

*InCharge*TM

Release Notes

Version 5.0.1



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New Products and Features

InCharge 5.0.1 patch introduces corrections and improvements to InCharge 5.0 software. This chapter summarizes the recent 5.0.1 enhancements as well as the previously-introduced 5.0 enhancements.

5.0.1 Patch Enhancements

The following corrections and improvements are available for all products:

- Support for Service Pack 3 for Windows 2000. SMARTS requires at least Service Pack 2 with Hotfix Q305227 but recommends Service Pack 3 which includes the hotfix.
- Support for Service Pack 6 for Windows NT.
- Support for the InCharge Console on Windows XP.
- A new process for upgrading InCharge software.
- A new procedure to obtain a software evaluation (trial) license. (Please consult the *InCharge System Administration Guide* for license information.)
- A new, multi-platform sm_sched utility enables you to run InCharge processes or commands at regularly scheduled intervals. For example, you can use this standalone utility with the InCharge Service Assurance Manager Failover System instead the Windows **at** command.

- Open Integration enhancements—For the InCharge Syslog Adapter, two new parameters, DISCARD and CLEAR_SYSLOG, control whether system log messages are discarded or whether they clear existing notifications, respectively.
- InCharge Application Services Manager enhancements—For the InCharge Adapter for BMC Patrol, two new tools, Remove BMC Agent and Reconfigure BMC Adapter are available. The tools enable administrators to remove a BMC agent from the adapter topology and to reread the adapter's configuration.

InCharge Version 5.0 New Features for All Products

The following new features are available for all products:

- InCharge Information Model (ICIM)—The model has been updated to include reference classes for application services and connections. The wall chart illustrates the class hierarchy of ICIM version 1.2.
- New directory structure for SMARTS software—The directory structure is reorganized to accommodate new modules and products, and to separate system files from user-edited files. A new utility, *sm_edit*, is provided; it ensures that edited files are saved to the appropriate locations. (Please consult the *InCharge System Administration Guide* for directory information.)
- Unified approach to setting environment variables—The *runcmd_env.sh* script can now be used on all supported operating systems (UNIX and Windows) to set environment variables.
- New installation procedure for UNIX and Windows—The installation process now uses a menu-driven command line interface which has been streamlined for all platforms. The process also includes an option for console-only installation, which is the default on Windows.
- Operating system-specific CD-ROMS—InCharge 5.0 software is now distributed on operating system-specific CD-ROMs. This includes a CD-ROM for Solaris, HP-UX, AIX, and Windows.
- Windows services make it possible to register multiple servers on the same machine.

- Security enhancements—Administrators can configure secure access to the InCharge Broker and can create authentication records with a new privilege, *Ping*, which allows connection to a server for verification of availability only. (Please consult the *InCharge Service Assurance Manager Configuration Guide* for deployment and compatibility issues related to security.)
- Enhancements to licensing—Service Assurance has upgraded its licensing procedures to comply with FLEXlm licensing software, version 7.2. Centralized FLEXlm licensing is now supported for Windows.

New Features of InCharge Service Assurance Manager Version 5.0

InCharge Service Assurance Manager (Service Assurance) version 5.0 introduces:

- Three new modules that can be implemented to extend Service Assurance's capabilities.
 - Business Impact Manager (BIM)—Extends the capability of Service Assurance to calculate the business impact of events and to propagate the impacts to the affected business elements in your topology. Impacts are visible in the Notification Log view and Notification Properties dialog box, as colored map icons in a Services map, and as counted totals in summaries. Note that BIM includes certain features (for example, Services maps, business impacts, and impact values) previously available in the 4.6 Service Assurance software. These features now require a license to enable them.
 - Report Manager—Complements the extensive capabilities of Service Assurance by enabling network administrators to produce and display or print network operations and management reports. Reports can be produced either through Crystal Enterprise Reports or other user-selected report applications. Report Manager uses two adapters, Structured Query Language (SQL) Data Interface and Summarization.

- **Web Portal—Complements Service Assurance** by providing limited, secure, read-only access to Service Assurance event information and topology through a Web browser. InCharge Web Portal uses a Web Portal server, provides the Apache Tomcat Servlet Engine as a standalone Web application server, and provides two new consoles, the Web Portal Configuration Console and the Web Console.

Please consult the *InCharge Documentation Roadmap* for synopses of new and revised documents.

