

*InCharge*TM

Release Notes

Version 6.2



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1

InCharge Version 6.2

InCharge version 6.2 introduces a new InCharge Business Dashboard and delivers major enhancements and improvements to SMARTS core products: InCharge Service Assurance Manager, InCharge IP Availability Manager, and InCharge IP Performance Manager.

Note: 6.2 refers to the InCharge software platform version. The InCharge products described in this document are based on this version of the InCharge software platform. InCharge product versions vary and do not always match the software platform version number. Refer to the *InCharge 6.2 Read Me First* document for a complete list of product version numbers.

New Products

The following summarizes new InCharge 6.2 product offerings:

- InCharge Business Dashboard – The Business Dashboard is a new flexible, web-based alternative to the Global Console. The Business Dashboard offers a customizable display of InCharge analysis data (a collection of InCharge Viewlets™) that you can load into your organization's web page or that you can intermingle or combine with data from other sources (such as trouble-ticketing information or your company's intranet news). A viewlet can be an InCharge Notification Log, a Status Table, a Map, a Summary, a Notification Properties view, or a Containment view. For your convenience, SMARTS includes a complete standalone example of the InCharge Business Dashboard as well as sample viewlets and HTML pages.

- InCharge Adapter for NetIQ AppManager – Distributed as part of the InCharge Service Assurance Management Suite, this adapter imports events from NetIQ AppManager into Service Assurance Manager (SAM). When deployed with Application Services Manager (ASM), NetIQ event information can be associated with hosts or application-related topology and be used as symptomatic events during InCharge correlation analysis. The adapter can provide more complex notification and topology processing when used in combination with a user-defined Adapter Scripting Language (ASL) hook script.

Enhancements to Existing Products

The following sections list 6.2 enhancements and improvements to InCharge SAM, InCharge IP, and InCharge Software Development Kit.

Enhancements That Impact All Products

The following enhancements are applicable to all products:

- Advanced Security – Client-server authentication and broker, server, and adapter communications can now be encrypted to protect against eavesdropping and active attacks. InCharge administrators can encrypt communications using the Diffie Helman-Advanced Encryption Standard (DH-AES), a site secret, or a combination of both. The secret can be locked for added protection. In addition, SMARTS provides the *sm_rebond* utility to enable InCharge Administrators to change the secret phase and to re-encrypt files affected by the secret.
- New Operating System Support – InCharge products are now supported on Windows 2003. For complete information about operating system support, see [InCharge Platform Support](#) on page 9.
- Command Line Interface (CLI) and Unattended Installation Modes – In addition to the InstallShield Wizard (GUI interface) mode, two new modes of installation are available. The Command Line Interface (CLI) Mode is especially useful for UNIX users because it does not require X Display, fixed ports to permit communication through firewalls, or special access to production systems. The Unattended Installation Mode reads the selections and settings for the installation from a user-modifiable file, which enables users to easily duplicate the installation on many machines. This mode also does not require the X protocol for UNIX users.

- InCharge Common Information Model™ (ICIM) 1.3 – The model has been updated to include new protocol classes such as those that support Hot Standby Routing Protocol (HSRP).
- Upgraded License Support – 6.2 InCharge applications now use the 9.2 Flexlm License Server.

The remaining sections are organized by product suite and provide details about the new features and enhancements specific to each.

New Features of InCharge Service Assurance Management Products

In addition to the new InCharge Business Dashboard, InCharge Service Assurance Manager (SAM) products for 6.2 offer enhancements to the Report Manager and Business Impact Manager modules, as well as new features and enhancements to the Global Console and the Web Console.

Report Manager Enhancements

- Integration with Up-to-Date Third Party Software – Report Manager integrates with up-to-date database software including Oracle Database 9i, MS SQL Database 2002, and Data Direct Oracle ODBC Drivers for UNIX 4.2 Wire Protocol. Report Manager also now ships with Crystal Enterprise 10.0.
- Simplification of Report Manager Configuration – SMARTS now includes several utilities that simplify Report Manager Configuration. One utility performs the Crystal Report Designer *publish* function for all the Crystal Reports that InCharge Report Manager offers. The utility avoids the need to install Crystal Report Designer. A second utility updates the Crystal Enterprise web directories with the InCharge Report Manager components.
- New Pre-Defined Reports – New, predefined Crystal Enterprise Reports include the following: Availability Report by Class, Critical Business Users, Critical Business Users by Class, and Critical Business Processes. The last three reports are geared for Business Impact Manager users.
- Report Generation Through the Global Console in Context – InCharge Service Assurance Manager Report Tools can be configured to generate Crystal Enterprise reports in the context of a selected topology element. Report Tools are made available to users by including them in the user's profile.

