If upgrading from NetIQ (formerly Novell) Cloud Manager version 1.0 to version 2.0, it is necessary to delete any existing Cloud Manager adapters and recreate them after upgrade. Before deleting existing adapters, you can note the adapter’s configuration settings so that recreating is easy.

Integrating to Microsoft System Center Operations Manager (SCOM) No Longer Requires SCOM Library Files

It is no longer necessary to copy the EZJcomLib18 and JScomIntegrationHelper library files to the System32 and SysWOW64 directories in order to integrate to SCOM.

When upgrading to Operations Center 5.0 May 2012 Patch Release, we recommend deleting the EZJcomLib18.dll and JScomIntegrationHelper.dll files from your C:\Windows\System32 and C:\Windows\SysWOW64 (on Windows 64-bit Server only) directories.

3.7.3 AppManager Operations Portal

- ♦ [“Installing and Upgrading the AppManager Operations Portal” on page 35](#)
- ♦ [“AppManager Control Center Service Map Shapes in Operations Center” on page 35](#)
- ♦ [“AppManager Control Center Service Maps Rendering Issues in Operations Center” on page 35](#)

Installing and Upgrading the AppManager Operations Portal

If you are installing AppManager Operations Portal, note that installation instructions have changed from previous releases, see [“Installing and Configuring the AppManager Operations Portal”](#) in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

If you have AppManager Operations Portal already installed, additional steps are required after patch installation to upgrade Control Center configurations and configure pre-existing adapters. For more information, see [“Upgrading the AppManager Operations Portal”](#) in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

AppManager Control Center Service Map Shapes in Operations Center

Operations Center now implements and renders all service map shapes including rectangles, rounded rectangles, comment text and link properties (label, color and line style) that were not previously supported. For more information, see the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

AppManager Control Center Service Maps Rendering Issues in Operations Center

Minor differences might exist when using custom colors for Service Map elements or applying multiple attributes on labels. Some fonts might not render correctly in all platforms resulting in incorrect font substitutions or word wrapping issues. For more information, see [“Technical Considerations”](#) in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

3.7.4 Dashboard

Dashboard Synchronization: Groups with numeric-only names cannot be synchronized with the Operations Center server.

Layout Portlet: Background color is not displayed if layout portlet is configured to use Flash.

Performance Portlet: When charting bar and line charts together, the data point details pop-up is not available.

Performance Portlet: The "Constrain size to width/height" configuration option for pie charts does not work properly.

3.7.5 Configuration Management System (CMS)

In Operations Center Configuration Management System, the default memory usage limits for producers and consumers have been increased from 64 MB to 256 MB.

3.8 Technical Considerations for February 2012 Patch Release

The following technical considerations or new features apply to the February 2012 Patch Release for Operations Center version 5.0:

- ♦ [Section 3.8.1, “Installing and Upgrading the AppManager Operations Portal,”](#) on page 36
- ♦ [Section 3.8.2, “Remote AppManager Agent Events Not Synchronizing with the Operations Center Dashboard,”](#) on page 36

- ♦ [Section 3.8.3, “Operations Center Server Connection Errors Found in Dashboard Portlets,”](#) on page 36
- ♦ [Section 3.8.4, “Icon Caching in Operations Center Dashboard,”](#) on page 36

3.8.1 Installing and Upgrading the AppManager Operations Portal

If you are installing AppManager Operations Portal, note that installation instructions have changed from previous releases, see [“Installing and Configuring the AppManager Operations Portal”](#) in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

If you have AppManager Operations Portal already installed, additional steps are required after patch installation to upgrade Control Center configurations and configure pre-existing adapters. For more information, see [“Upgrading the AppManager Operations Portal”](#) in the *NetIQ AppManager Operations 5.0 Portal Getting Started Guide*.

3.8.2 Remote AppManager Agent Events Not Synchronizing with the Operations Center Dashboard

After restarting the NetIQ AppManager adapter, any new events received from remote NetIQ AppManager 7.0.4 agents, do not display in the Operations Center Dashboard Alarms Portlet. To view updated alarms in the Dashboard, you must restart the Operations Center server.

3.8.3 Operations Center Server Connection Errors Found in Dashboard Portlets

A NOC Server is currently not accessible error message can display in some of the Dashboard portlets after release upgrade.

To resolve this issue, log out of the Dashboard and log in again, or increase the value of the `mo.remoteserver.context.keepAliveTime` property in the `formula.custom.properties` file. Note that this property affects all Operations Center users.

For more information about using the `Formula.custom.properties` file to customize configuration options, see [“Making Custom Changes”](#) in the *Operations Center 5.0 Server Configuration Guide*.

3.8.4 Icon Caching in Operations Center Dashboard

To resolve any icon caching issues that cause new icons to not show in the Operations Center Dashboard, clear the Web browser’s cache.

3.9 Technical Considerations for September 2011 Patch Release

The following technical considerations or new features apply to the September 2011 Patch Release for Operations Center version 5.0:

- ♦ [Section 3.9.1, “DName Modification for EMC SMARTS Objects,”](#) on page 37
- ♦ [Section 3.9.2, “Paging Feature Disabled in the Operations Center Dashboard,”](#) on page 37

- [Section 3.9.3, “Severity Mappings for NetIQ AppManager Adapter,” on page 37](#)
- [Section 3.9.4, “AppManager Operations Portal Integration Reverts to Dashboard Default Theme,” on page 37](#)

3.9.1 DName Modification for EMC SMARTS Objects

The DName structure for EMC SMARTS adapter elements has been modified for the support of multiple domains. After patch installation, you must recreate any links to existing EMC SMARTS objects from the Services hierarchy or in BSCM definitions.

3.9.2 Paging Feature Disabled in the Operations Center Dashboard

The Alarms portlet configuration option to paginate alarms has been removed because of performance issues.

3.9.3 Severity Mappings for NetIQ AppManager Adapter

The severity mappings for the NetIQ AppManager adapter have changed to more efficiently match the AppManager console. The following severity mappings now apply:

Operations Center	AppManager
Critical	Severe
Minor	Warning
Informational	Informational
OK	Diagnostic
OK	OK

3.9.4 AppManager Operations Portal Integration Reverts to Dashboard Default Theme

If a user closes the Web browser window or the browser tab without logging out of the AppManager Operations Portal first, the application might revert back to the Novell default theme the next time the AppManager Operations Portal is accessed.

3.10 Technical Considerations in Operations Center v5.0

The following technical considerations apply to Operations Center version 5.0:

- [Section 3.10.1, “Operations Center Installation,” on page 38](#)
- [Section 3.10.2, “Operations Center Server Configurations,” on page 38](#)
- [Section 3.10.3, “Adapter Considerations,” on page 39](#)
- [Section 3.10.4, “ORB Upgrades,” on page 41](#)
- [Section 3.10.5, “Experience Manager Considerations,” on page 41](#)
- [Section 3.10.6, “Service Level Manager Considerations,” on page 41](#)

- ♦ [Section 3.10.7, “Alarm Date/Time Discrepancy,” on page 43](#)
- ♦ [Section 3.10.8, “ConfigStore,” on page 43](#)
- ♦ [Section 3.10.9, “Performance Considerations for Console Configurations,” on page 44](#)
- ♦ [Section 3.10.10, “Dashboard Considerations,” on page 44](#)
- ♦ [Section 3.10.11, “Configuration Management System \(CMS\) Considerations,” on page 45](#)
- ♦ [Section 3.10.12, “Java Related Known Issues,” on page 45](#)

3.10.1 Operations Center Installation

Do not install Operations Center software into a directory created with spaces as there are known technical issues.

If this is unavoidable and you are installing on a Windows 64-bit platform, after completing the Operations Center software installation, copy the `bin\win64\launcher.exe` file into the `\OperationsCenter_install_path\bin` directory and rename it to replace the existing `mosformula.exe` file.

3.10.2 Operations Center Server Configurations

- ♦ [“Database Definition Backup Option” on page 38](#)
- ♦ [“Timeout Setting for Console and Server Calls” on page 38](#)

Database Definition Backup Option

When creating database definitions for the event data store, service warehouse or an external database, never set the *Function* option to `Backup`. This feature is not enabled and is scheduled to be removed.

For information about creating database definitions, see [“Creating Database Definitions, Configuring the Event Data Store, and Connecting to External Databases”](#) and [“Configuring the Service Warehouse”](#) in the *Operations Center 5.0 Server Configuration Guide*.

Timeout Setting for Console and Server Calls

After installing or upgrading to Managed Objects, add the following properties to the `Formula.custom.properties` file to set a timeout properties for calls between the Operations Center console and Operations Center server:

```
#Set CORBA Timeouts
CORBA.transactionTimeout=600000
CORBA.operationTimeout=600000
```

For more information about the `Formula.custom.properties` file, see [“Making Custom Changes”](#) in the *Operations Center 5.0 Server Configuration Guide*.

3.10.3 Adapter Considerations

Please consider the following technical issues when configuring and using the Operations Center adapters:

- ♦ [“Considerations for Adapters” on page 39](#)
- ♦ [“InterConnection Adapter” on page 39](#)
- ♦ [“BMC Remedy Action Request System \(ARS\) Adapter Considerations” on page 40](#)
- ♦ [“Computer Associates Spectrum Adapter Considerations” on page 40](#)
- ♦ [“HP OpenView Network Node i-series \(NNMi\) Adapter Considerations” on page 40](#)
- ♦ [“IBM Tivoli Application Dependency Discovery Manager \(TADDM\) Adapter Considerations” on page 41](#)
- ♦ [“Tideway Foundation Adapter Considerations” on page 41](#)
- ♦ [“SolarWinds Orion Adapter Considerations” on page 41](#)

Considerations for Adapters

Every Operations Center release can include new adapter properties for various adapter types. On upgrade, existing adapter instances do not automatically update with default values for these new properties which can cause unexpected behavior. After upgrading Operations Center, adapter definitions must be recreated to pick up new properties.

The following adapters have new properties in Operations Center v5.0:

- ♦ IBM Tivoli Application Dependency Discovery Manager (TADDM)
- ♦ Microsoft Operations Manager (MOM) and Microsoft System Center Operations Manager (SCOM)
- ♦ SolarWinds Orion

For more information on adapter properties, see the [Operations Center 5.0 Adapter and Integration Guide](#).

InterConnection Adapter

The InterConnection adapter (ICA) (formerly known as the InterCommunication adapter or the F2F adapter) allows Operations Center servers to communication through firewalls. To use the ICA, the versions of the Operations Center server must be as follows:

- ♦ Both servers must be v5.0
- ♦ One server is v5.0 and the other is v4.7

BMC Remedy Action Request System (ARS) Adapter Considerations

Please consider the following technical issues when configuring and using the BMC Remedy ARS adapter:

- ♦ An incompatibility exists when running the 32-bit Remedy libraries, as distributed with Operations Center and used by the Remedy adapter, on a Operations Center server running under a 64-bit JVM. Create the BMC Remedy ARS adapter on an Operations Center 32-bit JVM

remote container, then use a container adapter to connect from the Operations Center 64-bit JVM server. For more information about containers, see “[Using Remote Containers](#)” in the *Operations Center 5.0 Adapter and Integration Guide*.

Be sure that the BMC Remedy libraries are installed and configured correctly, following the instructions in the *Operations Center 5.0 Adapter and Integration Guide*.

- ◆ After updating the Remedy configuration file by modifying the configuration file directly, or by using *Edit Remedy Configuration* or *Show Server Information* right-click options, the adapter must be restarted.
- ◆ When removing a configured schema from a BMC Remedy ARS adapter, alarms are removed immediately for the removed schema. However, to remove the elements, the adapter must be restarted.
- ◆ Adding fields to an existing schema in Remedy Administrator won't be reflected in Operations Center until the BMC Remedy ARS adapter is restarted.

Computer Associates Spectrum Adapter Considerations

Please consider the following technical issues when configuring and using the CA Spectrum adapter:

- ◆ The CA Spectrum adapter does not support the Show Root Cause and Show Impacted features.
- ◆ When using the CA Spectrum adapter, the Operations Center Layout view displays topology views similar to those presented in CA Spectrum. Operations Center can display models and their positions and the links between them. However, Operations Center does not display the more complex pictographs that represent composite sites.
- ◆ When referencing distinguished names (DNAMES) for Spectrum elements, be sure to use the entire DName as the display names used for elements can consist of shortened names that could be duplicates. The DName is encoded with a model handle that can uniquely identify the element. Distinguished names are explained in “[Viewing Element Properties](#)” of the *Operations Center 5.0 User Guide*.
- ◆ When integrating to a CA Spectrum server containing the remote landscape server, a direct connection must be established with the Operations Center server since Computer Associate's API doesn't support the relaying of traffic from remote landscapes. Please verify all necessary appliances are configured appropriately to allow traffic.

HP OpenView Network Node i-series (NNMi) Adapter Considerations

The Operations Center HP NNMi Integration adapter requires an NNMi SDK Enablement license from HP.

IBM Tivoli Application Dependency Discovery Manager (TADDM) Adapter Considerations

The TADDM hierarchy file, `TADDMHierarchy.xml`, overwrites the hierarchy file used by the legacy Collation Cognia adapter.

With the TADDM 7.1.2 adapter, the `xml` tag attribute of `case=no` or `case=yes`, set in the `TADDMHierarchy.xml` file and traditionally used to control case of the resulting display data, is ignored.

Tideway Foundation Adapter Considerations

Unlike other adapters, the Tideway Adapter does not change to critical when the adapter loses network connectivity.

SolarWinds Orion Adapter Considerations

The SolarWinds Orion 9.1 Adapter throws the following warning in the logs but will start successfully:

```
WARN Integration.orion.Adapter: SolarWinds Orion.DefaultControl - Exception while
processing query for [_ID16_Application]: select
LTRim(RTrim("Applications"."Status")) as "elementCondition",
"Applications"."LastStatusChange...java.sql.SQLException: Invalid object name
'Applications'.
```

This warning message can be ignored.

3.10.4 ORB Upgrades

If you are upgrading from a previous release of Operations Center, see the [Operations Center 5.0 Server Installation Guide](#). Updated ORBs must be upgraded to work with the current version of Operations Center software.

If your environment consists of multiple Operations Center servers that do not share ORBs, you can upgrade one server at a time.

If your environment consists of multiple Operations Center servers that share ORBs, please contact [Technical Support \(https://www.netiq.com/support/\)](https://www.netiq.com/support/) for instructions on upgrading servers and installing two versions of ORBs. Multiple Operations Center versions cannot connect to a single ORB.

3.10.5 Experience Manager Considerations

The Experience Manager application deployment options have changed so that the full application is installed by the installer. It is no longer a requirement to have a Operations Center server running in order to run Experience Manager. There is a new mechanism for centralized patch deployment. For more information about deploying patches, see the [Operations Center 5.0 Experience Manager Guide](#).

3.10.6 Service Level Manager Considerations

- ♦ [“Agreement Objectives” on page 42](#)
- ♦ [“How Missing or Unknown Data is Handled” on page 42](#)
- ♦ [“Store Suppressed or Real-time State Changes” on page 42](#)
- ♦ [“Data Consistency on Server and Warehouse Restart” on page 42](#)
- ♦ [“Killing the Operations Center server Can Cause Data Loss” on page 42](#)
- ♦ [“Rolling Objectives” on page 42](#)
- ♦ [“Showing Service Level Outage Root Cause” on page 43](#)

Agreement Objectives

Do not create Agreement Objectives that measure the same agreement where the Agreement Objective is defined, where an infinite loop is created. Agreement Objectives are designed to measure agreements other than the one containing the Agreement Objective.

How Missing or Unknown Data is Handled

Missing or Unknown data is considered available when calculating availability and outage metrics.

Store Suppressed or Real-time State Changes

Regardless of Data Warehouse settings, the suppressed state is stored for all Historical Performance profiles that use condition-based expressions. The only exception to this is the Service Levels profile which stores real-time state of suppressed elements and suppressed state of impacted elements if the *Use suppressed element condition for performance data and Service Level calculations* option is not selected. Data Warehouse settings are configured in the Data Warehouse element's *Properties*, in *System Settings* under the *Data Warehouse* property tab.

Data Consistency on Server and Warehouse Restart

If multiple profiles are created with the same expressions for data capture (such as two profiles capturing element condition data), slight discrepancies can exist in collected data points whenever the Operations Center server or the Data Warehouse is restarted. This occurs because profiles are restarted serially.