- **Open Integration enhancements—Open Integration** can aggregate events, derived from incoming third-party events. Aggregate events can be triggered from the sm_ems command line interface, the SNMP Trap Adapter (Receiver) and the Syslog Adapter. Hierarchical communications between a global manager and an Open Integration server are also improved.
- **Service Assurance-to-Service Assurance hierarchical deployment—**Support for hierarchical architectures in which global managers serve as underlying sources to other global managers.
- **Summary view—A new view of event information.** Information is presented as graphical overviews (summaries) rather than lists of individual events. The Summary view is available for Global Console and Web Portal operators.
- **Notification Properties—Enhancements to the display of impacts, causes, details as well as support for aggregates.** Also, the option to retrieve data from only the global manager or from the global manager and its underlying domains.
- **Map support for AIX—Maps and the related Map Console** are now available for AIX.

- Map enhancements—Maps provide several new options:
 - It is possible to filter a map to highlight root-cause events. When filtered in this manner, icons of elements that have root-cause events associated with them will remain colored and all other icons will turn gray.
 - New Applications maps enable users to visualize detailed application relationships without business elements; this map type requires Application Services Manager (ASM). With ASM, you can access Applications maps of the InCharge deployment (InCharge Services) to view the global manager and its underlying domain managers.
 - Services maps, an existing map type that enables users to visualize business elements, services and high-level application relationships, is now included as part of the BIM module.
 - A new layout type, manual, enables users to manually position map icons which do not move when the map is expanded.
 - Custom map backgrounds are supported.
- Other console enhancements—The Global Console provides these options for users with administrative privileges:
 - The ability to manually create and remove topological elements related to Services and Applications.
 - Analysis Domains Administration Console enables administrators to access underlying InCharge Domain Managers. Without installing additional software, administrators can perform tasks such as managing topology and changing polling and threshold parameters.
- Miscellaneous enhancements—These include:
 - User-defined fields have been increased from five to ten.
 - New environment variables enable users to control the format and display of date and time.

InCharge Application Services Manager

InCharge release 5.0 introduces Application Services Manager (ASM).

- **Application Services Manager**—This analysis server automatically diagnoses service delivery problems in complex, distributed application services. When deployed in conjunction with Service Assurance, Availability Manager and the InCharge SMART Adapters, ASM provides insight across and between: applications running on your network, operating system elements such as processes, directories, and threads, and network devices such as servers and switches.
- **SMART Adapters**—These adapters are software applications that provide integration points between InCharge and third-party software products, including events and topology.
 - The InCharge Adapter for BMC Patrol retrieves system and application information from Patrol Agents.
 - InCharge Adapter for Concord SystemEDGE receives traps from Concord SystemEDGE agents.
 - InCharge Application Connection Monitor uses TCP/IP to discover TCP-based applications on hosts and periodically poll them (using TCP) in order to detect their responsiveness.

Release Notes for All Products

This chapter describes issues and resolutions pertinent to all InCharge products.

Platform Support

The following changes apply to Windows platforms:

- Windows 2000—InCharge software supports and recommends Service Pack 3. SMARTS requires at least Service Pack 2 with Hotfix Q305227 but recommends Service Pack 3 which includes the hotfix.
- Windows NT—InCharge software supports Service Pack 6.
- Windows XP—Only the InCharge Console is supported on this platform.

Installation Issues

The following issues relate to the installation process.

sudo Command Limitation (UNIX)

PR 7467

Issue/Limit:

SMARTS applications that are installed to start as services should not be executed using the **sudo** command.

Disable Virus Protection (Windows)

Issue:

On the supported Windows platforms, you may receive a warning from your virus protection program when installing the JRE and/or the JDK for the Global Console and the Web Portal. There are no known issues related to overriding this warning.

Resolution:

Before installing InCharge 5.0.1, turn off all virus protection programs. Turn it on again when the installation is complete.

Uninstalling InCharge From an AIX Host (AIX 4.3.3)

PR 7875

Issue:

This issue applies to all versions of InCharge applications and InCharge Service Assurance Manager.

If InCharge applications are deployed with InCharge Service Assurance Manager on the same AIX host system and Service Assurance is running as a service (instead of a manual process), when you uninstall the InCharge applications, the Service Assurance services (daemon start-up scripts) are removed too. The uninstall procedure removes the `/etc/rc.smarts` and `/etc/smarts.d` directories which contain start-up scripts for both products. Service Assurance will fail to start when you reboot the system.

Resolution:

There are two recommendations:

- Back up the */etc/rc.smarts* and */etc/smarts.d* directories, uninstall the InCharge applications according to the instructions in the *InCharge Installation Guide*, and restore both directories. In the restored */etc/smarts.d* directory, delete the *S92ic-server* script; do not delete the *ic-sam-server* script.
- Install InCharge applications and InCharge Service Assurance Manager on separate hosts.