- New Archival Utility – A utility is provided to clean and maintain the Report Manager database. SMARTS recommends using the archival utility on a weekly basis to remove Report Manager data that is older than 30 days.

Business Impact Manager Enhancements

- New Business Classes – The latest version of Business Impact Manager (BIM) provides for more robust business entities. Subscriber information can be extended to include Customer as well as Organization, Business Unit, Line of Business, and Department. Service offerings can be extended to include Business Processes.
- New Business Process Tools – New, server-side tools enable BIM users to notify, change, and clear notifications associated with a particular Business Process. This capability is especially useful to create events that cannot be instrumented through InCharge analysis.
- Changes to Event Propagation – Events can now be propagated over PartOf/ComposedOf relationships between ServiceOffering elements, and over Serves/ServedBy relationships between BusinessProcess elements.

Global Console Enhancements

- Enhancements to Web Console – The contents of the Global Console can also be displayed as a Java applet within a web browser. An improved implementation now allows the Java applet to run inside a web browser.
- Automatic Login When Integrated with Third-Party Portal – If the InCharge Business Dashboard (an alternative to the Web Console) is deployed within a third-party web portal product, the HTML or URL that loads the Business Dashboard can be configured to pass the InCharge user name and password as parameters, thus avoiding the need to log in to the portal and InCharge.
- Enhancements and Customizations to Map Console – The ability to customize map backgrounds has been enhanced. Also, SAM users have the option to use custom map icons instead of the new default three-dimensional map icons that ship with SAM 6.2.

- New Context Sharing of Console Views and Viewlets – Views in the Global Console (as well as viewlets in a Business Dashboard) can now participate in context sharing. This capability means that views or viewlets broadcast context information to other, *listener* views or viewlets. For example, if a Notification Log is set up to listen to instance context, selecting an instance in a Map will result in the Notification Log displaying information related to that instance.
- Enhancements to the Summary View – This console can now display three-dimensional pie charts as well as bar graphs, and is easier to configure.
- New Status Table View – This new view presents the overall status of a set of instances that affect the collection or group of other instances. For example, a Business Impact Manager user can view a Status Table to determine the overall condition of customers based on the status of their respective services. The Status table shows information in a grid format, with Y and X axis, and uses the new severity icons.

Configuration Enhancements

- Access Control of Console Operations – InCharge SAM Administrators can now restrict access to certain SAM console operations by controlling access as part of a user profile. To facilitate the configuration, the SAM Administration console also provides three predefined categories: Read-Only, Operator, and Administrator.

New Features of InCharge IP Management Products

InCharge IP products for 6.2 offer the following new features and enhancements:

- Support for SNMP V3 – In addition to supporting SNMP V1 and V2C, InCharge IP products can now discover and manage devices running SNMP V3 management agents. The seed file format and Add Agent function have also been extended to support SNMP V3, including the encryption of authentication passwords.
- Support for Cisco Hot Standby Routing Protocol (HSRP) – InCharge IP Availability Manager can now discover and monitor Cisco routers in HSRP configurations. The InCharge analysis indicates the availability of the HSRP routers in normal, switchover, and failure scenarios. InCharge also processes HSRP state change traps.

- Support for Point-to-Multipoint Frame Relay – InCharge IP Availability Manager can now discover multipoint Frame Relay virtual circuit connections. InCharge accomplishes this by probing the CISCO-FRAME-RELAY-MIB and instrumenting connected Data Link Connection Identifier (DLCI) interfaces as sub-interfaces.
- Support for Virtual Routers – InCharge IP Availability Manager can now discover and monitor virtual routers as implemented by Cosine and Juniper products.
- Initiated Volume Licensing – In addition to licensing InCharge applications and features, SMARTS is now implementing volume licensing for discovered systems (devices). Volume licensing applies to deployments of InCharge IP Availability Manager and deployments of Availability and Performance Manager running as a single process.
- Improved InCharge Discovery Manager – Discovery Manager now also discovers performance objects such as Memory, Processor, Fan, Power Supply, and Temperature Sensor.
- Extended IP Performance Manager to Monitor Servers – IP Performance Manager can now discover and monitor server (host) resources such as Disk, File System, Processor, and Memory in systems that implement the HOST-RESOURCES-MIB. Notifications are generated for Disk OperationallyDown, HighUtilization of FileSystem or Processor, and InsufficientFreeMemory.
- Extended IP Performance Manager to Monitor Sub-interfaces – IP Performance Manager can now be enabled to monitor sub-interfaces for members of port or interface threshold groups. By default, monitoring sub-interfaces is disabled.
- Improved, Customizable Determination of Duplex Mode – IP Performance Manager provides a more flexible method for determining and adjusting the duplex mode of a network adapter (port or interface). The duplex mode is used to calculate the current utilization of an adapter and to monitor the adapter's HighUtilization faults.
- Newly Certified Devices – As usual, this InCharge release includes a new group of certified devices. This group is in addition to devices previously certified in 6.0 SmartPacks. For a complete list of certified devices, refer to the certification file located in the **BASEDIR/smarts/doc/html/IDS** directory.