For example, one profile might show data at 12:01pm but another profile might not have data until 12:02 pm if the second profile started at 12:02 pm. If audit alarms are stored for profiles, it is possible to confirm this has occurred by checking the profile start times against the collected audit alarm data.

Killing the Operations Center server Can Cause Data Loss

If the Operations Center server process is manually terminated rather than shutdown properly, there will be a loss of SLM data. Be sure to use the `mosstop -shutdown` command to shutdown all Operations Center services and the Operations Center server to guard against losing any unnecessary data. Note that it takes several minutes to shutdown the server because of writing queued data to the backup repository.

For more information about shutting down the server, see the [Operations Center 5.0 Server Configuration Guide](#).

Rolling Objectives

Rolling objectives are not currently supported.

Showing Service Level Outage Root Cause

When the Operations Center server or an adapter is restarted, an existing outage condition might continue if the affected element's current condition is considered an outage state and its last known state prior to stopping the server or adapter was an outage state. If this occurs, no Root Cause information for the outage is available in the dashboard SLA reports.

3.10.7 Alarm Date/Time Discrepancy

If server time is different from the management system versus Operations Center, then the date/time associated with incoming alarms could be inconsistent with the Operations Center receipt time. This can happen in cases of having management servers in a different time zone or just being behind/ ahead of the Operations Center server.

By default, alarm date/time is taken directly from the alarm information. The `UseAlarmTimesForCondChanges` adapter property can be modified, on appropriate adapters, to use the date/time that the alarm is received by the Operations Center server.

However, if feeding in a batch of old alarms, the date/time that the alarms actually occurred is probably more important. Similarly, if storing alarm information, it is probably more important to record the properties based on the alarm time versus the time that Operations Center received the alarm. However, element condition and element condition change values are affected when Operations Center receives the alarm.

The `UseAlarmTimesForCondChanges` option is available for the following adapters:

- ◆ BMC Software PATROL Enterprise Manager®
- ◆ Cisco Info Center®
- ◆ IBM Micromuse Netcool
- ◆ IBM Tivoli T/EC®
- ◆ IBM Tivoli T/EC+
- ◆ Operations Center Event Manager™
- ◆ Operations Center NOC Script™

For further information on specific adapters and associated adapter properties, see the [Operations Center 5.0 Adapter and Integration Guide](#).

3.10.8 ConfigStore

If using Windows Server 2008 R2, do not run `moscfg` while the Operations Center server is running. Stop the Operations Center server, then run `moscfg`.

The following consideration applies to using ConfigStore in a clustered environment:

- ◆ While using Operations Center in a clustered environment, you might see the following error in the logs when adding adapters to nodes. It is safe to ignore this error.

```
2010-01-25 12:06:12,688 ERROR Server - Class name missing from [Adapters] in
IniFile facade for adapters=Adapters/root=Administration Adapters.ini;
skipping.
```

```
2010-01-25 12:06:12,688 WARN Adapter.Meta.Container Connections - Cannot load
adapter from data: Adapters
```

3.10.9 Performance Considerations for Console Configurations

There can be performance implications related to activating *Show nonsource element indicators* and *Show linked element indicators* options in the Explorer pane. There can be significant overhead for these options when expanding elements that have more than 100 element children.

We recommend using these options only when required and turning them off for daily use.

3.10.10 Dashboard Considerations

The following technical considerations apply to Operations Center Dashboard:

- While the Dashboard installs by default with an embedded Hypersonic SQL database, the Dashboard must be configured to use an Oracle or SQL Server database.
- Operations Center server user and group accounts are leveraged by the Dashboard to grant user access to dashboard portal pages and Operations Center data via Operations Center portlets. If the e-mail address of a user in Operations Center is invalid, then the user will not synchronize. If the Dashboard is unable to synchronize a user account for this reason, a notification occurs alerting that the email address must be updated.

The Dashboard is unable to synchronize group accounts having a numeric-only group name.

- Although the Dashboard can be internationalized, not all language packs are included. To localize to a specific language that is not currently implemented, contact Novell Consulting.
- It is necessary to use Flash, PNG, or JPG formats in Chart Builder when using Firefox to access the Dashboard.
- Liferay Password Policies settings for Password Lockout and Password Expiration are unsupported by the Dashboard.
- In v4.6 and v4.7, when running myMO on a separate host from the Managed Objects server, or if the myMO and Managed Objects are both on the same machine and myMO needs to be accessed outside the firewall, and only the myMO port is allowed on the firewall; the following proxy setting in the `myMO_install_path/server/webapps/ManagedObjectsPortlets/WEB-INF/mo-settings.xml` file must be made in order to enable the proxy:

```
<entry>
  <string>cordacharts.useproxy</string>
  <string>>true</string>
</entry>
```

This parameter is set to `true` in `/OperationsCenter_Dashboard_install_path/server/webapps/ManagedObjectsPortlets/WEB-INF/mo-settings.xml` by default for the Dashboard in Operations Center 5.0.

- The *Impersonate User* feature as documented in “[Verifying User Permissions](#)” in the [Operations Center 5.0 Dashboard Guide](#) shows you the dashboard based on the permissions for the account you are currently logged in as, instead of based on the permissions for a user account you selected.

For further information on the Dashboard, see the [Operations Center 5.0 Dashboard Guide](#).

3.10.11 Configuration Management System (CMS) Considerations

You might experience difficulties exporting reports from CMS to Excel and Powerpoint.

If issues with the exported reports occur, do the following:

- When opening Excel reports and receiving an invalid extension warning, ignore the warning and continue to open the file. This can occur because the file is generated in XML format.
- To open Powerpoint files in MS Powerpoint 2010, rename the file changing it from a `.ppt` extension to a `.pht` extension. Open the file and save it as a `.pptx` presentation.

For further information on the Dashboard, see the [Operations Center 5.0 Configuration Management System \(CMS\) Guide](#).

3.10.12 Java Related Known Issues

`ArrayIndexOutOfBoundsException` errors have occurred in the Operations Center console when deleting and highlighting text in alarm columns. This error is harmless.

4 Discontinued Support

To meet the ever changing business needs, Operations Center is continually enhanced, including the inclusion of new adapters for connecting to other management systems. As a result, older versions of the product, as well as specific features, are periodically retired.

For information regarding supported versions of third-party management systems, databases, and other software relevant to Operations Center, see the [Operations Center 5.0 Getting Started Guide](#).

This section contains information about the discontinued support of operating systems, client platforms, databases, Operations Center releases, and certificates:

- ♦ [Section 4.1, “Dashboard Performance Portlet Discontinuation Announcement,” on page 47](#)
- ♦ [Section 4.2, “Java Runtime Environment \(JRE\) Discontinuation Announcement,” on page 47](#)
- ♦ [Section 4.3, “Spectrum 8 Adapter Discontinuation Announcement,” on page 47](#)
- ♦ [Section 4.4, “Discontinued Operations Center Console Features,” on page 48](#)
- ♦ [Section 4.5, “Discontinued Product Components,” on page 48](#)
- ♦ [Section 4.6, “Retired Adapters,” on page 48](#)
- ♦ [Section 4.7, “Software Signing Certificates,” on page 49](#)

4.1 Dashboard Performance Portlet Discontinuation Announcement

The Performance portlet will be discontinued in a future release. The March 2014 Patch Release for Operations Center version 5.0 debuts the new Charting portlet, which will replace the functionality provided in the Performance portlet.

4.2 Java Runtime Environment (JRE) Discontinuation Announcement

The April 2013 Patch Release for Operations Center version 5.0 is the last release to support JRE 1.6.0_21.

4.3 Spectrum 8 Adapter Discontinuation Announcement

The November 2013 Patch Release for Operations Center version 5.0 is the last release to support the Spectrum 8 adapter. This adapter will be removed from the product in the next patch release.

4.4 Discontinued Operations Center Console Features

Network View Technology. The library for the hyperbolic tree used in the Operations Center console Network view has been discontinued by the vendor. Due to copyright issues, we cannot fully replicate current Network view functionally. The Network view will be replaced with comparable features in an upcoming Operations Center release. At this time, we are unable to commit to the exact features that will or will not be available for the replacement Network view in its first release, however we do expect the features will evolve over time. If you have any questions or concerns, please contact Product Management.

4.5 Discontinued Product Components

This section announces any product components that are no longer supported:

- ♦ [Section 4.5.1, “Discontinued in Operations Center 5.0, March 2014 Patch Release,” on page 48](#)
- ♦ [Section 4.5.2, “Discontinued in Operations Center 5.0,” on page 48](#)

4.5.1 Discontinued in Operations Center 5.0, March 2014 Patch Release

In Operations Center 5.0 March 2014 patch release, the *Native Windows Explorer*, a feature of the Experience Manager, is no longer supported.

4.5.2 Discontinued in Operations Center 5.0

In Operations Center 5.0, the following product components are no longer supported:

- ♦ Business Technology Insight (BTI)
- ♦ PortalBuilder
- ♦ Portal Component Toolkit

4.6 Retired Adapters

Some adapters are no longer available or validated for use with the Operations Center server because vendors have discontinued support for older products. The following adapters have been retired and are no longer available as an Operations Center adapter:

- ♦ Appilog Pathfinder
- ♦ Aprisma Management Technologies SPECTRUM
- ♦ BMC Mastercell
- ♦ BMC Software MAX/Enterprise
- ♦ Collation Configna
- ♦ ConnectPoint LinkXchange
- ♦ Managed Objects Business Technology Insight (BTI)
- ♦ Relicore Clarity
- ♦ SMARTS InCharge

4.7 Software Signing Certificates

Certificates are signatures by vendors to indicate that they are the owner of a set of code or an application. Some companies only run software that is digitally signed. Novell signs its software for all product releases, including major and minor releases, as well as service pack releases:

- ♦ Major releases are certified for two years from the GA ship date. Certificates issued expire within two years of their issuance.
- ♦ Minor releases are certified using the same certificate as the major release. The exception is that minor releases shipped more than six months after the major version GA date are issued a new signing certificate that is valid for two years from the GA ship date.
- ♦ Service pack releases are certified using the same certificate as the release it services (such as major or minor).

Table 4-1 provides information regarding certificate expiration:

Table 4-1 *Certificate Expiration*

Product Version	Certificate Expiration Date
Operations Center v5.0, PB7	October 24, 2015
Operations Center v5.0	March 24, 2013
Managed Objects v4.6	April 10, 2011
Managed Objects v4.7	December 11, 2011

Operations Center does not re-sign previous GA release software. Software that has an expired certificate typically runs without issues, except that the user is warned beforehand that the signing certificate has expired, meaning the certificate can no longer be used for signing. This has nothing to do with the validity of the software code; after the code is signed, it remains valid indefinitely.

5 Enhancements and Resolved Issues

The following sections list enhancements and resolved issues for the following releases:

- ♦ [Section 5.1, “March 2014 Patch Release,” on page 51](#)
- ♦ [Section 5.2, “November 2013 Patch Release,” on page 53](#)
- ♦ [Section 5.3, “September 2013 Patch Release,” on page 54](#)
- ♦ [Section 5.4, “April 2013 Patch Release,” on page 55](#)
- ♦ [Section 5.5, “December 2012 Patch Release,” on page 57](#)
- ♦ [Section 5.6, “June 2012 Patch Release,” on page 60](#)
- ♦ [Section 5.7, “February 2012 Patch Release,” on page 67](#)
- ♦ [Section 5.8, “September 2011 Patch Release,” on page 71](#)
- ♦ [Section 5.9, “Operations Center 5.0,” on page 79](#)

5.1 March 2014 Patch Release

The following resolved issues are included with the March 2014 patch release for Operations Center 5.0:

- ♦ 808984: Interconnection Adapter F2F server becomes unstable with multiple client disconnects.
- ♦ 829604: Dashboard dashboard.trc file does not log anything.
- ♦ 834463 [FTF]: NOC/EVE: Agent not reporting critical error, stops receiving events.
- ♦ 835477 [FTF]: SMARTS8: Alarms for SYSLOG and SNMP trap are attaching to root element Adapter.
- ♦ 842921 [FTF]: SMARTS8: When will inactive alarms time out in Operations Center?
- ♦ 843216 [FTF]: Patrol Element status condition not updating.
- ♦ 844275 [FTF]: Script engine: childs not accessible within custom algorithm.
- ♦ 845310 [FTF]: Dashboard Alarms Portlet: html characters not proper escaped.
- ♦ 845575 [FTF]: Server: Can the 'remove element and relationship not referenced in export file' be mimicked in a manual script?
- ♦ 845794 [FTF]: Viewbuilder: Unexpected error invoking method importConfig on target.
- ♦ 846473 [FTF]: Server/SCM NOC server performance degrading after AMOP SCM jobs run.
- ♦ 847536 [FTF]: MOSQL Timestamp data type from BDI not populating Alarms Constructed view correctly.
- ♦ 847735 [FTF]: DB SLA status portlet does not display Charts even when selected as a Preference.
- ♦ 847987 DOC Adapter Guide: New SMARTS adapter property "ICS Domains".
- ♦ 848289 [FTF]: Configstore: Blackout calendar export gets lost during the import on different NOC server.

- ◆ 848320 [FTF]: MOSQL - Clearer and more robust logging needed in MOSQL View messages.
- ◆ 848326 [FTF]: MOSQL - Alarms Constructed view with Float datatype column does not allow data retrieval.
- ◆ 848379 [FTF]: Dashboard alarms portlet IE: Calendars for historical alarm date-range selection appearing mid-page.
- ◆ 848561 [FTF]: Dashboard Importing a an exported page into a private page for a group causes the chartbuilder portlets to fail.
- ◆ 849932 [FTF]: FX Adapter Log messages not filtered by log4g settings.
- ◆ 850064 [FTF]: BDI adapter: Serious performance problem during the stress test.
- ◆ 850517 [FTF]: NOC/BDI - Starting adapter fails to read from existing hierarchy file.
- ◆ 851384 [FTF]: Importcfg ImportSilent method not working correctly with only two parameters.
- ◆ 851655 [FTF]: EM Daemon dying for no visible reason: WARN Listener ServerListener Daemon:7777 Thread died, re-initialized.
- ◆ 851862 [FTF]: Dashboard Navigation Portlet: export links xls/pdf not working in alarms view popup window.
- ◆ 852433 [FTF]: NOC Production server stops running every 5-6 days and requires reboot.
- ◆ 852566: EVE Agent donE28099t start (Agent connection lost) after upgrade to PB7.
- ◆ 853018 [REGR]: HTML code is displayed as part of element name on SLA Status portlet.
- ◆ 853233 [FTF]: Web2Connect Unable to pull the property pages with values of all the children.
- ◆ 854690 [FTF]: Dashboard Layout portlet using flash in IE8 fails to drill down if SVG Viewer is not installed.
- ◆ 854811 [FTF]: EVE Eve Agent (file Tail) is not generate alarms from logfile on mount on NFS.
- ◆ 855216 [FTF]:MOSQL-Need a property to get a bigger limit of alarms so will not impact Client or Alarms portlet.
- ◆ 856325 [FTF]:Sentinel7 custom alarm fields are not being seen in NOC client.
- ◆ 858099 [FTF]: NOC/GUI: Client consumes all resources and hangs when accessing specific generational model in Portal View.
- ◆ 858254 [FTF]: NOC: Relationship browser fails to display element in previously stored layout type.
- ◆ 858507 [FTF]: Dashboard: Properties table fails to highlight property background correctly for decimal values.
- ◆ 858861 [FTF]: Client:Viewing historical alarms in child window messes up Alarms tab/view.
- ◆ 859070: Patch installer fails on Windows if Java is installed in a directory with spaces.
- ◆ 859881 [FTF]: CMS: Relationships browser fails to display Cyrillic characters.
- ◆ 860151 [FTF]: Dashboard Alarms portlet persisting alarms from NetCool adapter after they have been cleared out.
- ◆ 860339 [FTF]: NOC/Tomcat: "<NOC:PORT>/scripts/" list directory content.
- ◆ 861117 [FTF]: NOC/probe: mosconfigprobe can't handle multiple log directories.
- ◆ 863149 [FTF]: FX Adapter Need the FX Monitor to be started/stopped via a Windows Service.