Upgrade From 5.0 to 5.0.1 Treats All Binary Files as Conflicting Files (Windows)

PR 8279

Issue:

When upgrading from InCharge 5.0 to 5.0.1, the upgrade process checks for modified files in the 5.0 installation and copies them to one of two subdirectories in **BASEDIR**/*smarts/conflict*. The user must review the modifications and determine whether they should migrate to the 5.0.1 installation. (This new upgrade process is explained in the *InCharge Installation Guide*.)

For Windows only, the upgrade process incorrectly treats all binary files (for example, executables and libraries) as conflicting files and the user is not able to determine which binary files were modified.

Resolution:

Contact SMARTS Technical Support for a corrective patch and instructions.

The sm_edit Utility and Local Files

Issue/Limit:

As of InCharge version 5.0, SMARTS software requires you to use the *sm_edit* utility to ensure that files are copied to the appropriate location before editing them and that nonlocal versions of all files remain unchanged. Modified files must reside in **BASEDIR**/*smarts/local* or one of its subdirectories. InCharge software is designed to first search for user modifiable files in **BASEDIR**/*smarts/local* and its subdirectories.

For more information about how to properly edit user modifiable InCharge files and how to use the *sm_edit* utility, refer to the *InCharge System Administration Guide*.

Incorrect Location of Local Conflict Files

PR 8355

Issue:

Beginning with InCharge 5.0.1, modified files are saved in the **BASEDIR**/*smarts/local* directory and are referred to as "local." Nonlocal files (files located in directories other than the */local* directory or one of its subdirectories) are referred to as "fixed." The installation program checks for files that were modified in your InCharge 5.0 installation. Copies of each modified file are placed in a subdirectory located in **BASEDIR**/*smarts/conflict*.

- Nonlocal modified files are copied to **BASEDIR**/*smarts/conflict/fixed*.
- Local modified files are copied to **BASEDIR**/*smarts/conflict/local*.

A log file called *conflict_local_area*, located in **BASEDIR**/*smarts/conflict*, summarizes the contents of each subdirectory. A typographical error within this log file erroneously states that local files are saved in **BASEDIR**/*smarts/conflict/fixed*.

Resolution:

You should locate your local conflict files in the **BASEDIR**/*smarts/conflict/local* directory and not in the **BASEDIR**/*smarts/conflict/fixed* as stated in the *conflict_local_area* file.

sm_logerror Process (Solaris)

Issue:

Starting with InCharge version 5.0, every running SMARTS program is accompanied by a child process running a SMARTS program, *sm_logerror*.

Resolution:

This process is used to safely print the stack trace of its parent process. On other operating systems, it is possible to print a stack trace from within the running program. On Solaris systems, stack traces are printed by a standalone program, */usr/bin/pstack*.

Previous versions of InCharge created a process to run *pstack* each time a stack trace was requested—usually when a process was about to crash. In certain error states, it may be impossible to create the subprocess; worse, attempting to do so can cause a deadlock, hanging the server. The new design avoids these problems. *sm_logerror* processes do nothing except when asked to print a stack trace, and exit automatically when their parent exits.

Error Using smgetinfo on Windows

Issue

When upgrading to InCharge 5.0.1, SMARTS suggests backing up your current InCharge installation using the command *smgetinfo*. On the Windows platform, the *smgetinfo* command does not properly zip up the necessary files.

Resolution

In order to preserve a backup of any customizations you made, you must manually create a zip file containing the following directories under

BASEDIR\smarts:

- \local
- \rules
- \conf
- \setup

AIX Shutdown

PR 7617

Issue:

SMARTS programs started automatically at boot are not shut down cleanly when the system shuts down.

Resolution:

During shutdown, AIX sends a SIGTERM to running processes, gives them 10 seconds to shut down cleanly, and then sends a SIGKILL which unconditionally stops them. SMARTS processes handle SIGTERM and will attempt to shut down cleanly, but may not be able to complete within the 10 seconds allotted to them.

AIX provides a mechanism, the */etc/rc.shutdown* script, that allows you to define actions to be taken at shutdown. Because this is a single script that can contain arbitrary shell code, it is impractical for SMARTS to attempt to modify it to include the necessary shutdown actions. You can, however, edit it by hand.

Execute the following command within */etc/rc.shutdown*:

```
/etc/rc.smarts stop
```

For further information, see the comments in */etc/rc.smarts*.

Embedded Spaces (Windows)

Issue:

In previous versions of SMARTS software, command line arguments that contained embedded spaces were not handled properly. This was especially the case for services installed with *sm_ntservice*, since the command line is interpreted multiple times.

As of InCharge version 5.0, such arguments are handled properly. However, users of earlier InCharge versions might have used various work-arounds to get the older code to produce the correct results. Those work-arounds typically will now produce the wrong result, since extra characters incorrectly stripped off by the old code are now preserved.