New Features of InCharge Software Development Kit

InCharge Software Development Kit (SDK) for 6.2 offers the following new features and enhancements:

- The Set() method is added to the SM_SNMP_Actions class. When the InCharge variable SM_ENABLE_SNMP_SET is defined, the Set() method can be used to send an SNMP Set-Request message to an SNMP agent, to update the value of varbinds on the agent.
- The ASL scripting language is enhanced to allow functions to be called from within Do-blocks.
- Struct and enum usage is added to the documentation.
- A full-text search engine is provided as an integral part of the SDK documentation and provides advanced search capabilities for all SDK document content.
- The keyword "unique" is added to the MODEL interface declaration to indicate that only a single instance of the interface may be instantiated.
- The MODEL language now provides for multiple instances of a class to share a stored attribute. The "static" keyword is added to the stored attribute declaration to allow multiple instances of a class to share a stored attribute.

SmartPack

Beginning with platform version 6.0, SMARTS periodically distributes SmartPacks consisting of InCharge software updates and newly certified devices. A SmartPack™ can modify the software platform as well as the products of one or more product suites. SmartPacks are cumulative for each release of an InCharge product suite, so you do not have to download earlier SmartPacks for that product suite. For example, SmartPack 2 for InCharge IP Management Suite 6.0 will include SmartPack 1 for InCharge IP Management Suite 6.0. Whenever a new SmartPack is available, customers will be notified by e-mail.

Customers download a SmartPack (SP) from a SMARTS web page by following the instructions in the *InCharge Read Me First* document that accompanies the SP. A SMARTS HEAT Self Service (HSS) user ID and password is required. If you do not have a HSS login, you can obtain one from SMARTS Technical Support.

For detailed information about a SmartPack, see the following sources:

- SmartPack Release Notes – Summarizes software issues resolved by a SmartPack.
- SmartPack Change Log file (one per product suite) – Lists the files that are changed or added by a SmartPack. The log file resides in the **BASEDIR**/*smarts/setup/info* directory.
- Certified Device List file (distributed as HTML) – Provided by any SmartPack that accompanies the InCharge IP Management Suite. The certification file, which resides in the **BASEDIR**/*smarts/doc/html/IDS* directory, lists all certified devices including any new certified devices delivered in the SmartPack.

Before you install a SmartPack, make sure that all the desired products are installed because after you install a SmartPack, you cannot install additional products from the same suite into the same root directory using the InCharge 6.2 CD-ROM(s). However, you can install those additional products into a different root directory on the same system. Then, you should install a SmartPack for those products. SmartPack installation instructions are provided in the *InCharge Read Me First* document that accompanies the SmartPack.

All product fixes contained in previous SmartPacks are rolled into the newest version of the InCharge product. For example, 6.0 SmartPack 1 and 6.0 SmartPack 2 SAM fixes are included in InCharge SAM 6.2.

2

Release Notes for All Products

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

InCharge Platform Support

The following operating systems are supported for InCharge 6.2 products:

- Solaris 8 and 9 on SPARC
- HP-UX 11.0 and 11.11 on PA-RISC
- Red Hat Linux Advanced Server ES, AS, or WS 2.1
- Windows 2000 Server and Advanced Server, SP4 or later
- Windows 2003
- Windows XP (console only)

Deprecated Platform Support

The following operating systems are no longer supported:

- AIX 4.3.3
- Solaris 2.6 and 2.7

- HP-UX 10.20
- Windows NT

Platform Support Restrictions for InCharge Adapters

Operating system restrictions apply to the following adapters:

- InCharge Adapter for Concord eHealth is not supported on HP-UX or AIX.
- InCharge Adapter for InfoVista is not supported on HP-UX or AIX.
- InCharge Adapter for NetIQ AppManager is not supported on HP-UX, AIX, or Solaris.
- SAM or IP Adapters that interface with third-party applications are not supported on Linux. The following adapters do support Linux: Syslog Adapter, SNMP Trap Adapter, and XML Adapter.