5.2 November 2013 Patch Release

The following resolved issues are included with the November 2013 patch release for Operations Center 5.0:

- ◆ 826469 [FTF]: DB: Performance and SLA : Customizing the Weekly Time Interval option doesn't work with Dashboard portlets
- ◆ 828559: Automation Server - Client Side versus Server Side
- ◆ 829123 [FTF]: - DB - SLA Compliance portlet home page not keeping its setting after logoff/logon.
- ◆ 836233 [FTF]: Sentinel7: adapter causes Formula process to spike between 50 to 95 percent CPU constantly
- ◆ 836464 [FTF]: - Layout - Speedometer gauge not working for property on an AppManager element
- ◆ 837060 Netiq AppManager adapter causes locks on QDB, filling up tempdb log file
- ◆ 837346 [FTF]: -Scripting - "element.getStateNotes()" does not appear to work in a server side script.
- ◆ 838181 [FTF]: DASH/Portlets: Operation in alarms view points to wrong alarm ID is same
- ◆ 838473 [FTF]: - Dashboard - Dashboard Popup mechanism not driving all portlets
- ◆ 838481 [FTF]: - BDI - Delta Queries in BDI - causing Java exception: java.sql.SQLException: Missing IN or OUT parameter
- ◆ 839099 [FTF]: Dashboard/Alarms portlet - cache issue when NOC server was restarted
- ◆ 840645 [FTF]: In NOC Performance analysis tool, 'Retrieve' button for alarms keeps getting greyed out
- ◆ 840901 [FTF]: - Client - New element cannot be named the same name as an existing element upon its' action but can be renamed
- ◆ 841137 [FTF]: Dashboard: Background color does not reflect the element condition (state)
- ◆ 841872 [FTF]: Dashboard: Layout portlet failure to drive alarms portlet on same page in IE8
- ◆ 842143 [FTF]: Server - Computed property SLA not breaching correctly.
- ◆ 842774 New Dashboard action, Community Landing Page, Organization Landing Page
- ◆ 843595 [FTF]: Event Manager - Eve agents UTF-8 encoding not working for file tails of files containing UTF-8 encoded data
- ◆ 843927 [FTF]: NOC/Netcool - jconn4.jar must be updated as prevents PB6 from starting properly
- ◆ 843994 [FTF]: Universal Adapter - Right click operations for close/act hard coded for postmsg
- ◆ 844945 [FTF]: Dash/Performance Portlet: Multiple selection of same element not possible
- ◆ 845571 [FTF]: - SCM/Logging - Server.SCM.Builder.All Business Services logging set to WARN flips back to INFO after SCM job
- ◆ 847331 [FTF]: NOC Client - Client does not connect via secure SSL mode when using JRE 1.7.0_45

5.3 September 2013 Patch Release

The following resolved issues are included with the September 2013 patch release for Operations Center 5.0:

- ◆ 807081 [FTF]: Service warehouse does not recover from a database outage.
- ◆ 811418 [FTF]: NOC/Purge: Exception occurs, but manual exception thrown without root cause.
- ◆ 812384 [FTF]: Dashboard Information Portlet: Root Cause view pops a script error when trying to load.
- ◆ 815960 [FTF]: CMS/Relationship View: Browser stalls with large number of relationships to display.
- ◆ 815750 [FTF]: NOC - After migrating to Solaris, severe performance problems being seen by customer.
- ◆ 813789 [FTF]: Dashboard - Custom color set not being honored in DB Performance Portlet.
- ◆ 818156 [FTF]: Dashboard/SLA Status portlet, for calculation objective we see -100%.
- ◆ 814029 [FTF]: SCOM: Adapter fails to display alarms with an empty context.
- ◆ 818906 [FTF]: Dashboard Performance portlet - export links not working when switching to alarms view.
- ◆ 819653 [FTF]: Dashboard SLA Portlet - Outages tab does not display list of outage details.
- ◆ 819757 [FTF]: Dashboard Information Portlet does not display alarms in the alarm tab in only IE 8.
- ◆ 821649 [FTF]: SLA portlet - Agreement link produces very confusing information.
- ◆ 819809 [FTF]: Dashboard - DB does not pick up 'Change system settings' flag in NOC Client: Condition/Severity Color settings box.
- ◆ 820447: Service Model - Filters not working correctly for child elements.
- ◆ 821019 [FTF]: NetCool adapter - In Java 7, pulling up Properties for an alarm does not automatically display the Properties pane.
- ◆ 824580: NOC/AMOP adapter, query fails with read timeout on busy AMOP database, breaking adapter's functionality.
- ◆ 824773 [FTF]: NOC/script engine: adding new Host in SNMP Integrator cause classpath error.
- ◆ 823157 [FTF]: Dashboard SLA Portlet - SLA Portlet shows data one hour behind for some users other than Admin.
- ◆ 824501 [FTF]: Dashboard Timezone set on portlets is ignored.
- ◆ 819604: NOC/SLA: Objective calculation fails to provide correct health and compliance.
- ◆ 822180 [FTF]: Dashboard/SLA Compliance portlet: Class not found exception: com.mosol.Formula.Automation.AutomationActionRunScriptAction.
- ◆ 827844 [FTF]: NOC - Import of service model containing an SLA brings in unexpected children.
- ◆ 828026 [FTF]: Client: BDI Editor-NOC console crashing saving or deploying definition.
- ◆ 823112 [FTF]: Dashboard, PB5 seems to cause layout view slowness and timeout.
- ◆ 827998: NOC/Dashboard - Alarm properties window does not show anything for historical alarms.
- ◆ 829109 [FTF]: BSW - Formula.trc showing message: WARN Warehouse - ORA-00923: FROM keyword not found where expected - ERC=923.
- ◆ 829123 [FTF]: Database, SLA Compliance portlet home page not keeping its setting after logoff/logon.

- ♦ 829349 [FTF] - Database, SLA Status portlet multi-element selection needs sorting.
- ♦ 829484 [FTF]: Dashboard Properties Table portlet fails set background color.
- ♦ 832192 [FTF]: SMARTS 8: Missing alarms and state is green of all elements.
- ♦ 813486[FTF]: Spectrum Adapter is missing several attributes which can be seen on Spectro side.
- ♦ 826137 [FTF]: NOC/Import, Configuration import fails with null pointer exception.
- ♦ 829508 [FTF]: Dashboard Properties Table portlet hangs in IE, and fails to display the table.
- ♦ 833289 [FTF]: NOC/script engine: Corba exception: org.omg.CORBA.INV_OBJREF: vmcid: 0x0 minor code: 0 completed: No.

5.4 April 2013 Patch Release

The following resolved issues are included with the April 2013 patch release for Operations Center 5.0:

- ♦ 780113 [FTF]: NOC - After PB3, DWH Purge job gets stuck and never completes normally
- ♦ 786513 [FTF]: BSCM - Large BSCM job using BDI as source causing NOC to become unresponsive
- ♦ 788422 [FTF]: Dashboard - SLA portlet shows the last day of the previous month when viewing This Month compliance report.
- ♦ 790304 [FTF]: Event Manager - Client UI receiving null pointer error trying to create agent
- ♦ 790886 [FTF]: NOC/Server: out of memory - seeing a ton of org.mozilla.javascript.gen.c in daemon trace file
- ♦ 791636 [FTF]: CMS Client: Search result window displaying some CIs multiple times
- ♦ 791661 [FTF]: NOC/mosconfigprobe - adding complete list of patches in mosconfigprobe
- ♦ 792820 [FTF]: NetIQ: ERROR com.mosol.Formula.Templates.NQCCDB.SMV.SMVBuilder - Error processing layout
- ♦ 792971 [FTF]: NetIQ: FetchViewJobCnt stored procedure causing blocking in SQL Server
- ♦ 792972 [FTF]: AMOP: SCM job spams logs when one or more AM adapters are unavailable
- ♦ 793918 [FTF]: NOC/SQLView: Slow performance with more than 1000 elements in SQLView
- ♦ 794828 [FTF]: NOC:Client - Timeskew disable function not working for NOC server
- ♦ 795279[REGR]: Export action does not take in account the filter specified on Alarms tab of Information portlet and Alarms portlet
- ♦ 795281[Regr]: Refreshing historical alarms brings up real time alarms
- ♦ 795300: Cannot export alarms to pdf / excel if the element name has "&"
- ♦ 797498 [FTF]: NOC: Significant performance decrease in load stage after applying PB4
- ♦ 797591[REGR] Dashboard: Actions menu disappears on all portlets after being used to navigate
- ♦ 798124 [FTF]: NOC:SCOM 2012 adapter leaking memory in 64-bit Java JVM
- ♦ 798612 [FTF]: Information portlet: "Allow navigation above originating element" option is not working properly when it is unchecked
- ♦ 798881 [FTF]: Alarm Server - Alarm server running out of heap space
- ♦ 799006 [FTF]: NOC Import:Class relationship templates fail to update element property after configuration import
- ♦ 799891 [FTF]: Java Client - Font size change not available in Source View
- ♦ 799929 [FTF]: NOC SQLView availability view reports incorrect value

- ◆ 800112 [FTF]: Alarms Portlet - Sorting on a date field results in incorrect sort results
- ◆ 800113 - Several errors are raised on Dashboard.trc after unselecting "Enable alarm selectors and filter options" on Alarms portlet
- ◆ 801260 [FTF]: Eve: Alarm server ran out of memory during stress test
- ◆ 801558 [FTF]: Client - Some elements on Layout views over F2F not working
- ◆ 801562 [FTF]: Client complaining about java version after install or patch bundle
- ◆ 801580 [FTF]: Service Models - Bad regex expressions on matchers in formula.trc do not point to source of bad expression
- ◆ 801581 [FTF]: NOC: Events History - Comments for historical events are missing at certain scenarios
- ◆ 802167[REGR] [FTF]: NOC/SCM: rename method is mistakenly trying to rename a custom relationship, LinkElement
- ◆ 802222 [FTF]: BDI: copy/pasted database element does not create object
- ◆ 802596 [FTF]: Warehouse - Data Warehouse hanging inserting alarm records
- ◆ 802613 [FTF]: Client - Clients disconnecting from server causing server instability
- ◆ 803216 [FTF]: Configstore: Upgrade from 4.7 odb to 5.0PB4 and stops working
- ◆ 803407 [FTF]: BDI - Database definition: use of 'ssl=require' parameter in JDBC string results in error
- ◆ 803477 [FTF]: NOC/CMS - Item creation - register button not active
- ◆ 803843 [FTF]: Configstore: Client is extremely slow and trying to view Blackout calendars; client goes out of memory
- ◆ 804021 [FTF]: CMS: Linking CIs to a new community produces wrong results
- ◆ 804689 [FTF]: Client: Very slow when Access Control for Security is performed here on any Element
- ◆ 804829 [FTF]: NOC: Charts on performance tab are not synchronized when time frame is changed
- ◆ 805252 [FTF]: Client: Very slow when Accessing Calendars is performed here on any Element
- ◆ 805954 [FTF]: Event Manager - Alarm server hangs Event Data Store DB if DB error is received during journaling sync
- ◆ 805970 [FTF]: Event Manager - Alarm server journaling not committing records
- ◆ 806848 [FTF]: Warehouse - Purge leaving orphaned records in BSAAlarmElements
- ◆ 807081 [FTF]: Service Warehouse - Service warehouse does not recover from a database outage
- ◆ 807563 [FTF]: SLA portlet - Header for separate-window SLA Compliance report does not contain same element as selected in SLA Status portlet.
- ◆ 808092 [FTF]: LDAP - 5.0 LDAP query not returning max records the same as 4.7
- ◆ 808230 [FTF]: Dashboard: Special characters are not working for passwords
- ◆ 808734 [FTF]: NOC-Patrol- INFO messages are spamming the formula trace files
- ◆ 809085 [FTF]: NOC/Dashboard - Refresh button does not work on SLA status portlet
- ◆ 809199 [FTF]: SLA Portlet - Generated PDF contains wrong information
- ◆ 809218Any AppManager data stream with decimal values can't be displayed completely on NOC
- ◆ 810640 [FTF]: CMS - Class Library combo gives the user the option "All Classes" and should not

- ♦ 810816 [FTF]: NOC/LDAP: User import fails to import fullName attribute from eDirectory/LDAP
- ♦ 810837 [FTF]: Dashboard - Performance portlet not keeping any type of sorting for displaying multiple elements
- ♦ 811810 [FTF]: CMS Communities - User with Consumer rights only can move CI's to My Workspace
- ♦ 811824 [FTF]: NOC Client - java.lang.NullPointerException when opening up Server->Sessions tree
- ♦ 812187 [FTF]: NOC/FX Adapter: property filemaxage within fxmonitor.xml causes null pointer exception
- ♦ 815049 [FTF]: Eve Alarm Server - Timestamps in Event Data Store DB are in milliseconds and not seconds when DB goes off and back online

5.5 December 2012 Patch Release

The following resolved issues are included with the December 2012 patch release for Operations Center 5.0:

- ♦ CR729598 [Regr] Layout: In the Dashboard, when any rendering error occurs on NOC Server while building SVG content, the Layout.
- ♦ CR756031 [FTF]-[REGR]-MSMOM 2007: Adapter does not start after post PB4 patches.
- ♦ CR757391 [FTF]BEM: Recorder times out with socket closed and EOF errors.
- ♦ CR758484 [FTF] NOC/Purge: Sybase optimizations.
- ♦ CR760350 [FTF] Band command with invert="yes" doesn't work in algorithms.
- ♦ CR761664 [FTF]- User sessions locked by warehouse.
- ♦ CR764570 [FTF] - Dashboard - SLA Portlet: Outages show no Outage info, Duration field=Description field.
- ♦ CR765596 [FTF] - BSCM - BSCM using hierachy file removes matched elements when run with Merge reconciliation policy.
- ♦ CR766401 [FTF] BSM/Client: Netcool Adapter stop does not cleanup element status.
- ♦ CR766713 [FTF] SQL Exception when starting Netcool adapter.
- ♦ CR766731 [FTF] - Dashboard - SLA Portlet: Availability shows 100% on upper level, drill-down shows value of 99.995 for same time.
- ♦ CR766739 [FTF] - Netcool/OMNIBus adapter randomly restarts after showing "ERROR Adapter.Netcool.Console:IBM Netcool/OMNIBus.
- ♦ CR767532 [FTF] - SLA Status portlet - Very poor performance sporadically with SLA Status Portlet links.
- ♦ CR767620 [FTF] NOC/ScriptingEngine: fscript/Scripting engine does not return an error number.
- ♦ CR767673 [FTF]Client:LDAP connection properties missing in GUI after server restart.
- ♦ CR769337 [FTF]-Dashboard: Navigation portlet loses the starting point when switching TABs.
- ♦ CR769450 [FTF] - Dashboard - Upon startup, ERROR com.mosol.selftest.impl.TestSuiteScriptExecutor - Error when parsing.
- ♦ CR769602 [FTF]Configstore: Element with custom relationship template not correctly imported.
- ♦ CR769605 [FTF] BSM/Portalbuilder/performance Portlet: displays different value for SLA data on same month when changing from 5.