Resolution:

SMARTS is not aware of any instances of this in the standard, shipped code, but it might occur in customized code developed either by SMARTS or by users. All such code needs to be examined and may need to be modified for InCharge version 5.0 and later versions.

SMARTS Client Program Issues

The following issues are applicable if you are using SMARTS client programs from the terminal. For example, these issues apply to the execution of the `dmctl` program from an xterm Window.

Client Connection Attempts Timeout After 60 Seconds

PR 6325

Issue:

When `<PROMPT>` is specified for the InCharge username field of the *clientConnect.conf* file, a user must type a username, and possibly a password, when invoking a client program. If the username and password (if required) are not entered within 60 seconds, the operation will time-out and report an I/O error. This timeout only affects clients started from the command line; it does not affect the Global Console.

Resolution:

Type the username and password before 60 seconds elapse. If the operation cannot be completed before the timeout, you can re-invoke the command. If 60 seconds elapse, you will also have to restore the terminal's echo state (see below).

Unexpected Exit by Client Disables Terminal Echo (UNIX)

PR 6328

Issue:

When the *clientConnect.conf* file is configured to prompt the user for a password, the terminal echo is disabled so that the typed password is not displayed. If the client program exits during the password prompt, the terminal's echo state is not reset.

Resolution:

To restore the terminal's echo state, type the following command:

```
% stty echo icanon
```

Because the terminal echo is disabled, you will not be able to see the command as you type it.

Supported and Unsupported Broker Configurations

Beginning with InCharge version 5.0.1, due to improvements in security, InCharge version 5.0 and later components (brokers, clients, and servers) authenticate to each other differently than pre-5.0 versions. As a result, not all combinations of InCharge versions are supported. This section describes which configurations are supported for InCharge version 5.0 or later.

Supported Configurations

If the deployment includes any InCharge version 5.0 or 5.0.1 software, you must use the version 5.0 or later InCharge Broker to obtain a supported configuration. The following configurations are supported:

- A version 5.0 or later InCharge Broker in nonsecure mode (the default) supports connections from any combination of versions of clients and servers (5.0.1 and previous versions).
- A version 5.0 or later InCharge Broker in secure mode supports:
 - InCharge version 4.1 and 4.1.1 clients or servers configured with security *enabled*. It cannot support version 4.1 and 4.1.1 clients or servers configured with security disabled.
 - Clients and servers of Service Assurance versions 4.5, 4.5.1, and 4.6, except for consoles.

The *clientConnect.conf* file for clients and servers must be modified to send credentials to the version 5.0 or later broker and those credentials must correspond to the entries in the *serverConnect.conf* file. (The same modification must be made to the version 5.0 or later *clientConnect.conf* file.)

For information about security modes and the InCharge Broker, see the *InCharge System Administration Guide*.

For information about deployment, see the *InCharge Service Assurance Manager Configuration Guide*.

Unsupported Configurations

For a version 5.0 or later InCharge Broker in secure mode, the following configurations are unsupported and do not function:

- Consoles prior to version 5.0.
- Clients or servers prior to version 4.1.

Trap Processing

The following issue relates to trap processing.

Forwarding Traps

PR 8155

Issue:

Prior to InCharge version 5.0.1, for some configurations, the default settings for trap forwarding might have enabled the forwarding of all traps.

For the system that receives the traps, the processing of extraneous traps might result in high resource (CPU and memory) usage. Specifically, for Availability Manager, it has been observed that forwarding all traps can cause, in extreme cases, delayed startup times of the domain manager and sometimes excessive CPU utilization.

Resolution:

The configuration file that controls trap processing, *trapd.conf*, has been revised to provide better control over which types of traps are forwarded to the system where Availability Manager and/or Performance Manager is running.

To forward traps more efficiently, open the *trapd.conf* file for the trap processor that forwards traps to Availability Manager and/or Performance Manager and uncomment the lines of code (beginning with FORWARD) for specific types of traps. The types of traps are listed in the file.

For example, if Open Integration is deployed, you can modify the *trapd.conf* file for the InCharge SNMP Trap Adapter to forward Cisco or 3Com traps to Availability Manager.

There are many different InCharge applications that forward traps. Examples of trap processors are: the InCharge SNMP Trap Forwarder, the InCharge SNMP Trap Adapter, and the InCharge Adapter for Concord SystemEDGE, an Application Services Manager SMART adapter. You only need to modify the *trapd.conf* file for the processor that transfers traps to Availability Manager and Performance Manager. Depending upon your configuration, the file may be:

- **BASEDIR**/*smarts/conf/trapd/trapd.conf* for the InCharge SNMP Trap Forwarder
- **BASEDIR**/*smarts/conf/icoi/trapd.conf* for the InCharge SNMP Trap Adapter
- **BASEDIR**/*smarts/conf/sysedge/trapd.conf* for the InCharge Adapter for Concord SystemEDGE

SMARTS recommends the forwarding of a particular subset of traps, rather than all traps.