InCharge Product and Version Compatibility

The following identifies the compatibility of InCharge 6.2 products with other InCharge products or components.

6.2 SAM Global Manager

- Requires SAM Global Console 6.2.
- Compatible with InCharge IP Availability Manager 4.x or later.
- Requires Broker 5.0 or later.
- Compatible with Application Services Manager 1.0 and Application Connectivity Monitor 1.1.
- Compatible with Report Manager 6.2.

6.2 SAM Global Console

Requires SAM Global Manager 6.2.

6.2 IP Management Products

Requires installation of SAM 6.2.

For more information about upgrading InCharge products and migrating data from an existing InCharge installation, refer to the installation guide that accompanied the product you are upgrading.

Note: SMARTS customers who migrate from SAM 6.0 to SAM 6.2 should retain an installation of a 6.0 Global Console in order to continue to administer any remaining (non-migrated) SAM 6.0 Global Managers.

InCharge Patch Reconciliation for Installation Upgrades

When you perform an installation upgrade, the InCharge installation program displays a list of InCharge 6.0 or later patches that were found resident on your host. You need to compare that list with the InCharge patches listed in Table 1. The table identifies which of the InCharge 6.0 or later patches have been included in the InCharge 6.2 release of the Service Assurance Management Suite. For information about the InCharge 6.0 or later patches that have been included in the InCharge 6.2 release of the IP Management Suite, contact SMARTS Technical Support.

For any InCharge patches found on your host that have been included in the InCharge 6.2 release, delete those patches from your host after completing the upgrade. If any patches found on your host are *not* shown in the table, contact SMARTS Technical Support for assistance.

TICKET NUM*	PATCH NAME	PLATFORM	DESCRIPTION	INCLUDED IN		
				SP1	SP2	6.2
00015125	T15125.UNIX-ALL.IC60.20030731	All	Enhancements to the trap adapter			X
00015198	T15198.SUN2.8.IC60.20030806	Solaris	Fixes an issue with <i>sm_notify</i> so that it will not crash when invoked			X
00015217	T15760.SUN-ALL.IC60.2003826.tar.Z	Solaris	Fixes <i>ic-serviced</i> so that all stop/start commands work properly when invoked	X	X	X
00015487	T15760.HPUX-ALL.IC60.2003826.tar.Z	HP-UX	Fixes <i>ic-serviced</i> so that all stop/start commands work properly when invoked	X	X	X
00015720	T15720.SUN-ALL.IC60.20030826.tar.gz	Solaris	Fixes an issue with starting the license manager on Solaris 9			N/A

* All patches are version 6.0 except for Ticket Numbers 00020657 and 00020867, which are version 6.0 SP1.

TICKET NUM *	PATCH NAME	PLATFORM	DESCRIPTION	INCLUDED IN		
				SP1	SP2	6.2
00015840	T15760.LINUX-ALL.IC60.2003826.txt	Linux	Fixes <i>ic-serviced</i> so that all stop/start commands work properly when invoked			X
00016080	T16080.WIN2K.IC60.20030922	Win 2000	Fixes an issue that could cause the server to use high amounts of CPU			X
00016133	T16133.WINDOWS-ALL.IC60.20030915.zip	Win 2000	Fixes syntax issues that could cause the adapter to <i>not</i> create a ticket		X	X
00016192	T15326.UNIX-ALL.IC60.20030905.tar.Z	Solaris	Allows the user to perform a "silent" install of the software			X
00016296	C16296.SUN-ALL.IC60.20031023.tar.Z	Solaris	Allows the recognition of Frame Relay interfaces as proper interfaces in the Concord Adapter		X	X
00016831	C16296.SUN-ALL.IC60.20031023.tar.Z	Solaris	Allows LiveHealth traps related to CPU performance to be associated with the correct computer system in InCharge		X	X
00017122	ic_perl_api_6[1].0.0.tar.Z	Solaris	Perl API package			X
00017822	T17822.SOL2.6.IC412.20031204	Solaris	Fixes issue with TCP pinger leaving open file descriptors			X
00020657*	C19794.SUN-ALL.IC60.20040401.tar.Z	Solaris	Enhancements to the Concord Adapter			X
00020867*	T18376.SUN-ALL.IC60.2004223.tar.Z	Solaris	Resolves the Solaris file handles issue resulting from frequent <i>/etc/host</i> lookups by the server process		X	X

* All patches are version 6.0 except for Ticket Numbers 00020657 and 00020867, which are version 6.0 SP1.