- ♦ CR770388 [FTF] NOC/Warehouse: PerfException: DB2 SQL error: SQLCODE: -514, SQLSTATE: 26501, SQLERRMC: SQL_CURSH200C9.
- ♦ CR770753 [FTF] - Import - Unexpected exception occurred while dispatching queued transaction events.
- ♦ CR771251 [FTF] - CMS - When clicking on 'Timeline' for a community, user gets "WARN http-80-1 Application.CMS - [admin:2]:
- ♦ CR771396 [FTF]-BDI:Spewing of trace files:No database setting provided; access to tables might be impaired.
- ♦ CR771422 [FTF]-Dashboard: Using other profiles breaks product in many ways.
- ♦ CR771852 [FTF] CMS: Home section shows the number of all objects in all Community even private.
- ♦ CR772014 [FTF]CMS Client:Consumer can move CI from private community into his workspace and then remove it.
- ♦ CR772033 [FTF]CMS: CI search returns more results than expected.
- ♦ CR772217 [FTF] Dashboard/layoutview: Warnings about duplicated id in formula.trc when accessing dashboard layout view.
- ♦ CR772675 [FTF]-Dashboard: Navigation portlet loses state at level 4 and children at level 5 and below.
- ♦ CR772678 [FTF] - EVE Config Mgr - Starting Eve config manager causes NOC to miss heartbeat from mosdeamon.
- ♦ CR772680 [FTF] - NOC Install/Patching - 5.0 Install and no patch bundles clean up known 4.7 ../classes/ext jar files during.
- ♦ CR772692 [FTF] - Spectrum - Nothing showing up under Universe in the Spectrum elements.
- ♦ CR773089 [FTF] - NOC - NOC server suddenly reaped all sessions on Production server, thread dumps show Session Cleanup Queue.
- ♦ CR773208 [FTF] CMS: Home section shows events of all communities to user.
- ♦ CR773297 [FTF] TimeoutException: write lock could not be acquired, when using Oracle config store.
- ♦ CR773298 [FTF] Script exception, DTD error when accessing "Edit Remedy configuration", compatibility problem.
- ♦ CR773385 [FTF] NOC/SLA: Delay in processing, duplicate rows in breaches and missing rows in historical breaches.
- ♦ CR774090 [FTF] DB: Alarms per page preferences option wont persist for already existing portlets after PB3 upgrade.
- ♦ CR774119 Not possible to change or add new starting point element on portlets which are pointing to a remote server.
- ♦ CR774256 [FTF] - Event Manager - Threshold events show wrong accumulation count (0) when threshold is reached.
- ♦ CR774273 [FTF] - NetCool - Connection issue with NetCool adapter caused all clients to be forced off and not reconnect.
- ♦ CR774881 [FTF]-LDAP - cannot import ldap users or groups under 5.0PB3 - works fine in 4.7.
- ♦ CR775120 [FTF] - DB - SLA Portlet will not correctly save timezone that user sets.
- ♦ CR775308 [FTF] - SLA portlet - Open SLA Compliance information in new window checkbox shows incorrect data in resulting window.
- ♦ CR775853 [FTF] NOC/Warehouse: SQL exception deadlock - warehouse error count increases.

- ♦ CR775886 [FTF]-DB: Properties portlet with remote profile not displaying data.
- ♦ CR776445 [FTF] DB: SLA portlet shows drill down page instead of the main page, after navigating in the drill down page that opens.
- ♦ CR776639 Dashboard: Do not alter changeable flag on default password policy.
- ♦ CR777160 [FTF]-FX adapter severity->sevRule->script problems results in NPEs and script/parse errors.
- ♦ CR777261 [FTF] NOC/Warehouse: element matcher for alarm profile is ignored, performance decreased - affecting purge and insertion.
- ♦ CR777328 [FTF]SLA status portlet does not show the correct SLA value in the portlet for children.
- ♦ CR778280 [FTF] BSM/Portalbuilder: Sequencing of alarms done improperly in Formula information portlet - third page 60-110 instead.
- ♦ CR778523 [FTF] Dashboard/SLA Status Portlet: home page function is not working.
- ♦ CR779058 [FTF] Dashboard/SLA Status Portlet: inconsistencies between month/week/day view.
- ♦ CR779338 NOC: No elements under metamodel.
- ♦ CR779989 [FTF]NOC/AppManager:Adapter with pending IO cannot be stopped and hangs forever.
- ♦ CR780106 [FTF]Client: Unable to wildcard search for unmanaged elements after PB3 update.
- ♦ CR780323 [FTF] - Dashboard - PDF link on SLA Status Portlet not working; produces errors.
- ♦ CR780783 [FTF]Webservices: WebServices Guide shows this URL link for additional docs and does not work.
- ♦ CR780787 [FTF]CMS:Fails to perform request when listing CIs via Home Tag Cloud link.
- ♦ CR781263 [FTF] - NOC Client, Client connection lost and cannot be reconnect.
- ♦ CR781317 [FTF] NOC/Dashboard: Properties portlet does not show source element names.
- ♦ CR782108 [FTF] - Dashboard - Navigation portlet not displaying Russian/Cyrillic characters.
- ♦ CR783029 Event Manager: [FTF] feature for closed alarms log to database not working at all.
- ♦ CR783035 [FTF] NOC: Sorting of Historical alarms stored in Events store is not working properly, only happens if sorted by.
- ♦ CR783250 [FTF] NOC BDI: setting up performance metrics through BDI shows wrong data.
- ♦ CR784088 [FTF]Client - Pause alarms function has changed between PB2 and PB3.
- ♦ CR784236 [FTF] NOC/Jobs: ldap groups are not updated via job scheduling.
- ♦ CR784310 [FTF] - EVE - Eve and Suppression fail when Event Data Store DB goes offline and does not recover with DB is restored.
- ♦ CR784315 [FTF] - LDAP - Importing users via LDAP in 5.0 PB3 returning all matches and not excluding currently loaded users.
- ♦ CR784321 [FTF] - Client Automation - Client automation causing span in java console, not playing sound and sometimes popups do.
- ♦ CR784436 [FTF]Dashboard: SLA Status portlet fails during drag & drop in IE8 and generates error.
- ♦ CR784751 [FTF] NOC:Automation Server not sending out emails reliably.
- ♦ CR784938 [FTF] - Client - Client slow closing alarms.
- ♦ CR785391 [FTF] - Dashboard - PDF link on SLA Status Portlet not working; produces errors.
- ♦ CR786513 [FTF] - BSCM - Large BSCM job using BDI as source causing NOC to become unresponsive.

- CR787173 [FTF]NOC/Automation:Resolver fails to set an element property.
- CR787441 [FTF] CMS: Two identical CIs should not be allowed to exist in the same workspace.
- CR787468 [FTF] Dashboard/SLA Status Portlet: inconsistencies between month/week/day view.
- CR788422 [FTF] - Dashboard - SLA portlet shows the last day of the previous month when viewing This Month compliance report.
- CR790304 [FTF] - Event Manager - Client UI receiving null pointer error trying to create agent.
- CR790886 [FTF] NOC/Server: out of memory - org.mozilla.javascript.gen.c.
- CR791636 [FTF]CMS Client: Search result window displaying some CIs multiple times.
- CR792820 [FTF]-NetIQ: ERROR com.mosol.Formula.Templates.NQCCDB.SMV.SMVBuilder - Error processing layout.
- CR792971 [FTF]NetIQ: FetchViewJobCnt stored procedure causing blocking in SQL Server.
- CR792972 [FTF] AMOP: SCM job spams logs when one or more AM adapters are unavailable.
- Bug 794175 - [FTF] - NOC - Import message: WARN Adapter.Formula.Group - Don't know what to do with this kind of relationship event.

5.6 June 2012 Patch Release

The following resolved issues are included with the June 2012 patch release for Operations Center 5.0:

- CR634863 [FTF] - BSM - Sybase BSW historical alarm storage very, very slow.
- CR639231 FTF MO:clustered node display lost the "show child relationship" setting after running BSCM job on coordinator.
- CR643164 [FTF]-BDI: Adapter property Minimum Max Active DB Connections is not being respected.
- CR647062 [FTF] Recalc engine is taking long time for element condition recalculation after Upgrade to 4.7.
- CR654149 FTF - BEM - Adapter does not start because of host name issue in BEM DB.
- CR655819 [FTF] myCMDB 4.7 - Creating Relation List of CIs is Limited to 500 Results.
- CR662806 [FTF] - BSM - WARN Server.Config.JDO.Entry - Could not load name of entry spamming formula.trc.
- CR665120 [FTF] BSM/NOC Automation:Alarm events fail to trigger automation script under specific filter condition.
- CR665715 FTF - EVE - Processes started by an agent using the Eve process source not always terminating when agent stops.
- CR665716 [FTF] - Server: Non-admin users cannot assign alarms.
- CR667104 [FTF] Navigation portlets fails to display some elements.
- CR669939 [FTF] TEC+ adapter: Fails to list alarms when display filter is 'General->Comments'.
- CR670706 [FTF]- BSW-Purge is using excessive locks and memory for Purge process on backend SQL2008.
- CR672112 [FTF] MODL/XML Editor causes exception and breaks file when international chars are used.
- CR674356 Recon Adapter showing duplicate machine elements after November Patch upgrade.
- CR679766 [FTF] - FX Monitor - if a childtag XML tag has a line break, then it is completely ignored.

- ♦ CR683533 [FTF] - Server: Client sessions terminating because of exceeding session callback queue size.
- ♦ CR684232 [FTF] Calculation objective with element property doesn't work as expected.
- ♦ CR684254 [FTF] - Client - Text on the Observations field in the Portal view is cut off with no way to expand it.
- ♦ CR684487 [FTF] BSM/MO TEC+ Adapter: alarm slot/property output is empty within MO client.
- ♦ CR684504 [FTF] NOC/Server: Daylight Saving Time changes ignored.
- ♦ CR684930 [FTF] myMO property table view settings does not persist with refresh.
- ♦ CR684950 FTF - Client - Clients connecting to server when not at same patch level.
- ♦ CR684964 FTF - Service Models - Unclearable ghost alarms in service model.
- ♦ CR685517 [FTF]-Novell Zenworks Adapter ignores ZCM Policy Folder structures.
- ♦ CR687962 [FTF] - BSLM - All Historical SLA Breaches appearing under an element even if they do not belong to that element.
- ♦ CR688222 [FTF]-BDI- On deploy fails to run and create alarms, throws errors.
- ♦ CR688729 [FTF] BSM/Integration: SCOM adapter hangs - status green, but no alarms are coming in.
- ♦ CR688796 FTF 4.7 BSM: logging repeated dups as occurred X times cannot be turned off.
- ♦ CR689346 [FTF] - BSM - SMARTS Adapter Error: Remote exception retrieving display name for element.
- ♦ CR690565 Console memory leak in alarm view.
- ♦ CR691092 Server: Duplicate alarm listeners being added to elements.
- ♦ CR691201 Server: Stale listeners not being removed from elements.
- ♦ CR691602 [FTF] BSM/Integration: BMC Event Manager adapter lost connection - status still green and trying to reconnect.
- ♦ CR691818 [FTF] myMO user/group synchronization throws null pointer exception.
- ♦ CR691923 [FTF] BSCM: Generation breaks links to source elements.
- ♦ CR692241 Server: SessionImpl is re-ordering events to be sent to the client.
- ♦ CR692894 [FTF] BSM/Console: Right-click menu not appearing for "Performance View -> Charts".
- ♦ CR693237 [FTF]-BSLM:SLA Status Report shows NA for some days when it should not.
- ♦ CR693410 Alarm console not showing the same alarm counts - Alarm Sync.
- ♦ CR693515 [FTF] - myCMDB - Error message: Exception: The error was: (TypeError): d is null appears if Community has no members.
- ♦ CR694086 [FTF] -Automation: Duplicate emails being sent for same alarm on Service Model.
- ♦ CR694351 Client: Client alarm count might get out of synch with the Server Element's alarm count.
- ♦ CR694362 FTF - Netcool - Adapter defaults to ACK=YES if ACK is in any other language other than English.
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- ♦ CR695114 [FTF] Client: rclick dropdown menu for EVE agent not updated correctly when agent's status changes.

- ♦ CR695723 [FTF] - BSM - SMARTS Observer TaskLogger continues to grow.
- ♦ CR695772 Client session processing has a hard sleep in the main loop.
- ♦ CR696121 BSM-data not written to warehouse after applying rollup patch 650194.
- ♦ CR696349 [FTF] FScript: after applying postPB2 mini-bundle, empty element's property returns "undefined" string.
- ♦ CR696609 [FTF]myMO:Layout portlet goes to temporarily unavailable when changing action to Alarms.
- ♦ CR697044 [FTF] BSM/Console: Performance graphs refresh option in MO not working as expected.
- ♦ CR697162 [FTF] JavaClient:Some element's properties not displayed correctly for OSS-RC adapter.
- ♦ CR697767 [FTF]-BSCM: Use of Merge Policy with Hierarchy file results in broken link at last level.
- ♦ CR698320 [FTF] - myMO - ACL Synchronizer / myMO (Liferay) dashboard mangles userids imported from an integration engine.
- ♦ CR698465 [FTF] JavaClient:SLA status not displayed correctly in Portal View.
- ♦ CR698583 4.7PB3: MO:web2connect - fails to retrieve (Netcool) alarms from a remote container.
- ♦ CR699048 [FTF] JavaClient:Bookmarks in Performance view not being stored permanently.
- ♦ CR699382 [FTF] - BSW - BSW enters Backup Mode because of Session Lock in Oracle on BSA_Elements table.
- ♦ CR701541 Password expiry warning dialog blocks logins to the client.
- ♦ CR701632 [FTF] - Editing properties in Performance and properties table portlet causes null pointer exception.
- ♦ CR701858 [FTF] Chart with no Title Mouse over message occurs on Performance portlet and Chart Builder portlet.
- ♦ CR701863 [FTF] Getting duplicate data point in myMO performance portlet graphs.
- ♦ CR703948 [FTF] - myMO - Clicking "Sign Out" link takes a long time to complete.
- ♦ CR704122 [FTF]myMO:Layout portlet fails to sync when remote user is logged more than once.
- ♦ CR704229 [FTF] - BDI - Deployed adapter not keeping algorithm properties set within the definition.
- ♦ CR704246 [FTF] - BDI - Edit Custom Algorithm window does not resize on Solaris client.
- ♦ CR704484 [FTF]-BEM: On windows BEM monitor will zero out the servers.xml file if process is killed.
- ♦ CR704486 Thread pool tasks stall randomly.
- ♦ CR704489 [FTF] myMO: Layout Portlet->Alarm View, losing filter settings.
- ♦ CR704619 [FTF] myMO:Alarm portlet fails to display right-click Alarm Operations menu.
- ♦ CR704946 [FTF]-BSM:Server - Security Vulnerable found in web.xml for trace/track methods.
- ♦ CR704998 [FTF] - Server - ORA-01400: cannot insert NULL into ("WL0P_OWNER"."BSAADAPTERS"."ADAPTERID").
- ♦ CR705218 [FTF]-Rename of class name retains the properties even though they are hidden.
- ♦ CR706733 [FTF] BSM: Memory leakage landed MO Server to use all available memory.
- ♦ CR707102 [FTF] myMO: Options Menu not working on Performance Portlet after PB3 applied.
- ♦ CR707741 [FTF] - BDI - BDI Adapter not fully presenting elements after 4.7.0 PB3 installed.

- ♦ CR708279 [FTF] MyMO: Navigation Portlet Status Color Out-of-Sync.
- ♦ CR710400 [FTF] Navigation portlet: when the page “auto-refreshes” it doesn't bring tree to it's previous state.
- ♦ CR710738 Myprobe does not work if there are no patches.
- ♦ CR710751 [FTF]-myMO: MOWEB2CON is not parsing special characters in an objects dname properly.
- ♦ CR711067 [FTF]-timeManagement file gets corrupted.
- ♦ CR712638 [FTF]myMO:Refresh portlet resets filter in Alarm portlet.
- ♦ CR713221 [FTF] - BSM - Need non-UI based method to modify and delete outage records.
- ♦ CR713234 [FTF] BSCM.Builder thread is CPU intensive.
- ♦ CR713813 [FTF] - myMO - Layout Portlet: remembers selected object between portlet instances.
- ♦ CR714756 [FTF]myMO: dashboard login fails for imported AD users.
- ♦ CR715489 [FTF]-BSW: huge queuing on BSW and SLA reports running very very slow.
- ♦ CR715534 [FTF]-Metamodel: renaming of class name and using Relationship Templates failing.
- ♦ CR716239 [FTF] - SLA - Recurring message appearing: WARN Performance.Objectives - Next interesting time is in the past.
- ♦ CR716792 [FTF] - ACL - NullPointerException when trying to view user profiles on the MO client.
- ♦ CR717141 FTF - Analyzer - Walking element tree in Analyzer is slower than walking elements tree in the client.
- ♦ CR717553 Performance bottleneck from alarm profiles to warehouse queue.
- ♦ CR717880 [FTF]-EVE:Eve.Agent- Rule set processing disabled - out of memory being thrown.
- ♦ CR719030 NetIQ E28093 Server group name (Element) with E2809Cquotation marke2809D is not possible to browse the next level from.
- ♦ CR719557 [FTF] - Server - Post PB3 formula.trc message: ERROR.
com.mosol.util.CryptoAppender - No writer set for the appender named.
- ♦ CR719870 [FTF] - BSM - MOWEB2CN: How to query performance data.
- ♦ CR719919 [FTF]-Eve: Agent manager will not work with an Eve.custom.properties file on Windows.
- ♦ CR720430 [FTF] - ChartBuilder - ChartBuilder portlets extremely slow for the volume of alarms on reported element.
- ♦ CR720904 [FTF] MyMO/SummaryPortlet: Switching to alarms view shows error: Summary is temporarily unavailable.
- ♦ CR721584 Client error recovery.
- ♦ CR722724 [FTF] - NOC - Dashboard - Javascript errors on Dashboard page noted by IE.
- ♦ CR723359 NOC, Dashboard and CMS probe improvements.
- ♦ CR724840 [FTF]Security:Invalid and weak certificate provided by Server for secure communication.
- ♦ CR724988 [FTF] Alarms not cleared from parent after Suppression ends for child elements.
- ♦ CR725261 [FTF] - NOC - DASHBOARD - MOSvgScriptUtils.fs script truncates dnames when pop-up new windows and drive other portlets.
- ♦ CR725818 Dashboard Service fails to start after a Windows 2003 Server R2 restart.
- ♦ CR725832 Dashboard: User do not see their group's default Tab.