As with previous InCharge versions, traps will not be forwarded unless you uncomment lines of code.

The *trapd.conf* file still retains the code to forward all traps if it is appropriate for your configuration. The file does not contain code to forward traps to an Open Integration server or to Application Services Manager.

3

Release Notes for InCharge Service Assurance Manager

This chapter describes issues and resolutions for InCharge Service Assurance Manager (Service Assurance) version 5.0.

Report Manager

The following issues relate to Report Manager.

Database Triggers Cause Prepared SQL Statements to Fail

Issue:

The SQL Data Interface (SDI) of InCharge Report Manager uses prepared SQL statements for better database performance. The SMARTS implementation of prepared SQL statements, though, can fail when database triggers are specified for the tables defined in the InCharge Reporting Schema.

Resolution:

If a customer's installation of InCharge Report Manager requires the use of database triggers for the InCharge Reporting Schema tables, Professional Services can provide an SDI configuration file that replaces the prepared SQL statements with dynamic SQL statements. There may be some performance degradation, but this will allow the use of triggers.

Startup Failures for SDI or Summarization Adapters on HP-UX

Issue:

The SDI and Summarization adapters require an existing installation of the Oracle Client and ODBC software. However, due to a Java-related code issue in HP-UX, it is possible that this may cause a start-up failure. If a start-up failure occurs, the system returns an error message indicating that a Java library could not be loaded.

Resolution:

There are two possible resolutions for this issue.

The first is to install the appropriate HP-UX patch and set a system variable as follows:

- 1 Install HP-UX patch PHSS_22514. This allows the operating system to recognize the LD_PRELOAD system variable.
- 2 Set LD_PRELOAD to the full path of the *libjava.sl* library in the Oracle directory:
`$ORACLE_HOME/JRE/lib/PA_RISC/native_threads/libjava.sl`

The first resolution may not work in all cases. If it does not work, attempt the second resolution.

The second resolution is to rebuild an Oracle Client library to remove any dependencies on Java-related code, which may cause startup failures. Perform the following to rebuild the Oracle Client library:

- 1 Backup file `$ORACLE_HOME/lib/ldflags`
- 2 Backup file `$ORACLE_HOME/lib/libclntsh.sl`
- 3 Copy SMARTS provided ldflags from **BASEDIR**/conf/sql to `$ORACLE_HOME/lib/ldflags`.

The SMARTS ldflags include:

```
-lnbeq8 -lnhost8 -ln8 -lncrypt8 -lnidx8 -ln8 -lncrypt8 -lnus8 -ln8 -lncrypt8  
-lnk58 -ln8 -lncrypt8 -lnldap8 -lldapclnt8 -lnssl8 -ln8 -lncrypt8 -ln  
-lncrypt -lnoname8 -ln8 -lncrypt8 -lnrad8 -ln8 -lncrypt8 -ln8 -lncrypt8  
-lnsid8 -ln8 -lncrypt8 -lntcp8 -lntcps8 -lnssl8 -lnent8 -lntcp8 -lntns8  
-lserver8
```

- 4 Execute `$ORACLE_HOME/bin/genclntsh`. This will rebuild `libclntsh.sl`, overwriting the existing `$ORACLE_HOME/lib/libclntsh.sl`.

SDI_BROKER Variable Not Set at Installation (Windows)

PR 8015

Issue:

The installation of the InCharge software on Windows does not set the SDI_BROKER variable for the Report Manager SDI Adapters in their start-up scripts. These start-up scripts are used to run the components as manual processes. If, during the installation, you entered a location other than localhost:426, the system retains the default. When you start the SDI adapters, they start on localhost:426 rather than the location specified during installation.

Resolution:

Typically, the SDI and SDI-Summary adapters are installed as Windows services and use the environment broker value. In such cases, the SDI start-up command does not need to be changed.

However, if you manually start the SDI and SDI-Summary adapters with the start-up scripts, you need to set the SDI_BROKER variable in *ic-sdi-server.cmd* and *ic-sdi-summary.cmd* to the location of the broker in your environment before starting the SDI or SDI-Summary adapters with the scripts.

Web Portal

The following issues relate to Web Portal.

Refresh Display and Netscape

PR 8294

Issue:

When using Netscape 4.7x to access the Web Portal Server, the Web Console may not display up-to-date information.