Table 1: Patches Required for an InCharge 6.2 Installation of the Service Assurance Management Suite

Installation Issues

The following issues relate to the installation process.

Stopping All SMARTS Processes Before an Upgrade

PRs 11481, 11688, and 11758

Issue:

During an InCharge installation upgrade on a UNIX or Windows system, if the user is running any SMARTS processes (services, user utilities, or consoles) in the installation area, the installation may not complete successfully due to certain SMARTS files being in use.

On a UNIX system, you may observe one or both of the following symptoms:

- 1 The installation program reports that *sm_service* or one or more of its services are still running and refuses to continue.
- 2 The installation continues, but the resulting installation is corrupted: most InCharge applications will fail to start. This symptom seems to occur only on the HP-UX platform.

Resolution:

Before performing the installation upgrade, run *ps -ef* on UNIX or look at Task Manager on Windows to see what SMARTS processes are running and terminate those processes. Then, proceed with the installation upgrade.

If one or more SMARTS processes were running when you started the installation upgrade, uninstall the installation upgrade, manually terminate all SMARTS processes, and then proceed with the installation upgrade.

Installing Services for Additional Products During an Upgrade

PR 11792

Issue:

When performing an InCharge installation upgrade, if the user chooses to install additional products and their services, the installation of the services will fail. This failure is due to the installation not restarting *sm_serviced* during the upgrade.

Resolution:

Manually install the additional services using the command lines documented in the *InCharge System Administration Guide*.

Deselecting Previously Installed Products During an Upgrade

PR 11776

Issue:

During an InCharge installation upgrade, if the user deselects products (in the Product Selection Panel) that were originally installed, those products will not be upgraded. The result is in an inconsistent installation area. (By default, the InCharge executables are always upgraded.)

Resolution:

Start the installation again and select all the products in the Product Selection Panel that were originally installed.

Updating Files After Upgrading Global Console 6.0 to 6.2

PR 11853

Issue:

When installing InCharge Business Dashboard as part of a Global Console upgrade from 6.0 to 6.2, the following files are not updated to point to the broker location:

- **BASEDIR**/*smarts/jakarta-tomcat-5.0.16/webapps/webconsole/webconsole.properties*
- **BASEDIR**/*smarts/jakarta-tomcat-5.0.16/webapps/templates/dashboard.properties*

Resolution:

After completing the upgrade, edit each of these files (*webconsole.properties*, *dashboard.properties*) and change the property key *smarts.remote.broker* to point to the broker location.

Automatic Upgrade of the flexLM License Manager May Fail on UNIX Systems

PR 11972

Issue:

InCharge 6.2 uses a new version of the flexLM license manager (v9.2). When upgrading from 6.0 (or 6.0 SP1/SP2), the installation should automatically upgrade the flexLM license manager from flexLM v7.2 to

flexLM v9.2. However, On a UNIX system, when an InCharge 6.0 product suite is installed in a directory that is actually a symbolic link, the automatic upgrade of the flexLM license manager fails.

Resolution:

Contact SMARTS Technical Support to get instructions on how to perform the license manager upgrade manually.

Installing the Global Console May Produce Error Message in Installation Log (Solaris 8 and 9)

PR 10752 and 10753

Issue:

When installing the Global Console on Solaris 8 or 9, the Global Console installation performs an action to install a “Desktop Icon” to the window manager. If no valid window manager (such as CDE) is installed on the machine, the following error message may appear in the installation log:

```
com.installshield.product.actions.DesktopIcon, err,  
java.lang.UnsatisfiedLinkError: getenv STACK_TRACE: 33
```

The problem is benign; if the user does not have a valid window manager installed, there is no need for a desktop icon.

Resolution:

To avoid the error, run the installation with the following flag:

```
# setup-solaris.bin -P bean20.active=false
```

This flag turns off the action to install a “Desktop Icon” to the window manager.

Removing In-Use SMARTS Files After an Uninstall

PR 11479

Issue:

If the user does not stop all SMARTS processes (except *sm_serviced*, which is required for uninstall) before uninstalling an InCharge product suite, the uninstaller program will not be able to remove the SMARTS files in use.