- ♦ CR726831 [FTF] BSM/BDI-Adapter: Root Element is not showing correct status.
- ♦ CR726908 [FTF] - myMO - Chart Builder repeatedly issuing 'Could Not Load Appearance File' message.
- ♦ CR727139 [FTF] - NOC - Dashboard - Supporting unique namespaces for imported community in Dashboard.
- ♦ CR727395 [FTF] - BSLM - Manual Outage in client is NOT Reflecting Unavailability in SLA Portlet.
- ♦ CR727480 [FTF] MyMO: Support Push Functionality for Navigation portlet.
- ♦ CR727991 [FTF] BSM/Client: No word wrap for tooltip and title when element reason is too long to display.
- ♦ CR728062 Layout: In the Dashboard, when any rendering error occurs on NOC Server while building SVG content, the Layout View.
- ♦ CR728683 [FTF]Dashboard/Alarms:Missing pause alarms functionality if alarms operations deselected.
- ♦ CR729591 NOC, Dashboard and CMS probe improvements.
- ♦ CR729610 [FTF]NOC/BDI:Element class and icon not preserved during BSCM job.
- ♦ CR730510 [FTF]-WARN Server.Config.JDO.Config - Data store error occurred during lookup of id 13825845.
- ♦ CR730560 [FTF]-AppManager integration - problem with XML Translation.
- ♦ CR731141 [FTF]-AppManager Adapter: Closed Alarm Behavior.
- ♦ CR733050 [FTF] NOC/Client: Problem with Element selection on exporting configuration.
- ♦ CR733463 [FTF] EMC SMARTS - Event subscriptions doesn't work properly; results from same subscriptions on a 4.5 and 4.7 server are.
- ♦ CR733832 [FTF] - Last Reported time not updating for elements in the Element tree using BDI Adapter.
- ♦ CR735155 FTF - Recalc Engine - Recalc engine spinning and element condition changes getting behind.
- ♦ CR735402 [FTF]-BSCM editor - checkbox for logging not working as expected.
- ♦ CR735655 [FTF] BSM/Client: Managed Objects client dies after a few hours.
- ♦ CR736550 FTF - Performance Profiles - Not all performance profiles working on system start.
- ♦ CR736821 Client:Moving elements under Service Models does not correctly update explorer panel.
- ♦ CR736887 [FTF] - NOC Client - Custom login screen needs updated for customer.
- ♦ CR737163 [FTF] - NOC - NetIQ adapter not showing certain performance series.
- ♦ CR737164 Web2Connect should accept base 64 encoded dnames.
- ♦ CR737808 [FTF] NOC/DB: Element Properties displaying unnecessary and duplicate info for few properties.
- ♦ CR738071 [FTF] NOC/Server: constantly increasing old gen memory and heavy activity in perm gen.
- ♦ CR738304 [FTF] MyMO/Portlets: Novell Operations Center is currently not available.
- ♦ CR738700 [FTF] - myMO - Chartbuilder Edit side throws error - Error while generating template file.
- ♦ CR738794 [FTF] - myMO - Summary/Alarms and Navigator portlet on the same page - slow rendering on first hit.

- ◆ CR738824 [FTF] myCMDB: After linking a CI to a new community, it doesn't show up in the "classes" listing for this community.
- ◆ CR738925 [FTF] myCMDB: JavaScript error in search if result set is >500.
- ◆ CR739528 BSW does not de-duplicate alarm close events.
- ◆ CR740022 [FTF]-CMS:Performance.Engine - Unexpected exception performing change event query.
- ◆ CR740782 [FTF] Dashboard: Setting RMHyperQueryService to debug will throw an exception when constructing a debug message.
- ◆ CR740816 [FTF] NOC/Client: Server->Import configuration pop-up require resize and header adjustment.
- ◆ CR742204 [FTF] - SNMP Integration 'timeticks' datatype conversion within the integration issue.
- ◆ CR742382 [FTF]-MOweb2cn parsing issue when trying to pull Object properties.
- ◆ CR742847 [FTF] NOC/Dashboard: Chartbuilder ApFile errors for specific elements.
- ◆ CR743051 [FTF] BSM/Portalbuilder: same SLA Data for each day after installing PB4.
- ◆ CR743615 [FTF]-TimeManagementConfig - Unable to load calendar - Content is not allowed in prolog.
- ◆ CR743641 Customizer cannot configure the daemon shell.
- ◆ CR743778 [FTF]NOC Version Tracking:Baseline compare fails to display expected information.
- ◆ CR743868 NOC makes unnecessary network calls before element condition change events are propagated.
- ◆ CR744103 [FTF] BSM/importcfg: Error "ORB already destroyed" occurs when import runs after restart of MO.
- ◆ CR744965 [FTF] NOC/JNLP: When launching client communication exception get thrown in formula.trc.
- ◆ CR745885 [FTF] myCMDB: getting error loading data when viewing relationships and incorrect user role.
- ◆ CR746205 [FTF]-NOC-Threads stalling in JMSQueuedRepository because of no timeout on ActiveMQ sync sends.
- ◆ CR746779 [FTF] myCMDB: "Show All" link for the tag cloud vanishes for certain display/screen resolution.
- ◆ CR747449 [FTF] - Multiple warehouse threads waiting to lock JMS queue.
- ◆ CR747652 [FTF] NOC/DB: Multiple instances of Home Element displayed on portlet configuration.
- ◆ CR747675 [FTF] BSM/netcool adapter: element conditions - after upgrade from PB2 to PB4 the highest alarm severity is not reflected.
- ◆ CR748070 [FTF] BSM/Layout-View: Duplicate ID's generated when editing layout view.
- ◆ CR748136 [FTF]-BSW - purge is broken because it's not deleting any records.
- ◆ CR748292 [FTF] BSM/Server: java.util.ConcurrentModificationException.
- ◆ CR749132 [FTF] NOC/SCOM: new SCOM adapter - cannot resolve alarms via script.
- ◆ CR749668 [FTF] - JMS queue is being jammed causing BSW queue to back up very quickly.
- ◆ CR749685 [FTF] - NOC: After applying PB2, matchers become stuck and prevent NOC server complete startup.
- ◆ CR749927 [FTF]-layout view recipe is not correctly setting the sorting options when trying to specify maxChildren AND sort order.

- ♦ CR750657 [FTF] NOC/DB: wrong column heades on export from alarms portlet.
- ♦ CR750748 [FTF] myCMDB: Invalid classes are shown in the register CI using “create” link in relationship builder, for creating end.
- ♦ CR750782 [FTF] myCMDB: java script error when using “create” link and “search” in relationship builder.
- ♦ CR750818 [FTF] myCMDB: User with consumer rights are allowed to create relationships between CIs.
- ♦ CR751250 [FTF] BSM/BDI: sybase database connection succeeds and adapter status is green even database name is invalid.
- ♦ CR751545 [FTF] NOC/Warehouse: Warehouse in critical state, queue increasing.
- ♦ CR751899 [FTF] myCMDB: it's possible to modify a class when creating a new CI.
- ♦ CR752928 [FTF]-Automation: Automation Server Filter property not saved.
- ♦ CR752941 [FTF] - ACL UI - Problems with creating/maintaining groups in NOC 5.0 with PB2 installed.
- ♦ CR753410 [FTF] - NOC - Formula trc spammed with: WARN Server.Config.JDO.Entity - Could not load attributes of entry.
- ♦ CR753541 [FTF] NOC/Client: Severity status not changed on properties page “Status”.
- ♦ CR754073 [FTF] NOC/Configstore: Import fails to remove elemenst which are not referenced.
- ♦ CR754349 [FTF]NOC/SCOM: Adapter is consuming all server memory when installed in 64-bit Java VM.
- ♦ CR754541 [FTF] NOC/GUI: not getting updated properly after a delete operation is performed on a alarm.
- ♦ CR754834 [FTF] - BSW - Excessive I/O against Sybase during querying.
- ♦ CR754837 [FTF]-BSW: java.sql.SQLException: Prepared or callable statement has more than 2000 parameter markers.
- ♦ CR755389 [FTF]Client:Problem creating new LDAP connection.
- ♦ CR755476 [FTF]-[REGR]-BSD:Exception received while checking database health for Business Service Dashboard - Cannot create.
- ♦ CR755676 [FTF]NOC/Configstore:Import ignoring existing relationship templates.
- ♦ CR755742 [FTF] Dashboard: Time zone setting in SLA portlet is not working properly.
- ♦ CR756478 [FTF] Performance portlet not working for multiple elements with bar chart option.
- ♦ CR756976 [FTF] BSM/Purge: when purge job runs with errors, status on BSW Historical Data Purge view is not reflecting this.
- ♦ CR757375 [FTF] - Configstore - ERROR Adapter.Meta.VDBElement - Unexpected error ocured initializing view.
- ♦ CR757382 Sybase: Slow historical alarm query.
- ♦ CR757481 [FTF] NOC/Server: formula server stopped.
- ♦ CR757615 [FTF] - Formula.trc - ERROR Adapter.Meta.GroupElement - Attribute not found: com.mosol.ORB.Formula.NotFound.
- ♦ CR758289 [FTF]:Dashboard-Research client side right-clicks to see if we support as per doc.
- ♦ CR758580 [FTF] SQL Exception in trc file after upgrading to pb4+ mini bundle.
- ♦ CR758915 [FTF]-BSW:Warehouse - Exception: Transaction (Process ID 52) was deadlocked on lock resources with another process.
- ♦ CR759099 [FTF] Need to know how to send foreign characters through NOC Universal adapter.

- ♦ CR759152 [FTF] - Hyper.trc - WARN Performance.Engine.Hyper.Normal - Expansion problem: [Cannot expand -- no offers on element].
- ♦ CR759313 [FTF] BSM/Client: alarm properties not completely printing.
- ♦ CR759316 [FTF]myMO:Alarms portlet fails to display journal properties of Netcool adapter.
- ♦ CR761114 [FTF] NOC/Warehouse: com.mosol.util.db.DropForeignKeyConstraint - Exception: Constraint not found.
- ♦ CR761495 [FTF] myCMDB: "View more" link through "Relate CI" search throws script error.
- ♦ CR761608 [FTF] NOC/DB: Timezones missing on SLA portlets.
- ♦ CR761932 [FTF]Adapter NetIQ: Fails to stop and duplicate Master views on second start of adapter.
- ♦ CR762181 [FTF] - Dashboard SLA Status portlet - Outages list missing data from several fields.
- ♦ CR762496 [FTF] NOC/Event Manager: Alarms do not persist.
- ♦ CR763945 [FTF]:Eve Assign alarm feature is failing - nothing happens.
- ♦ CR764193 ConfigStore-Apparent Deadlock messages appearing while NOC server is up.
- ♦ CR764665 [FTF] BSM/Client: client hangs when trying to add comment on alarm for netcool adapter.
- ♦ CR765088 [FTF] NOC/Event Manager: Wrong time stamp in Eve alarms after read from Event Storage.
- ♦ CR765439 [FTF] Dashboard/Customizer: Duplicate myMO Log settings appearing in the Customizer.
- ♦ CR765516 [FTF] NOC/Algorithm Editor: expand by click on '+' icon is not working.
- ♦ CR765960 [FTF] SCM: Oracle not closing connections after PB2 mini bundle.
- ♦ CR766727 [FTF] - Dashboard - SLA portlet will not honor scheduling; won't run on time.

5.7 February 2012 Patch Release

The following resolved issues are included with the February 2012 patch release for Operations Center 5.0:

- ♦ CR639231 FTF MO:clustered node display lost the "show child relationship" setting after running BSCM job on coordinator.
- ♦ CR643164 [FTF]-BDI: Adapter property Minimum Max Active DB Connections is not being respected.
- ♦ CR647062 [FTF] Recalc engine is taking long time for element condition recalculation after Upgrade to 4.7.
- ♦ CR654149 FTF - BEM - Adapter does not start because of host name issue in BEM DB.
- ♦ CR662806 [FTF] - BSM - WARN Server.Config.JDO.Entry - Could not load name of entry spamming formula.trc.
- ♦ CR665120 [FTF] BSM/NOC Automation:Alarm events fail to trigger automation script under specific filter condition.
- ♦ CR665624 [FTF]-BSCM using hierarchy file removes group and matched elements when ran with Merge Reconciliation Policy.
- ♦ CR665715 FTF - EVE - Processes started by an agent using the Eve process source not always terminating when agent stops.
- ♦ CR665716 [FTF] - Server: Non-admin users cannot assign alarms.

- ♦ CR667104 [FTF] Navigation portlets fails to display some elements.
- ♦ CR670706 [FTF]- BSW-Purge is using excessive locks and memory for Purge process on backend SQL2008.
- ♦ CR672112 [FTF] MODL/XML Editor causes exception and breaks file when international chars are used.
- ♦ CR674356 Recon Adapter showing duplicate machine elements after November Patch upgrade.
- ♦ CR675082 [FTF] - BSM - Data Warehouse goes into backup mode - integrity constraint violated - parent key not found.
- ♦ CR679766 [FTF] - FX Monitor - if a childtag XML tag has a line break, then it is completely ignored.
- ♦ CR683533 [FTF] - Server: Client sessions terminating because of exceeding session callback queue size.
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- ♦ CR689346 [FTF] - BSM - SMARTS Adapter Error: Remote exception retrieving display name for element.
- ♦ CR690565 Console memory leak in alarm view.
- ♦ CR691092 Server: Duplicate alarm listeners being added to elements.
- ♦ CR691201 Server: Stale listeners not being removed from elements.
- ♦ CR691602 [FTF] BSM/Integration: BMC Event Manager adapter lost connection - status still green and trying to reconnect.
- ♦ CR691923 [FTF] BSCM: Generation breaks links to source elements.
- ♦ CR692241 Server : SessionImpl is re-ordering events to be sent to the client.
- ♦ CR692894 [FTF] BSM/Console: Right-click menu not appearing for "Performance View -> Charts".
- ♦ CR693237 [FTF]-BSLM:SLA Status Report shows NA for some days when it should not.
- ♦ CR693410 Alarm console not showing the same alarm counts - Alarm Sync.
- ♦ CR694086 [FTF] -Automation: Duplicate emails being sent for same alarm on Service Model.
- ♦ CR694351 Client: Client alarm count might get out of synch with the Server Element's alarm count.