Resolution:

Configure the Netscape Browser to verify whether it needs to refresh the contents of a page each time a page is viewed.

- 1 Select *Edit > Preferences* in the Netscape browser.
- 2 In the Preferences dialog, select Advanced.
- 3 Under Advanced, select Cache.
- 4 In the Cache dialog, find the "Document in cache is compared to document on network" option and select "Every time".

Refresh Rate Disables Inactivity Timeout Interval

PR 8061

Issue:

If the refresh rate is disabled (set to -1), the inactivity timeout interval is ignored. The refresh rate determines how often information is updated in a Web Console.

Resolution:

If an administrator wants to use the inactivity timeout interval and does not want frequent updating, the refresh rate should be set to a value that is one minute less than the inactivity timeout interval. For example, in the *web.xml* file, if the `com.smarts.inactivityTimeoutInterval` parameter is set to 30 minutes, set the `com.smarts.refreshRate` parameter to 1740 seconds (29 minutes).

X Window Display (AIX)

PR 8004

Issue:

The Web Portal Servlet under AIX will not run properly without an associated X display.

Resolution:

XVFB (X Virtual Frame Buffer) allows the creation of a virtual display, which the servlet uses instead of a real display. This is useful for running the servlet on a system without a display or as a service started before a display is available.

To start the XVFB, perform these steps:

- 1 The XVFB is loaded into the X server with the `-vfb` flag:

```
/usr/bin/X11/X -force -vfb -x abx -x dbe -x GLX :n &
```

where `n` is the display number you wish to have associated with this instance of the XVFB. This starts the X server without using any installed graphics adapter and loads the OpenGL extensions to the X server.

To load the XVFB at system boot, have the system administrator add the following entry (as one line) in the `/etc/inittab` file:

```
xvfb:2:respawn:/usr/bin/X11/X -force -vfb -x abx -x dbe -x GLX :n  
> /dev/null
```

Note:

Be sure this line appears before the line that invokes `rc.smarts`.

- 2 Once you have decided on the value of the display number, change the `ic-tomcat-server` script. Add the following lines near the top of the file.

```
DISPLAY=<sysname>:<n>  
export DISPLAY
```

where **<sysname>** is the host that XVFB and the servlet will run on and **<n>** is the display number defined above.

For more information about XVFB (X Virtual Frame Buffer), visit IBM's web site: http://publibn.boulder.ibm.com/doc_link/en_US/a_doc_lib/aixprggd/aixwnpgd/xvfb.htm.

Global Console

The following issues relate to running the Service Assurance Global Console.

New ICIM Class and Map Icon

A new InCharge Information Model (ICIM) class named Firewall, a sub-class of Router, is listed in topology and map trees of the Global Console. Also, instances of the class are depicted in maps with firewall map icons.

Client Tool May Not Stop

PR 5406

Issue:

For client tools, when you press the **Stop** button in the Tool Output window, the client process may not stop. Processes (such as shell scripts) that do not respond to a SIGTERM signal will not stop.

Resolution:

Use a script that responds to a SIGTERM signal. Or, terminate the client process manually from the command line or by using the Task Manager.

Server Tool Does Not Display

PR 7252

Issue/Limit:

If you are running the Global Console as a Java applet, server tools that open an X Window on the client are not supported. For example, the sample Telnet tool program is not supported for applet clients.

Remote and Saved Consoles Need Distinct Names

PR 6202

Issue:

During a Service Assurance session, if you select a saved console that is not a Global Console, you receive an "Unable to open console" error message.

For example, remote consoles for the Global Console are saved to the host where the global manager is running. Remote consoles for InCharge applications are saved to the host where the broker is running. When the global manager and the broker are installed on the same host, remote consoles from both the Global Console and InCharge applications are saved to the same location. As a result, the Open Remote Console dialog box provides a combined list of Service Assurance and InCharge consoles.

Resolution:

When you save a console, use a naming convention that clearly identifies the console as either a Service Assurance Global Console or an InCharge console. For example, use "SAM-" as a prefix for the Service Assurance Global Console.

Windows Diagnostic Tool Recommendation

Issue/Limit:

If you are running Service Assurance on Windows, SMARTS recommends that you use the Dr. Watson diagnostic tool as your debugger. Dr. Watson gathers information about your computer when a problem occurs with a program, and is typically the default tool on computers running Windows operating systems. If Dr. Watson is not currently set as your computer's diagnostic tool, you can set it with the command:

```
c:\>drwtsn32 -i
```

If you are using a different diagnostic tool, SMARTS Technical Support may not be able to acquire as much diagnostic information if problems occur.

For more information about Dr. Watson, refer to your Microsoft documentation.