Resolution:

Stop all SMARTS processes (except *sm_serviced*) before uninstalling an InCharge product suite. Or, after exiting the uninstaller program, remove all directories from the **BASEDIR**/*smarts* directory except **BASEDIR**/*smarts/local* and **BASEDIR**/*smarts/setup*.

CLI Mode Sensitivity to a Terminal Window's Configuration

PR 11298

Issue:

The InCharge Command Line Interface (CLI) mode of installation is sensitive to the terminal window's configuration. Depending on how the user's *stty* settings are configured for the terminal window, the installation program may interrupt or generate input/output errors if a special key (for example, Backspace or Delete) is pressed during the installation.

Resolution:

You can resolve this issue in one of two ways:

- 1 Change the *stty* settings to a more "traditional" configuration and restart the installation.
- 2 Restart the installation and do not press any special characters during the installation.

Inability To Write to the *var/logs* Directory

PR 11562

Issue:

When installing InCharge with non-*root* privileges (Global Console or InCharge Software Development Kit) on the UNIX operating system, or installing InCharge using the Command Line Interface (CLI) mode of installation, the user sees messages concerning the inability to write to the */var/logs* directory.

Resolution:

Install InCharge with *root* privileges or ask the system administrator to perform the installation.

InCharge Broker Might Be Inadvertently Uninstalled

PR 10397

Issue:

For deployments with multiple suites on the same host, the InCharge Broker might be automatically uninstalled during the uninstallation of a suite that did not originally install the Broker.

For example, suppose that the Service Assurance Management Suite and the IP Management Suite are installed on the same machine and that the IP Management Suite is running the Broker. After upgrading both suites to SmartPack 1, the uninstallation code becomes misconfigured and, as a result, both suites assume ownership of the uninstallation of the Broker. If the user uninstalls the suite that did not originally install the Broker, the uninstaller program mistakenly uninstalls the Broker.

Resolution:

Manually re-install the InCharge Broker to services on Windows or to the *sm_serviced* database on UNIX. To do so, use the *sm_service install* command as described in the *InCharge System Administration Guide*.

New SM_BROKER_DEFAULT Variable

PR 9287

Issue:

In 6.0 or earlier versions of an InCharge product suite, the installation program set the variable *SM_BROKER* in the **BASEDIR**/*smarts/local/conf/runcmd_env.sh*. Thus, a user could not override the *SM_BROKER* value on an InCharge product suite basis by presetting the *SM_BROKER* environment variable. For example:

```
SM_BROKER=localhost:427 ./sm_server [args]
```

Resolution:

In the 6.2 version of an InCharge product suite, the installation program sets the variable *SM_BROKER_DEFAULT* in the **BASEDIR**/*smarts/local/conf/runcmd_env.sh*. Thus, a user can override the *SM_BROKER* value on an InCharge product suite basis by presetting the *SM_BROKER* environment variable.

Because the installation program does not overwrite existing configuration files such as *runcmd_env.sh* file when performing an installation upgrade, you must edit the *runcmd_env.sh* file and change the variable `SM_BROKER` to `SM_BROKER_DEFAULT` after the installation upgrade to InCharge 6.2 completes.

Red Hat Linux and Solaris

The following issue is specific to running InCharge on the Red Hat Linux or Solaris platform.

sm_logerror Process

Issue:

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 was sometimes impossible to create a process to print a stack trace; worse, attempting to do so would sometimes cause a deadlock and a hung server.

Resolution:

Starting with InCharge version 5.0, every running SMARTS program is accompanied by a child process running a SMARTS program named *sm_logerror*. This process does nothing except when asked to print a stack trace, at which time it prints the stack trace of its parent process; it exits automatically when its parent exits. Using the *sm_logerror* process avoids the stack trace printing problem for InCharge applications running on Red Hat Linux and Solaris operating systems.

On Red Hat Linux systems, SMARTS uses a patched copy of *pstack* installed in the **BASEDIR**/*smarts/bin* directory rather than the system-supplied *pstack* program. The system-supplied *pstack* may not work correctly on multithreaded programs.

HP-UX

The following issue is specific to running InCharge on the HP-UX platform.

Change to HP-UX 11.11 Patch Requirements

Issue:

Installation of InCharge on an HPUX 11.11 system calls for the application of patch PHSS_28436. The installation enforces this requirement. However, HP has associated severe warnings with this patch, and installing it can cause failures on some systems.

Resolution:

If you have already installed PHSS_28436 and have not experienced any problems, you do not need to do anything.