- ♦ CR694362 FTF - Netcool - Adapter defaults to ACK=YES if ACK is in any other language other than English.
- ♦ CR694394 [FTF] "Halt alarm contributions" check doesn't work with BSCM.
- ♦ CR694419 [FTF] - BSM - Warehouse - deadlocked on lock resources with another process.
- ♦ CR695114 [FTF] Client:rclick dropdown menu for EVE agent not updated correctly when agent's status changes.
- ♦ CR695723 [FTF] - BSM - SMARTS Observer TaskLogger continues to grow.
- ♦ CR695772 Client session processing has a hard sleep in the main loop.
- ♦ CR696121 BSM-data not written to warehouse after applying rollup patch 650194.
- ♦ CR696349 [FTF] FScript: after applying postPB2 mini-bundle, empty element's property returns "undefined" string.
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- ♦ CR698583 4.7PB3: MO:web2connect - fails to retrieve (Netcool) alarms from a remote container.
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- ♦ CR699382 [FTF] - BSW - BSW enters Backup Mode because of Session Lock in Oracle on BSA_Elements table.
- ♦ CR701541 Password expiry warning dialog blocks logins to the client.
- ♦ CR703948 [FTF] - myMO - Clicking "Sign Out" link takes a long time to complete.
- ♦ CR704229 [FTF] - BDI - Deployed adapter not keeping algorithm properties set within the definition.
- ♦ CR704246 [FTF] - BDI - Edit Custom Algorithm window does not resize on Solaris client.
- ♦ CR704484 [FTF]-BEM: On windows BEM monitor will zero out the servers.xml file if process is killed.
- ♦ CR704486 Thread pool tasks stall randomly.
- ♦ CR704946 [FTF]-BSM:Server - Security Vulnerable found in web.xml for trace/track methods.
- ♦ CR704998 [FTF] - Server - ORA-01400: cannot insert NULL into ("WL0P_OWNER"."BSAADAPTERS"."ADAPTERID").
- ♦ CR705218 [FTF]-Rename of class name retains the properties even though they are hidden.
- ♦ CR706733 [FTF] BSM: Memory leakage landed MO Server to use all available memory.
- ♦ CR707741 [FTF] - BDI - BDI Adapter not fully presenting elements after 4.7.0 PB3 installed.
- ♦ CR710738 Myprobe does not work if there are no patches.
- ♦ CR710751 [FTF]-myMO: MOWEB2CON is not parsing special characters in an objects dname properly.
- ♦ CR711067 [FTF]-timeManagement file gets corrupted.
- ♦ CR713221 [FTF] - BSM - Need non-UI based method to modify and delete outage records.
- ♦ CR713234 [FTF] BSCM.Builder thread is CPU intensive.
- ♦ CR715489 [FTF]-BSW: huge queuing on BSW and SLA reports running very very slow.

- ♦ CR715534 [FTF]-Metamodel: renaming of class name and using Relationship Templates failing.
- ♦ CR716239 [FTF] - SLA - Recurring message appearing: WARN Performance.Objectives - Next interesting time is in the past.
- ♦ CR716792 [FTF] - ACL - NullPointerException when trying to view user profiles on the MO client.
- ♦ CR717141 FTF - Analyzer - Walking element tree in Analyzer is slower than walking elements tree in the client.
- ♦ CR717553 Performance bottleneck from alarm profiles to warehouse queue.
- ♦ CR717880 [FTF]-EVE:Eve.Agent- Rule set processing disabled - out of memory being thrown.
- ♦ CR719557 [FTF] - Server - Post PB3 formula.trc message: ERROR com.mosol.util.CryptoAppender - No writer set for the appender named.
- ♦ CR719919 [FTF]-Eve: Agent manager will not work with an Eve.custom.properties file on Windows.
- ♦ CR721584 Client error recovery.
- ♦ CR723359 NOC, Dashboard and CMS probe improvements
- ♦ CR724840 [FTF]Security:Invalid and weak certificate provided by Server for secure communication.
- ♦ CR724988 [FTF] Alarms not cleared from parent after Suppression ends for child elements.
- ♦ CR725261 [FTF] - NOC - DASHBOARD - MOSvgScriptUtils.fs script truncates dnames when pop-up new windows and drive other portlets.
- ♦ CR725818 Dashboard Service fails to start after a Windows 2003 Server R2 restart.
- ♦ CR726831 [FTF] BSM/BDI-Adapter: Root Element is not showing correct status.
- ♦ CR727395 [FTF] - BSLM - Manual Outage in client is NOT Reflecting Unavailability in SLA Portlet.
- ♦ CR727991 [FTF] BSM/Client: No word wrap for tool tip and title when element reason is too long to display.
- ♦ CR728062 Layout: In the Dashboard, when any rendering error occurs on NOC Server while building SVG content, the Layout View.
- ♦ CR729591 NOC, Dashboard and CMS probe improvements.
- ♦ CR729610 [FTF]NOC/BDI:Element class and icon not preserved during BSCM job.
- ♦ CR730510 [FTF]-WARN Server.Config.JDO.Config - Data store error occurred during lookup of id 13825845.
- ♦ CR730560 [FTF]-AppManager integration - problem with XML Translation.
- ♦ CR731141 [FTF]-AppManager Adapter: Closed Alarm Behavior.
- ♦ CR733050 [FTF] NOC/Client: Problem with Element selection on exporting configuration.
- ♦ CR733463 [FTF] EMC SMARTS - Event subscriptions doesn't work properly; results from same subscriptions on a 4.5 and 4.7 server are.
- ♦ CR733832 [FTF] - Last Reported time not updating for elements in the Element tree using BDI Adapter.
- ♦ CR735155 FTF - Recalc Engine - Recalc engine spinning and element condition changes getting behind.
- ♦ CR735402 [FTF]-BSCM editor - check box for logging not working as expected.
- ♦ CR735655 [FTF] BSM/Client: Managed Objects client dies after a few hours.
- ♦ CR736550 FTF - Performance Profiles - Not all performance profiles working on system start.

- ♦ CR736887 [FTF] - NOC Client - Custom login screen needs updated for customer.
- ♦ CR737163 [FTF] - NOC - NetIQ adapter not showing certain performance series.
- ♦ CR737164 Web2Connect should accept base 64 encoded dnames.
- ♦ CR737808 [FTF] NOC/DB: Element Properties displaying unnecessary and duplicate info for few properties.
- ♦ CR738304 [FTF] MyMO/Portlets: Novell Operations Center is currently not available.
- ♦ CR738824 [FTF] myCMDB: After linking a CI to a new community, it doesn't show up in the "classes" listing for this community.
- ♦ CR739521 AMOP8: AppManager integration - problem with XML Translation.
- ♦ CR739528 BSW does not de-duplicate alarm close events.
- ♦ CR740022 [FTF]-CMS:Performance.Engine - Unexpected exception performing change event query.
- ♦ CR740372 [FTF]-AMOP runtime error when rendering AM service map views.
- ♦ CR740816 [FTF] NOC/Client: Server->Import configuration pop-up require resize and header adjustment.
- ♦ CR742204 [FTF] - SNMP Integration 'timeticks' datatype conversion within the integration issue.
- ♦ CR743641 Customizer cannot configure the daemon shell.

5.8 September 2011 Patch Release

The following resolved issues are included with the September 2011 patch release for Operations Center 5.0:

- ♦ CR562781 MOM Integration : Menu Operations Are Not Per Adapter Instance.
- ♦ CR634863 [FTF] - BSM - Sybase BSW historical alarm storage very, very slow.
- ♦ CR639231 FTF MO:clustered node display lost the "show child relationship" setting after running BSCM job on coordinator.
- ♦ CR643164 [FTF]-BDI: Adapter property Minimum Max Active DB Connections is not being respected.
- ♦ CR647062 [FTF] Recalc engine is taking long time for element condition recalculation after Upgrade to 4.7.
- ♦ CR661856 Tool to automate installation of patches.
- ♦ CR662806 [FTF] - BSM - WARN Server.Config.JDO.Entry - Could not load name of entry spamming formula.trc.
- ♦ CR665120 [FTF] BSM/NOC Automation:Alarm events fail to trigger automation script under specific filter condition.
- ♦ CR665292 Patch Tool doesn't rollback dependent patches.
- ♦ CR665624 [FTF]-BSCM using hierarchy file removes group and matched elements when ran with Merge Reconciliation Policy.
- ♦ CR665715 FTF - EVE - Processes started by an agent using the Eve process source not always terminating when agent stops.
- ♦ CR667104 [FTF] Navigation portlets fails to display some elements.
- ♦ CR670706 [FTF]- BSW-Purge is using excessive locks and memory for Purge process on backend SQL2008.

- ♦ CR672112 [FTF] MODL/XML Editor causes exception and breaks file when international chars are used.
- ♦ CR674356 Recon Adapter showing duplicate machine elements after November Patch upgrade.
- ♦ CR677086 getAlarms() in service models does not behave as expected.
- ♦ CR679766 [FTF] - FX Monitor - if a childtag XML tag has a line break, then it is completely ignored.
- ♦ CR683533 [FTF] - Server: Client sessions terminating because of exceeding session callback queue size.
- ♦ CR684232 [FTF] Calculation objective with element property doesn't work as expected.
- ♦ CR684487 [FTF] BSM/MO TEC+ Adapter: alarm slot/property output is empty within MO client.
- ♦ CR684504 [FTF] NOC/Server: Daylight Saving Time changes ignored.
- ♦ CR684930 [FTF] myMO property table view settings does not persist with refresh.
- ♦ CR684938 Solarwinds - ERROR PerfProfile.Service Levels - Exception received while updating computeState for Solarwinds.
- ♦ CR684964 FTF - Service Models - Unclearable ghost alarms in service model.
- ♦ CR685517 [FTF]-Novell Zenworks Adapter ignores ZCM Policy Folder structures.
- ♦ CR685985 Create a CMS probe.
- ♦ CR686959 HP service manager adapter: after life cycle update, the alarm list is not updated.
- ♦ CR687649 HP Service Manager: Check implementation of Integration API time zone.
- ♦ CR687962 [FTF] - BSLM - All Historical SLA Breaches appearing under an element even if they do not belong to that element.
- ♦ CR688222 [FTF]-BDI- On deploy fails to run and create alarms, throws errors.
- ♦ CR688729 [FTF] BSM/Integration: SCOM adapter hangs - status green, but no alarms are coming in.
- ♦ CR688796 FTF 4.7:BSM logging repeated dups as occurred X times can not be turned off.
- ♦ CR688815 FX Monitor: RegExp Parser fails to load some configuration settings.
- ♦ CR689346 [FTF] - BSM - SMARTS Adapter Error: Remote exception retrieving display name for element.
- ♦ CR690268 FX Monitor: needs to clean up its "listen file" on exit.
- ♦ CR690269 FX Monitor: Monitor reports all's well to formula when configuration fails.
- ♦ CR690270 FX Monitor: Clean up handling of regular expressions.
- ♦ CR690271 FX Monitor: unreasonable delays in file-tail functionality.
- ♦ CR690565 Console memory leak in alarm view.
- ♦ CR691092 Server: Duplicate alarm listeners being added to elements.
- ♦ CR691201 Server: Stale listeners not being removed from elements.
- ♦ CR691315 New user prompted for password reset - clicking X allows user to proceed - should force user to reset password.
- ♦ CR691602 [FTF] BSM/Integration: BMC Event Manager adapter lost connection - status still green and trying to reconnect.
- ♦ CR691803 NETIQ - ArrayIndexOutOfBoundsException error when returning a non-existent property.
- ♦ CR691818 [FTF] myMO user/group synchronization throws null pointer exception.

- ♦ CR691923 [FTF] BSCM: Generation breaks links to source elements.
- ♦ CR692096 Dashboard: Element Properties Table portlet does not display adapter-specific properties.
- ♦ CR692241 Server: SessionImpl is re-ordering events to be sent to the client.
- ♦ CR692371 BEM: HTTP Recorder-Incorrect handling of non-form-field-based POST Data.
- ♦ CR692386 BEM: Add support for HTTP DELETE method.
- ♦ CR692602 BEM: Expand capture data to support other text-type responses.
- ♦ CR692703 Client: Default spacing too large in "Show Relationships" for "Compact Tree" global preset.
- ♦ CR692894 [FTF] BSM/Console: Right-click menu not appearing for "Performance View -> Charts".
- ♦ CR692963 CMS: Lots of duplicate logs.
- ♦ CR693237 [FTF]-BSLM:SLA Status Report shows NA for some days when it should not.
- ♦ CR693410 Alarm console not showing the same alarm counts - Alarm Sync.
- ♦ CR693413 SLA portlet didn't display daylight saving time.
- ♦ CR693501 BEM - Description of timed out tests shows, Scenario not run because of test timeout.,Scenario not run because of test.
- ♦ CR693515 [FTF] - myCMDB - Error message: Exception: The error was: (TypeError): d is null appears if Community has no members.
- ♦ CR693803 CMS: running CMS in Firefox 4 causes date formatting error.
- ♦ CR694063 Importing server configuration triggers an exception.
- ♦ CR694086 [FTF] -Automation: Duplicate emails being sent for same alarm on Service Model.
- ♦ CR694351 Client: Client alarm count might get out of synch with the Server Element's alarm count.
- ♦ CR694362 FTF - Netcool - Adapter defaults to ACK=YES if ACK is in any other language other than English.
- ♦ CR694394 [FTF] "Halt alarm contributions" check doesn't work with BSCM.
- ♦ CR694419 [FTF] - BSM - Warehouse - deadlocked on lock resources with another process.
- ♦ CR695114 [FTF] Client:rightclick dropdown menu for EVE agent not updated correctly when agent's status changes.
- ♦ CR695723 [FTF] - BSM - SMARTS Observer TaskLogger continues to grow.
- ♦ CR695772 Client session processing has a hard sleep in the main loop
- ♦ CR696076 Alarms Portlet: Repetative links to download Open Office to view Excel files.
- ♦ CR696089 Datawarehouse error - ERROR Warehouse - Exception: Null - On platespin long run BEM server
- ♦ CR696095 524- We are not showing Pending Management Elements on a Remote Container.
- ♦ CR696349 [FTF] FScript: after applying postPB2 mini-bundle, empty element's property returns "undefined" string
- ♦ CR696600 Alarm Portlet: MissingResourceException encountered when viewing alarms from remote NOC server with profile portlet
- ♦ CR696609 [FTF]myMO:Layout portlet goes to temporarily unavailable when changing action to Alarms
- ♦ CR697044 [FTF] BSM/Console: Performance graphs refresh option in MO not working as expected

- ♦ CR697162 [FTF] JavaClient:Some element's properties not displayed correctly for OSS-RC adapter
- ♦ CR697259 Cannot connect to Remote EVE agents running on SUSE Linux
- ♦ CR697767 [FTF]-BSCM: Use of Merge Policy with Hierarchy file results in broken link at last level
- ♦ CR698305 myMO:mymoprobe.sh has incorrect execution permission after installing PB3
- ♦ CR698320 [FTF] - myMO - ACL Synchronizer / myMO (Liferay) dashboard mangles userid's imported from an integration engine
- ♦ CR698465 [FTF] JavaClient:SLA status not displayed correctly in Portal View
- ♦ CR698583 4.7PB3: MO:web2connect - fails to retrieve (Netcool) alarms from a remote container
- ♦ CR699048 [FTF] JavaClient:Bookmarks in Performance view not being stored permanently
- ♦ CR699068 myCMDB: cmsprobe displays invalid error message when run without correct options
- ♦ CR699069 myCMDB:cmsprobe.sh has incorrect execution permission after installing PB3
- ♦ CR699382 [FTF] - BSW - BSW enters Backup Mode because of Session Lock in Oracle on BSA_Elements table.
- ♦ CR699631 We need to have the attached sentinelHierarchy.xml file in the database\examples directory.
- ♦ CR699826 EVE: EVE fails to reestablish connection to Remote Agent when server agent is on is restarted
- ♦ CR700100 4.7PB3: myCMDB : History time shown in GMT - instead of local
- ♦ CR700103 4.7PB3: myCMDB : Generating a CI report shows null instead of blanks for attributes without values
- ♦ CR701035 myCMDB: cmsprobe does not use the same CATALINA_HOME value as cms (mycmdb)
- ♦ CR701541 Password expiry warning dialog blocks logins to the client
- ♦ CR701632 [FTF] - Editing properties in Performance and properties table portlet causes null pointer exception
- ♦ CR701858 [FTF] Chart with no Title Mouse over message occurs on Performance portlet and Chart Builder portlet
- ♦ CR701863 [FTF] Getting duplicate data point in mymo performance portlet graphs
- ♦ CR702385 Root Cause Window doesn't show icons or status for Adapters in Remote Container
- ♦ CR703229 myCMDB: CIs in pinboard that have their access removed remain in pinboard and prevent refresh of pinboard UI
- ♦ CR704122 [FTF]myMO:Layout portlet fails to sync when remote user is logged more than once
- ♦ CR704207 Copyright's year mismatch between server welcome page and the server login page
- ♦ CR704229 [FTF] - BDI - Deployed adapter not keeping algorithm properties set within the definition.
- ♦ CR704246 [FTF] - BDI - Edit Custom Algorithm window does not resize on Solaris client.
- ♦ CR704484 [FTF]-BEM: On windows BEM monitor will zero out the servers.xml file if process is killed
- ♦ CR704486 Thread pool tasks stall randomly
- ♦ CR704489 [FTF] myMO: Layout Portlet->Alarm View, losing filter settings
- ♦ CR704619 [FTF] myMO:Alarm portlet fails to display right-click Alarm Operations menu