Program Tool Issue

The following issues relate to running Service Assurance program tools.

Ping and Telnet Tools Have Access Constraints

PR 6389

Issue:

The sample scripts for ping and Telnet server tools, located in your **BASEDIR**/smarts/local/actions/server directory, may not work properly in all cases.

For example, the sample scripts do not take firewalls into account. If an underlying domain manager running InCharge Availability Manager generates an IP Down notification and a firewall exists between the device and the Service Assurance Global Manager, the Service Assurance Ping tool cannot ping the IP address. The ping script is invoked from the same host as the global manager.

Resolution:

The ping and Telnet tools are sample scripts. You need to customize them to meet the needs of your environment.

Adapters

The following issues relate to adapters.

Configuration Parameters in Notifiers, SDI, and Automated Actions

PR 6452 and 6392

Issue:

Values specified for the MinimumCertainty and eventSmoothingInterval parameters in the configuration file of E-Mail Notifier, File Notifier, SNMP Trap Notifier, Script Notifier, TIBCO Rendezvous Notifier, SQL Data Interface (SDI), and automated actions are ignored.

Resolution:

In the configuration file of the affected adapters, the `MinimumCertainty` and `eventSmoothingInterval` parameters are not supported. Also, the notification filters used in adapters for InCharge version 4.0.1 or later are not supported.

You can define a notification list with notification list filters and minimum certainty in the global manager's configuration file (*ics.conf*) and apply them to adapters. You cannot define a smoothing interval using the adapter's configuration file.

For minimum certainty, you can specify a notification list filter that matches the `Certainty` field against a numeric value.

For example,

```
match("Certainty", "<30->")
```

results in a minimum certainty of 30%.

The name of notification list in the global manager's configuration file (*ics.conf*) must match the `NLName` parameter value in the adapters' configuration file. Adapters receive notifications as determined by the notification list name specified for the `NLName` parameter.

Error in Application Connection Monitor Script File

PR 8339

Issue:

To install and run the Application Connection Monitor as a Service on Windows 2000, you must run a file called *ic-app-poller.cmd*. Errors might occur due to a line break that must be removed from the script.

Resolution:

You must modify the file to remove the incorrect line break in the script. The line break occurs in the middle of the word "daemon" in the script.

- 1 From the command line, use `sm_edit` to modify the *ic-app-poller.cmd* file, located in **BASEDIR**\smarts\local\script. For example:

```
▲ BASEDIR\smarts\bin>sm_edit BASEDIR\smarts\script\local\ic-  
app-poller_install.cmd ▼
```

▼▲ This symbol indicates that the command should be typed on one line.

- 2 Within the *ic-app-poller_install.cmd* file, locate and remove the line break in the word "daemon." For example, the script line should read as:

```
BASEDIR\smarts\bin\sm_ntservice --dname="InCharge Application Connection Monitor" --startmode=auto --name=ic-app-poller --install -- sm_server -n BMC-SA --config=app-poller --nonpriv --output --daemon --ignore-restore-errors
```

- 3 Save and close the file.

sm_ems Issue

The following issue relates to the sm_ems command line interface.

sm_ems Does Not Prompt for Authentication Credentials

PR 7618

Issue:

By default, the sm_ems command line interface does not prompt for authentication credentials.

Resolution:

If you are working in a secure environment, you need to create an entry in the *clientConnect.conf* (using the *sm_edit* utility) that provides the necessary user name and password for the sm_ems interface. The user name in this entry must match a user in the corresponding *serverConnect.conf*. You must edit the *clientConnect.conf* file on the host where sm_ems is running.

Java Issues

The following are Java issues.

Adjusting Memory for Java Dynamic Memory Allocation

PR 5660

Issue:

The host machine is experiencing degraded performance due to memory swapping.

Resolution:

The `-H` option for the **sm_gui** command enables you to adjust the maximum amount of memory space ("heap size") that Java uses for dynamic memory allocation. The default value for the maximum "heap size" is 256 MB.

To improve performance, specify the **sm_gui** command with the `-H` option:

```
sm_gui -H valueM
```

Specify the `-H` option once. One space after the `-H` is required. The value you specify can be greater or less than the 256 MB default, depending upon the host machine. The character "M" (uppercase or lowercase) is required; do not insert a space between the value and the M.

The heap size can be up to the following approximate values:

OPERATING SYSTEM	APPROXIMATE MAXIMUMS
Solaris 2.6 (5.6)	2000 MB
Solaris 7 and 8 (5.7, 5.8)	4000 MB
HP-UX 10.20 and 11.0	2000 MB
AIX 4.3.3	2000 MB
Windows (NT/2000)	2000 MB

Table 1: Operating Systems and Their Heap Size Values

For example, if the available memory for a host machine is 256 MB, you can specify 100 MB for the heap size:

```
sm_gui -H 100m
```

Improving Performance of a Remote Console

PR 5142

Issue:

If you are running the console remotely over a WAN connection you may experience degraded performance. This is due to inefficiencies in the underlying Java implementation.