Should you be unable to install PHSS_28436, HP recommends that you install PHSS_30049. HP lists this patch as "Recommended." This patch level should be sufficient to allow the InCharge software to run.

Windows

The following issues are specific to running InCharge on the Windows platforms.

Recovery Options Prohibited for Failover

Issue/Limit:

For the Windows 2000 platform (Server or Advanced Server), users should not set recovery options for any InCharge services. Recovery options are set in the Recovery Tab under *Administrative Tools > Services*. The options, First Failure, Second Failure, and Subsequent Failure, must not be changed.

InCharge services must use the default setting, *Take No Action*, for all these options.

Running Multiple Brokers or Domain Managers

Issue:

On the Windows 2000 platform (Server or Advanced Server), starting several InCharge Brokers or InCharge Domain Managers that listen on the same port is possible due to an incompatibility between the UNIX and 2000 implementations of the Internet Protocol stacks. Running more than one copy of the Broker or the Domain Manager may cause unpredictable results.

Resolution:

Terminate all InCharge Broker and Domain Manager processes that are listening on the same port and start only one InCharge process listening on that port.

Directory Naming Convention

Issue:

On the Windows 2000 platform (Server or Advanced Server) and the Windows 2003 platform, InCharge does not install properly or InCharge services do not start up properly.

Resolution:

The directory names used in **BASEDIR** cannot contain spaces (for example, *Program Files*). Do not install InCharge in directories that have names containing spaces.

Windows Diagnostic Tool Recommendation

Issue/Limitation:

If you are running InCharge on the Windows 2000 platform (Server or Advanced Server), 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 might not be able to acquire as much diagnostic information when problems occur. For more information about Dr. Watson, refer to your Microsoft documentation.

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 input/output 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 the discussion that follows).

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 remains disabled.

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.

InCharge Documentation Changes

Certain documents, including the *InCharge ASL Reference Guide* and the *InCharge ICIM Reference* (in HTML format), that were previously only available with the Software Development Kit are now provided with all InCharge products.

Accessing InCharge ICIM Documentation

Documentation for the ICIM models is provided in HTML format. To access this information, use your web browser to navigate to the document's location and open the file *index.html*. ICIM documentation is located in **BASEDIR**/*SDK/smarts/doc/html/icim*.

Documentation Errata

The following issues describe corrections to InCharge user documents.

Correction for Mention of AIX

Some InCharge documentation may erroneously mention AIX as a supported operating system. This information is incorrect. AIX is not supported for this release.

Correction for Product Version Numbers

Not all InCharge documentation required revision for this release. Therefore, some documents do not display the latest product version number on their cover. However, the information contained in these guides remains valid.

Correction for Location of HTML Documents

HTML documents are not accessible from the CD-ROM, but they are installed on the host machine and are available from the **BASEDIR**/*smarts/doc/html* directory. The *InCharge Documentation Roadmap* erroneously states that the HTML documents can be accessed from the CD-ROM.

Current Telephone Numbers for SMARTS Technical Support

InCharge documentation that was not updated for this release does not contain the most up-to-date SMARTS Technical Support telephone numbers. The most current information is as follows:

SMARTS provides technical support by e-mail or phone during normal business hours (8:00 A.M.—6:00 P.M. U.S. Eastern and Greenwich Mean Time). In addition, SMARTS offers the InCharge Express self-service web tool. The web tool allows customers to access a personalized web page and view, modify, or create help/trouble/support tickets. To access the self-service web tool, point your browser to:

<https://websupport.smarts.com/SelfService/smarts/en-us>

U.S.A Technical Support

E-Mail: support@smarts.com

Phone: +1.914.798.8600

EMEA Technical Support

E-Mail: support-emea@smarts.com

Phone: +44 (0) 1753.878140

Asia-Pac Technical Support

E-Mail: support-asiapac@smarts.com

You may also contact SMARTS at:

	U.S.A WORLD HEADQUARTERS	UNITED KINGDOM
ADDRESS	SMARTS 44 South Broadway White Plains, New York 10601 U.S.A	SMARTS Gainsborough House 17-23 High Street Slough Berkshire SL1 1DY United Kingdom
PHONE	+1.914.948.6200	+44 (0)1753.878110
FAX	+1.914.948.6270	+44 (0)1753.878111

For sales inquiries, contact SMARTS Sales at:

sales@smarts.com.

SMARTS is on the World Wide Web at:

<http://www.smarts.com>

3

Release Notes for Service Assurance Management Suite

This chapter describes issues and resolutions for products of the InCharge Service Assurance Management (Service Assurance) Suite.