- ♦ CR704959 Dashboard : Performance Porlet Enhancements : View side display issues
- ♦ CR705169 Metamodel: Adding existing Behavior Model to existing class not persisted
- ♦ CR705218 [FTF]-Rename of class name retains the properties even though they are hidden
- ♦ CR706119 5.0PB1: Data Warehouse purge throws null pointer exception while trying to seed TimeSeriesCachenull
- ♦ CR706733 [FTF] BSM: Memory leakage landed MO Server to use all available memory
- ♦ CR706851 Java error when accessing Online Help
- ♦ CR707131 Cannot login to Dashboard with created user - Error occurred while updating liferay database with user
- ♦ CR707782 NOC: Relationships graphic is not displayed with values below nine
- ♦ CR708129 EVE: Agents fail to reflect status of lost connection
- ♦ CR708279 [FTF] MyMO: Navigation Portlet Status Color Out-of-Sync
- ♦ CR708466 PB1: Starting Remote container throws Java null pointer exception because adapter instance cannot be created
- ♦ CR708706 Dashboard: User should be able to go directly to default portal pages versus Welcome screen
- ♦ CR708745 Element Properties Table Portlet - doesn't show custom AM attributes
- ♦ CR708747 Element Properties Portlet - NetIQ adapter specific elements do not display
- ♦ CR708797 DB: mymoprobe fails to run because of unnecessary \$ symbols included in script after applying PB1
- ♦ CR709616 Updates for Doc Reorganization
- ♦ CR709642 CC: Client : Service Model Alarm Filtering doesn't always take in client unless make a change and hit apply
- ♦ CR709669 [REGR] NOC: BSCM:Alarm columns are not visible after generating with BSCM
- ♦ CR710135 PB1: Drop "Novell" from NOC Server Profiles Portlet name
- ♦ CR710180 [DB] Alarms details is displayed empty if you open it from Element Properties portlet
- ♦ CR710400 [FTF] Navigation portlet: when the page "auto-refreshes" it doesn't bring tree to it's previous state
- ♦ CR710738 Myprobe does not work if there are no patches.
- ♦ CR710751 [FTF]-myMO: MOWEB2CON is not parsing special characters in an objects dname properly
- ♦ CR711028 PB1: Starting NOC server with Limited license key throws java.sql.SQLException: No suitable driver found for
- ♦ CR711053 [REGR]DB: Profile Portlet: Unable to browse remote profiles Navigation tree
- ♦ CR711288 [REGR]NOC: BSW: Unable to retrieve historical alarms
- ♦ CR711336 NOC: Spectrum 9: Unable to connect to Spectrum server because of input string
- ♦ CR711540 PB1: Stopping NetIQ adapter throws java.lang.NullPointerException while calling Superclass destroy method
- ♦ CR711570 Dashboard PB1: Adding Root Cause portlet throws Java Null pointer exception
- ♦ CR711853 Properties Table - when editing properties table from multiple browsers properties table becomes unavailable - Null
- ♦ CR711868 PB1: Running a SCM job on an Control center element throws Java SQL exception because of a deadlock

- ♦ CR712125 [REGR]DB: Alarms portlet columns are being displayed past portlet boundary on upgraded server
- ♦ CR712317 DB: Performance Portlet: Expressions with spaces in the name are not available in Portlet
- ♦ CR712320 DB: Performance Portlet: Alarm Sev Count and Child Condition count expressions return no results in Performance Portlet
- ♦ CR712505 DB: Property Table Portlet failing to load in Control Center integration
- ♦ CR712638 [FTF]myMO:Refresh portlet resets filter in Alarm portlet
- ♦ CR712675 [REGR]NOC: Email Automation action fails with Unexpected exception error
- ♦ CR712692 [REGR]PB1: Cannot navigate to a starting point in Dashboard
- ♦ CR712718 PB1: Editing Alarm Filter wizard throws Java.util.MissingResourceException because of missing resource
- ♦ CR712772 Element Properties & Properties Table portlets do not display Modification Time in datetime format
- ♦ CR712924 NetIQ: NOC server is not mirroring the new changes done to the E2809CServer GroupE2809D names for NetIQ adapter
- ♦ CR712955 On limited license scenario, the Performance portlet always display "no data available"
- ♦ CR713221 [FTF] - BSM - Need non-UI based method to modify and delete outage records
- ♦ CR713234 [FTF] BSCM.Builder thread is CPU intensive
- ♦ CR713472 B-42587 - ControlCenter Template - Need to support more ControlCenter server filter types
- ♦ CR713711 Dashboard: Sometimes the graphs are misshapen when you use Flash as output format
- ♦ CR713768 Server : SMAF : Apparent memory issue in service model alarm filters
- ♦ CR713834 [DB] Not possible generate new chart using "Chart Options" of Performance portlet
- ♦ CR714021 [DB]E2809CNullE2809D is displayed when there are no profiles to select for Enterprise element
- ♦ CR714029 [DB] X axis label, last updated data/time and legends are overlap
- ♦ CR714039 [DB]No message is displayed for Enterprise element when "Use regex" is selected and there are no match
- ♦ CR714059 Adapter: TecDB adapter not loading
- ♦ CR714327 CC: Status for all child elements appear on Portal View when Event View is focused causing Out of Memory Exceptions
- ♦ CR714329 CC: Knowledge Script Equal To .. filter does not load alarms/events (generated by KSG or MP) in Control Center
- ♦ CR714483 Dashboard: Chart Builder elementBarChart performance slow when displaying 5+ portlets per page
- ♦ CR714548 Expression that have long name are displayed in two lines, seem that there are two expression instead of one
- ♦ CR714741 PB1: Importing users throws Java Null Pointer Exception in Novell Operations Center
- ♦ CR714756 [FTF]myMO: dashboard login fails for imported AD users
- ♦ CR714780 CC: All icons should be the same size in layout view

- ♦ CR714784 None graph should be displayed if "Use regex" option is unchecked and expression doesn't match
- ♦ CR714795 CC: All removed filters of a Event View in AppManager Control Center are still applied in Control Center BSCM
- ♦ CR714805 CC: Message like 'string' filter is case sensitive in Control Center BSCM
- ♦ CR714822 CC: Event filters are not applied for non-admin users
- ♦ CR715023 CC: NOC: Random NPE warnings received while running the Post definition script for the CC integration
- ♦ CR715025 CC: NOC: Post definition Script is spamming the formula.trc file
- ♦ CR715042 Performance Portlet - configuration options need slight tweaking for usability
- ♦ CR715047 Custom "Name" for legend is ignored, when regex is selected
- ♦ CR715055 CC: All application alarms are displayed in a Management Group based in a specific Application.
- ♦ CR715059 DS: The parameter "auto" isn't working properly in layout portlet (IE8)
- ♦ CR715080 CC: Turn off child alarm contributions at the Management Group
- ♦ CR715404 CC: E2809CDetailed Event MessageE2809D is replaced by E2809CAppManager CommentsE2809D as long as a comment is added from
- ♦ CR715489 [FTF]-BSW: huge queuing on BSW and SLA reports running very very slow
- ♦ CR715515 DS: The text fields in layout preferences are enabled after the PB1 is installed
- ♦ CR715528 Some displayed alarms in AppManager are not displayed in NOC AppManger Adapter
- ♦ CR715785 [REGR]CC: NOC: Import of Control Center xml creates adapters with blank defaults
- ♦ CR715838 E2809CAdd AppManger CommentE2809D dialog should recover the last comment added to the alarm NetiQ
- ♦ CR715840 CC: The proprietary server of the object cannot be identified
- ♦ CR715848 CC: The icon "Common Language Runtime" should have a transparent background
- ♦ CR715866 CC: XML formatted event details are not displaying as we expected
- ♦ CR715867 CC: Some formatted event (alarm) details are not aligned
- ♦ CR715868 CC: Title of the xml formatted event (alarm) detail is incomplete
- ♦ CR715871 CC: Alarms properties donE28099t have the same properties like NetiQ shows
- ♦ CR716021 Performance portlet display graph when there are not datapoints to graph
- ♦ CR716022 Not all existing expression are displayed at "Select an Expression you want to chart" pop-up
- ♦ CR716174 CC: Informational icon on SMV is displayed as "Warning" icon in NOC console
- ♦ CR716207 Dashboard: Performance Portlet legend is unreadable when multiple expressions are charted
- ♦ CR716209 Dashboard: Performance Portlet Title should have a return after the comma for each Expression listed
- ♦ CR716213 CC: The objects "Networks-RT" and "Cisco IPT Security" don't have specific icons assigned
- ♦ CR716488 [FTF]-Dashboard-SMAF: filter not working when using the Chartbuilder portlet
- ♦ CR716758 NOC: Warning is logged in formula.trc when server attempts to purge the BSW but there is not one defined

- ♦ CR716821 CC: Events are not synchronizing when the Management Group is created after applying the PB1
- ♦ CR717024 Not possible use multiple regex from "Chart option"
- ♦ CR717084 CC: Control Center bdi fails to reestablish alarm listener after connection is lost and reestablished with DB
- ♦ CR717310 NOC/Dashboard: Time filters set on the Date/Time column do not work.
- ♦ CR717401 CC: The collected data which were removed are still being displayed in NOC console
- ♦ CR717553 Performance bottleneck from alarm profiles to warehouse queue
- ♦ CR717613 Data Warehouse not giving correct error message back to Dashboard.
- ♦ CR717626 Dashboard:Customizer is not updating the Dashboard Default Profile
- ♦ CR717879 AMOP: Rename .lar configuration file
- ♦ CR718243 Incomplete wizard is displayed trying to select a Profile
- ♦ CR718447 NetIQ Adapter: Change mapping of Warning in NetIQ to Minor in NOC
- ♦ CR718729 CC: 20 alarms can only be acknowledged/closed even if we select more than 20 alarms (Dashboard)
- ♦ CR718982 CMS PB1: Importing CMS_CIM_models.cfg file throws org.hibernate.StaleStateExceptions
- ♦ CR719204 Dashboard: Need to remove the option to disallow paging. Browser is hanging and Dashboard is running out of memory
- ♦ CR719231 CC: Dashboard - "Detailed Event Message" for some alarms is distorting table.
- ♦ CR719272 Dashboard: Missing expressions in performance portlet
- ♦ CR719436 NOC: The PB1 installer for NOC doesn't work when there are blank spaces in the install path
- ♦ CR719438 NOC: Server of NOC doesn't work properly when in install path has blank spaces
- ♦ CR719558 CMS PB1: Creating Associations under metamodel classes throws org.hibernate.LazyInitialization Exception
- ♦ CR719573 CC: Dashboard - "Detailed Event Message" might be too long for the window
- ♦ CR719801 Unexpected exception occurred in recalculation engine (current element is: missing)
- ♦ CR719859 CMS PB1: Cannot create more than one nested CI per session
- ♦ CR719923 Customizer : Add Corda Cache settings to customizer
- ♦ CR720131 Dashboard: Change default render to JPEG to improve performance for default Control Center page
- ♦ CR720145 Password Expiration Warning doesn't appear in customizer
- ♦ CR720364 [PB1 REGR]: Starting NOC server throws class not found exception because SCOM integration jar file is missing from
- ♦ CR720424 Some regular expression characters are not escaped, causing that * wildcard retrieves incorrect data or fails
- ♦ CR720694 Dashboard: Race condition when Layout and Performance portlet are on the same page
- ♦ CR720700 Dashboard: Change AMOP landing page default portlets
- ♦ CR720764 CC: Exception is logged during invoking post definition script when a Management Group is deleted from AM CC Console

5.9 Operations Center 5.0

The following resolved issues are included with Operations Center 5.0:

- ♦ CR581884, MyMO: Server side right-clicks not working.
- ♦ CR582280, BSCM: BSCM With Relationship data throws errors.
- ♦ CR582915, F2F adapter getting java.lang.StringIndexOutOfBoundsException when getting root cause.
- ♦ CR584417, BSM - Client - Property column on System Information tab not staying expanded.
- ♦ CR585208, SCOM - RuleName alarm property not displaying in the Alarms window.
- ♦ CR586345, BSW: StoreLockedExcpetion: Kaha Store kaha.db is already opened by this application.
- ♦ CR587011, myMO: Summary Portlet reports wrong alarm counts.
- ♦ CR589475, 4.7 MO/MCorb - unable to increase Heap memory and orb logs report OutOfMemory error.
- ♦ CR592037, BSM - Operations - Duplicate operations menus appearing for non-admin users.
- ♦ CR592368, EVE - Assign Alarm right click on alarms not functioning correctly.
- ♦ CR594422, BSM - Remedy - Formula.root.findElement() not functioning inremote container.
- ♦ CR595917, 4.7 MO:Script adapter & algorithmms not being set set.
- ♦ CR596279, BTI - Get more discovered fields from BTI Adapter if possible.
- ♦ CR596734, BSCM - 'Merge' reconciliation policy causes BSCM job with custom hierarchy to lose all children.
- ♦ CR598946, 4.7 MO recalc engine taking six hours, from thirty minutes on 4.5.
- ♦ CR599035, BSM - PortalBuilder - dd/MM date format not working for Performance Portlet labelling.
- ♦ CR601374, Client: Halt alarms contribution failing when unchecking the function.
- ♦ CR603860, BSLM - 'Calculation' Service Level Objectives not editable after creation.
- ♦ CR604101, Alarm filter cause a memory leak, crashing the server.
- ♦ CR604857, 4.7:myMO: toolkit taglib javadocs link fails and no other source of info fills the information gap.
- ♦ CR605258, BSM server not responding and logins impossible.
- ♦ CR605259, Online Help: Launching online help from client throws an unexpected exception pop-up the first time.
- ♦ CR605260, MO/Service Models: Incorrect parental elements displayed in Impacted window.
- ♦ CR605262, TADDM: The TADDM integration should look in the database directory for hierarchy files.
- ♦ CR605263, Config Store - NPE during a config store copy.
- ♦ CR605312, BSM - EVE - Agent doesn't change state if underlying source becomes unavailable.
- ♦ CR605728, 4.5 MO:research question regarding abnormal data storage for a new profile on EVE adapter.
- ♦ CR607542, Server: ERROR Server.ElementImpl - Server unable to find default ACL for user admins with acl name acl=def.
- ♦ CR607635, BSM - Client - Separate alarm windows not keeping last known filters.
- ♦ CR608680, MSMOM (SCOM) - Element property pages not displaying Date/Time fields.

- ♦ CR608747, MO 4.5:Netcool adapters freezing & connections lost, need to restart MO then adapters take 1.5hrs to come up.
- ♦ CR609455, 4.7:MO:BDI native sybase drive fails to work with MO "generated" queries in BDI.
- ♦ CR609461, MO:F2F duplicate elements showing in client consoles on "random" occasions.
- ♦ CR609574, SMARTS - Broken pip errors receiving SMARTS updates.
- ♦ CR609837, MO/BSCM: Generation fails to include structures from linked elements.
- ♦ CR610654, 4.7:MO:mcorb-BEM Mastercell ORB fails with error ERROR MCORB.Library - Library initialization failed.
- ♦ CR612386, Configstore - SLA blackout calendars missing after 4.5 to 4.7 upgrade.
- ♦ CR612672, BSM - XML Editor - Hierarchy editor throws an error when attempting to re-edit a file.
- ♦ CR613278 ,SCOM: Edit the hierarchy file and adapter stops working - no alarms or elements found.
- ♦ CR613551, myMO: dbmigrate throws out of cursors error when running against Oracle DB.
- ♦ CR613690, BEM: Recorder fails for particular site called <https://gcweb3.guidedchoice.com>.
- ♦ CR615094, Portal: Web.Servlet.SVG - Unexpected error while creating layout view-NPE Thrown.
- ♦ CR615508,BSM - EVE - Chinese characters in file tail cause EVE not to display alarms.
- ♦ CR616295, BEM: Recorder fails on (specific?) HTTPS pages when no proxy is used.
- ♦ CR616406, BSM - Client - Saved user profiles not keeping track of previously selected element, if it is a link.
- ♦ CR616730, BSM4.7/BDI: Missing elements after migrating to version 4.7.
- ♦ CR616821, BSM - Algorithms - Algorithm manually set on a BDI element does not fire automatically.
- ♦ CR616835, BSM - BEM recorder adding extra :443 onto end of an SSL URL.
- ♦ CR617225, BSM - Hierarchy - Greater than/lesser than operators not working.
- ♦ CR618053, myMO: dbmigrate fails to MS SQL 2008 on USERS_ Table conversion.
- ♦ CR618109, Client: Duplicate IDs found in document in stack trace on client.
- ♦ CR618112, Database: Exception while serializing alarm contents: encoded string too long: 75019 bytes.
- ♦ CR618692, BSM/Service Model:Rename element changes immediate children to non-contributing.
- ♦ CR619222, Netcool: Unable to map unmanaged to unmanaged in MO.
- ♦ CR619236, BSCM: Unexpected error invoking method getRootCauseTree on target.
- ♦ CR619256, Blackout Calendars - Config store export needs to be able to exclude calendar data.
- ♦ CR619269, MO SQL - Results from MO SQL queries returning double rows of results.
- ♦ CR619577, 4.7 myMO:debug file (ext-debug.j) is left in the product - page loads slowly as a result.
- ♦ CR620173, MO:multiple problems - memory issues, server frozen, datawarehouse not keeping up.
- ♦ CR620624, BSM - formula.util.snapshotConfig() causing "java.lang.ArrayIndexOutOfBoundsException: 1" error.
- ♦ CR620673, Remote Container - Remote container cannot be restarted via the client after it is stopped via the client.