Resolution:

In order to improve performance in this situation, specify the **sm_gui** command with the `-d` option. For example,

```
sm_gui -d
```

This command reduces the amount of data passed. Only use it if you are experiencing poor performance.

Note: When running the console locally, the `-d` option will degrade performance and is *not* recommended.

The `-d` option turns off double buffering, so painting of screen updates may be more noticeable. Also, entries in the topology tree may "spill over" into the right side of the Topology Browser.

Default User Profile Requirement

PR 6632

Issue:

When you log in to a global manager, if the specified user name (for example, admin or operator) does not correspond to a user profile defined in the *ics.conf* configuration file for the global manager, the default user profile is used instead. If the default user profile does not exist, you receive an error message and the Global Console does not open. This is proper behavior.

If you are already attached to a global manager and you attempt to attach to a second global manager that does not have a default user profile, you may observe the following types of behavior:

- The second global manager appears to be attached; its name is listed in the Global Manager pull-down menu of the Notification Log Console. However, the Notification Log view is blank.
- If you switch and select the first global manager in the Global Manager pull-down menu, notifications that previously displayed in the view no longer appear. (In order to redisplay the notifications, detach from the second global manager.)
- If you detach and reattach to the second global manager, you may receive messages that the console cannot attach to the global manager or that the console is already is attached. If you continue to try to detach and reattach, "None" is listed repeatedly in the Global Manager pull-down menu.

Resolution:

SMARTS provides two user profiles, default and maint, in the UserSection of the *ics.conf* configuration file. Both profiles, especially the default one, should not be deleted. You must have a default user profile defined in the *ics.conf* configuration file of every global manager. Or, create a profile in the *ics.conf* configuration file for every user name that is allowed to access the global manager. The configuration file is located in the **BASEDIR**/*smarts/local/conf/ics* directory.

Global Managers Need Unique Names to Start

PR 6457

Issue:

The Service Assurance installation procedure installs a global manager with the default name INCHARGE-SA. If the global manager is started and another global manager (with the same name) is already running, the global manager will not start properly. For Windows, a log file is not written and messages are not reported to the Event Viewer. For UNIX, a log file is written.

Resolution:

Check the InCharge Broker to determine if the INCHARGE-SA global manager is running on the correct host.

If it is not, you can

- Stop the other copy of INCHARGE-SA and restart the correct global manager.
- Or, change the names of the global managers to prevent the conflict. Instructions for changing the global manager names for Windows and UNIX systems are provided below.

Windows

To change the global manager name in the Windows registry, perform these steps:

- 1 Use the **sm_ntservice** command to remove the global manager service:

```
BASEDIR\smarts\bin\sm_ntservice --remove sm_sam_server
```

- 2 Register the global manager with a new name. Type the command as one line:

```
BASEDIR\smarts\bin\sm_ntservice --autostart  
--dname="InCharge Global Manager" --install sm_sam_server  
--output --confdir=BASEDIR\smarts\conf\ics --name=New_name
```

UNIX

To change the global manager name, edit the DMNAME=INCHARGE-SA parameter in the *ic-sam-server* or *S92ic-sam-server* file, depending upon your UNIX platform.

The file is located in the following start-up directory.

PLATFORM	START-UP DIRECTORY AND FILE
Solaris	/etc/init.d/ic-sam-server
HP-UX	/sbin/init.d/ic-sam-server
AIX	/etc/smarts.d/S92ic-sam-server

Table 2: UNIX Start-up Directories

Documentation Errata

The following items are known errors in the InCharge 5.0.1 documentation set. They will be corrected for the next release.

InCharge Service Assurance Manager Open Integration Configuration Guide

- Page 38: Typographical Error:
"If the format of your syslog file is different from the above format, you can edit *my_hook_syslog.asl* and *syslog_mgr.asl* to pass the entries accordingly."

The word "pass" should be "parse." This will be corrected in the next update of the guide.

- Page 39: Two omissions from the Syslog File Location section.

The guide neglects to mention that the value of the SYSFILE parameter in the *ic-syslog-adapter* script must be modified by the user. The parameter must point to the location of the appropriate Syslog for your environment. Additionally, the guide neglects to mention that the default SYSFILE value is different for UNIX and Windows platforms. On UNIX platforms, the default value is */var/log/sysfile* and on Windows, the default value is *C:\temp\sysfile*.