- ♦ CR620704, BEM Adapter - Adapter will not restart after it has created DB tables.
- ♦ CR620957, BSM - EVE - EVE hanging and not continuing to process sources.
- ♦ CR622194, BEM 4.7: Recorder fails when communicating through proxy server.
- ♦ CR623484, Configstore: Viewbuilder import just stops processing on sql backend configstore.
- ♦ CR623897, 4.7 myMO: w/2 layouts on one page - only one will refresh.
- ♦ CR626875, Client - Right click operations on alarms failing intermittently because alarm window refreshes.
- ♦ CR627036, BSM 4.7/EVE: Cut-off time logfile settings do not work.
- ♦ CR627982, Client GUI not up to date when halt alarms checked and unchecked.
- ♦ CR629195, Config Store - NPE during exportacls.
- ♦ CR629196, SMARTS - Failover doesn't work correctly.
- ♦ CR629228, BSCM: algorithm gather NAM sees relationships.
- ♦ CR630437, BSM - Spectrum server view of Universe results in blank children further down in the Explorer tree.
- ♦ CR630439, BSM - How to suppress msgs: WARN CORBA.Daemon.EveConfigManager.err - log4j:WARN No appenders could be found for.
- ♦ CR632883, BSM - Image server crashing with Java HotSpot error when multi-graph Performance Portlets used in myMO.
- ♦ CR634464, BSM - EVE - Agent remains in Critical state if file tail source exists but is empty.
- ♦ CR634863, BSM - Sybase BSW historical alarm storage very, very slow.
- ♦ CR635626, BEM - Scenario is not failing when a rule explicitly specifies a word match should cause failure.
- ♦ CR636308, BDI: deploy the definition the properties do not follow what is in the source window so the query will fail.
- ♦ CR636394, BSM - Show Impacted not functioning in Remote Container; does work on regular MO server.
- ♦ CR637608, BEM Monitor - Monitoring stops if one monitored device times out.
- ♦ CR637628, Configstore - Bulk removal of users from client sometimes results in incomplete user removal in the configstore.
- ♦ CR637644, Configstore - Users losing all permissions on service model after several copy/paste/ rename operations.
- ♦ CR637652, Business Service Warehouse - On MO startup, some SLA element condition status entries are not being recorded.
- ♦ CR637954, Scripting - Customer needs script to show all properties on an element for export filtering.
- ♦ CR638977, BSM - Embedded scripts within Remote Container adapter hierarchy files not being loaded.
- ♦ CR639040, myMO showing signs of a memory leak.
- ♦ CR639839, ERROR Integration.formulabdi.Adapter: OPUS-Stores - Agent error thrown retrieving portal pages.
- ♦ CR640101, 4.7 MO:configstore snapshot script throwing array out of bounds exception.
- ♦ CR640120, 4.7 MO:web2connect issue with getAlarms no respecting paramValues.
- ♦ CR641133, 4.7 MO:BEM monitor - fails to connect on any EIF version above 7.01.
- ♦ CR641174, BSM - EVE - EVE Agents not recording condition change.

- ♦ CR641195, SMARTS - Alarms are being rolled up incorrectly.
- ♦ CR641204, SMARTS - Alarms aren't sorted by Domain correctly.
- ♦ CR641409, 4.7 MO:suppressing child does not propagate the changed status up to parent.
- ♦ CR642159, SLA:Obj. calculations are sometimes wrong for elements with multiple custom properties.
- ♦ CR642303, 4.7 MO- BEM-Master cell mcorb stopped receiving alarms and dropped a core (not hs_err file).
- ♦ CR642861, BEM Monitor - Error running SSLHandler.
- ♦ CR643233, "Remember Me" option in myMO pops up unnecessary warning messages in portal pages.
- ♦ CR643243, Navigation portlet not driving chart builder portlet in portalbuilder.
- ♦ CR644950, BSM - PortalBuilder - Formula Performance Portlet "Last Updated Date/Time" format missing month.
- ♦ CR645083, BEM Monitor - v4.7 LDAP tests fail.
- ♦ CR645241, myMO - Error on startup connecting to high port.
- ♦ CR645930, Performance View - 2nd Performance Chart not displaying X and Y axis markings if property being charted is constant 0.
- ♦ CR646240, Properties pages - using the same name to merge now fails - used to work before.
- ♦ CR646718, BEM Monitor - change in Aggregate Response time causing algorithms to fail.
- ♦ CR647027, BEM Monitor - java.sql.SQLException: Invalid column name EXT_VALUE-1.
- ♦ CR647062, Recalc engine is taking long time for element condition recalculation after Upgrade to 4.7.
- ♦ CR647532, read-only properties in myCMDB do not work.
- ♦ CR647804, Portal Builder Information Porlet: Custom Layout Diagrams do not render.
- ♦ CR648385, RemoteContainer with Netcool adapter fails to show alarm properties.
- ♦ CR648715, BSW - Expressions will disappear from underneath a profile if one is deleted.
- ♦ CR649599, MO 4.7 - myCMDB - Retention policy not taking into account last modified date when purging.
- ♦ CR649734, 4.7 BEM monitor- failing NetCool/TEC tests with Null Pointer errors - failed to deliver event.
- ♦ CR650194, myCMDB: consumes all physical memory on server.
- ♦ CR651322, MO 4.7 - User Profiles Not Saved in Client.
- ♦ CR651336, myCMDB4.7 - Running Reports Always Return in the Same Results.
- ♦ CR651415, Client: Root Cause View doesn't show all linked elements in network view.
- ♦ CR651475, Viewbuilder: 'delete before import' option doesn't work in 4.7.
- ♦ CR651687, BEM: Error initializing database after 4.5 -> 4.7 PB2 upgrade.
- ♦ CR653361, myMO - layout portlet breaks Liferay theme site name and page title.
- ♦ CR653423, BSM - Java Runtime Error Message - raw HTTP Response contains Pointer Exceptions.
- ♦ CR654149, BEM - Adapter does not start because of host name issue in BEM DB.
- ♦ CR654410, Integration - M CORB needs to be able to pick from a pre-defined range of ports instead of a random port via RMI.
- ♦ CR655285, MO:web2connect - fails to retrieve (Netcool) alarms from a remote container.

- ♦ CR655558, MO4.7 - EMC SMARTS Adapter does not Read Filtering Correctly.
- ♦ CR655819, myCMDB 4.7 - Creating Relation List of CIs is Limited to 500 Results.
- ♦ CR655820, MO4.7 - Renaming Automation Filters Appends Renamed Filter to List, Continues to Reference Original Name.
- ♦ CR656280, SCOM - Severity not changing for changed alarms in the Alarm Window but change registers in SCOM DB.
- ♦ CR656657, Spectrum - Dropping connection with Spectro server with exception: `_hasValidConnection` CORBA exception getting name of model domain -- assuming failure, disconnecting.
- ♦ CR657183, Patrol: On Solaris adapter needs to fork on startup and swap space must be great.
- ♦ CR657705, F/X adapter - Changing hierarchy file causes alarms to disappear out from under the element.
- ♦ CR658289, FX adapter - `alarm.setField` does not function correctly when new property needs to be set in an alarm.
- ♦ CR658511, BSM - BSM losing connection while viewing Real-time Service Level Metrics: "Unable to request alarm for 2K Cells: IDL: Format/Not Permitted: 1.0".
- ♦ CR658524, myMO: hanging/timing out when a page is requested while MO is gathering high numbers of SLAs from the BSW.
- ♦ CR662110, Integration - FX hierarchy file not allowing group-level severity name-value assignment for alarms.
- ♦ CR662486, myMO - Error connecting from MO to myMO via `mymo.rmi.port` parameter.
- ♦ CR662556, Warehouse - Problem storing alarm when status exceeds BSW status field length.
- ♦ CR665666, BSLM - Planner queries generating queries with end times before start times when week starts on Monday.
- ♦ CR665716, Server - Non-admin users cannot assign alarms.
- ♦ CR669272, BSD 4.7 shows wrong information in Availability report.
- ♦ CR669987, myMO - Performance portlet - Graph still shows multiple elements when only one element chosen.
- ♦ CR670038, BSM - Provide mechanism for creating custom myMO portlets using Web2Connect.
- ♦ CR670667, myMO - Last Updated Date/Time label causes clutter at bottom of portlets.
- ♦ CR671097, `moscfg` throws error when doing an export of configuration.
- ♦ CR673092, SMARTS broker/domain passwords showing in `formula.trc` in clear text.
- ♦ CR673434, 'Find' dialog missing Search and Return button if user goes to add elements to existing Service Model.
- ♦ CR673452, Web2Connect: Fails to set cache-control headers in responses.
- ♦ CR676305, BSM/Integration: ZCM adapter causes exception and fails with END OF DATA error message.
- ♦ CR678501, SCOM adapter not coming down if user tries to stop it manually.
- ♦ CR678656, MyMO SLA Portlet exhibits multiple intermittent failures.
- ♦ CR679371, Config import - 'Halt alarm contributions' flag does not stay checked upon config import.
- ♦ CR679805, EVE event queue backing up leading to server lockup.
- ♦ CR679837, Alarms portlet - mismatch in alarm counts between MO client Alarms view and myMO Alarms portlet.

- ♦ CR681334, Layout - current Client drill down logic only allows drilling down into one level of children from the current drawing selection.
- ♦ CR682396, BSM:4.7: Bulk alarm updates to multiple Netcool adapters results in (client?) NPE - seems to have started with PB2.

A Documentation Updates

This section contains information on documentation content changes that were made in the *Release Notes* after the initial release of Operations Center 5.0. The changes are listed according to the date they were published.

If you need to know where a copy of the PDF documentation you are using is the most recent, the PDF document includes a publication date on the title page.

- ♦ [Section A.1, “April 8, 2014,” on page 85](#)
- ♦ [Section A.2, “March 2014 Patch Release,” on page 85](#)
- ♦ [Section A.3, “November 2013 Patch Release,” on page 86](#)
- ♦ [Section A.4, “September 2013 Patch Release,” on page 86](#)
- ♦ [Section A.5, “April 2013 Patch Release,” on page 86](#)
- ♦ [Section A.6, “December 2012 Patch Release,” on page 87](#)
- ♦ [Section A.7, “June 1012 Patch Release,” on page 87](#)
- ♦ [Section A.8, “February 1012 Patch Release,” on page 87](#)
- ♦ [Section A.9, “September 2011 Patch Release,” on page 88](#)

A.1 April 8, 2014

New section, [Section 3.2.2, “Updated Drivers for Sybase,” on page 27](#).

A.2 March 2014 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.1, “March 2014 Patch Release,” on page 13	Describes new features included with the patch release.
Section 3.2, “Technical Considerations for March 2014 Patch Release,” on page 27	Describes technical considerations for the patch release.
Section 4.1, “Dashboard Performance Portlet Discontinuation Announcement,” on page 47	The Performance portlet will be discontinued in a future release. The new Charting portlet will replace this functionality.
Section 4.5.1, “Discontinued in Operations Center 5.0, March 2014 Patch Release,” on page 48	The Native Windows Recorder, a feature of the Experience Manager, is no longer supported.
Section 5.2, “November 2013 Patch Release,” on page 53	List of resolved issues for this patch release.

A.3 November 2013 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.2, “November 2013 Patch Release,” on page 14	Describes new features included with the patch release.
Section 3.3, “Technical Considerations for November 2013 Patch Release,” on page 28	Describes technical considerations for the patch release.
Section 4.3, “Spectrum 8 Adapter Discontinuation Announcement,” on page 47	The Spectrum 8 adapter will be discontinued and removed from the product in the next patch release.
Section 4.7, “Software Signing Certificates,” on page 49	Expiration date for new software signing certificate is October 24, 2015.
Section 5.2, “November 2013 Patch Release,” on page 53	List of resolved issues for this patch release.

A.4 September 2013 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.3, “September 2013 Patch Release,” on page 14	Describes new features included with the patch release.
Section 3.4, “Technical Considerations for September 2013 Patch Release,” on page 28	Describes technical considerations for the patch release.
Section 4.4, “Discontinued Operations Center Console Features,” on page 48	Technology used in Network view has been discontinued by vendor and will be replaced with comparable, but not exact functionality.
Section 5.3, “September 2013 Patch Release,” on page 54	List of resolved issues for this patch release.

A.5 April 2013 Patch Release

Global updates were made to installation and file path references for Operations Center and Operations Center features, as follows:

- ♦ **Operations Center:** The location of the main Operations Center installation is shown as *OperationsCenter_install_path*
- ♦ **Operations Center Dashboard:** The location of the Dashboard is shown as *OperationsCenter_Dashboard_install_path*
- ♦ **Operations Center Configuration Management System (CMS):** The location of the CMS is shown as *OperationsCenter_CMS_install_path*
- ♦ **Operations Center Experience Manager:** The location of the Experience Manager is shown as *OperationsCenter_ExperienceManager_install_path*

In addition, updates were made to the following sections:

Location	Update
Section 2.4, "April 2013 Patch Release," on page 16	Describes new features included with the patch release.
Section 3.5, "Technical Considerations for April 2013 Patch Release," on page 29	Describes technical considerations for the patch release.
Section 5.4, "April 2013 Patch Release," on page 55	List of resolved issues for this patch release.

A.6 December 2012 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.5, "December 2012 Patch Release," on page 16	Describes new features included with the patch release.
Section 3.6, "Technical Considerations for December 2012 Patch Release," on page 31	Describes technical considerations for the patch release.
Section 3.10.11, "Configuration Management System (CMS) Considerations," on page 45	Some corruption issues with exported reports have occurred.
Section 5.5, "December 2012 Patch Release," on page 57	List of resolved issues for this patch release.

A.7 June 1012 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.6, "June 2012 Patch Release," on page 17	Describes new features included with the patch release.
Section 3.7, "Technical Considerations for June 2012 Patch Release," on page 33	Describes technical considerations for the patch release.
"Database Definition Backup Option" on page 38	Describes an option that is no enabled and should not be used..
Section 3.10.10, "Dashboard Considerations," on page 44	The Dashboard is unable to synchronize group accounts with numeric-only names.
Section 5.6, "June 2012 Patch Release," on page 60	List of resolved issues for this patch release.

A.8 February 1012 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.7, "February 2012 Patch Release," on page 19	Describes new features included with the patch release.
Section 3.8, "Technical Considerations for February 2012 Patch Release," on page 36	Describes technical considerations for the patch release.
Section 5.7, "February 2012 Patch Release," on page 67	List of resolved issues for this patch release.

A.9 September 2011 Patch Release

Updates were made to the following sections:

Location	Update
Section 2.7, "February 2012 Patch Release," on page 19	Describes new features included with the patch release.
Section 3.9, "Technical Considerations for September 2011 Patch Release," on page 37	Describes technical considerations for the patch release.
Section 3.10.2, "Operations Center Server Configurations," on page 38	Describes the setting of CORBA timeout properties to control the calls between the Operations Center console and server.
Section 5.8, "September 2011 Patch Release," on page 71	List of resolved issues for this patch release.