Global Console

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

Building Application Topology Using ASM 1.0

Issue:

A command line option to the *sm_gui* command is required to build application topology when using SAM 6.2 with ASM 1.0.

Resolution:

To create application topology with ASM 1.0, execute the following command line option:

```
sm_gui -Dcom.smarts.buildApplicationTopologyInSAM=true
```

Then, attach to the Global Manager and use the Topology Builder to create application topology for the ASM 1.0 domain. The created application topology is automatically populated from SAM into the underlying ASM 1.0 domain, which is listening for changes.

Deleting Selective Group From Topology Builder May Cause Error

PR 11726

Issue:

Errors may occur if a Selective Group is deleted from the Topology Builder in the Global Console.

The Topology Builder allows the deletion of a SelectiveGroup instance. However, if you delete a SelectiveGroup using the Topology Builder, you cannot create a SelectiveGroup with the same name.

Resolution:

Do not delete SelectiveGroups from the Topology Builder. Instead, in the Global Console, select *Configure-> Groups*. In the Group Definition Window, delete the SelectiveGroup.

Trying to Add View May Cause Null Pointer Exception

PR 11719

Issue:

Access to views is controlled using the Global Manager Administration Console, by configuring user profiles and associating console operations. If a user tries to access a view to which the user does not have access, the console may generate a Null Pointer Exception.

In most cases, the Add View dialog box will only list the views to which that user has access. However, it is possible that the dialog box may incorrectly list views to which that user does not have access. If this happens, and the user tries to add an incorrect view, an error message will be written to the console. The error message indicates a Java Null Pointer Exception.

Resolution:

There is no work-around for this issue. The user can continue to use the Global Console after this error occurs.

Attaching to Multiple Domain Managers at Console Startup

PR 11809

Issue:

At console startup, putting a space in the list of InCharge Domain Managers to which you want to attach results in all subsequent managers in the list *not* being attached. In the following example,

```
sm_gui -D com.smarts.autoAttachDM="foo,bar, car"
```

car will not be attached.

Resolution:

Do not put spaces after the commas when specifying a list of Domain Managers (in a command line, in a properties file, or in an HTML file) to which you want to auto-connect.

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 or the `--heapsize` option:

```
sm_gui -H <value>M
```

```
sm_gui --heapsize=<value>M
```

Specify the `-H` option once. One space after the `-H` is required. Do not insert spaces for the `--heapsize` option. 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 8 and 9	4000 MB
HP-UX 11.0 and 11.11	2000 MB

Table 2: 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
```

Client Tool May Not Stop

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 from the Task Manager.

IP Network Map Node Is Always Green

Issue:

In a map, the node for an IP network is always green, even if the network is inaccessible.

Resolution:

SMARTS intends to address this issue in a future release of the product.

Expanded Topology and Node Visibility

PR 9714

Issue:

On UNIX, in the event that the InCharge topology is expanded such that more than approximately 2200 nodes are visible in the tree, the tree's background turns gray, and the tree is not repainted properly.

Resolution:

Close some class nodes in the tree so that fewer than 2200 nodes are visible.

Exceed and Minimized Windows

Issue:

When the Global Console is run from a UNIX platform and displayed through Exceed on a Windows desktop, the windows (popup window, dialog box, and so on) in the console may not be sized correctly. The windows may display in a minimized state.

Resolution:

SMARTS suggests that you install the Global Console on the Windows desktop. Or you can run Exceed on UNIX in single-window mode with the XDMCP-query communication option.

Exceed and Repeated Console Closure

Issue:

When the Global Console is run from a UNIX platform and displayed through Exceed in multi-window mode on a Windows desktop, opening a console with the *sm_gui* command and closing it repeatedly causes the console to fail and to print a stack trace.

Resolution:

SMARTS suggests that you install the Global Console on the Windows desktop. Or you can run Exceed on UNIX in single-window mode with the XDMCP-query communication option.

Web Console and Business Dashboard

The following issues relate to running the InCharge Web Console and the InCharge Business Dashboard.

Java Plug-in Version Requirement

Issue:

Unless a version of the Java Plug-in 1.4 software is already installed on client machines, end users of the InCharge Web Console or the InCharge Business Dashboard will be prompted to install the latest revision of the Java Plug-in 1.4 software. Java Plug-in 1.4 software is required for the Web Console and the viewlets in a Business Dashboard.

Resolution:

If prompted to install the Java Plug-in software, visit the appropriate web site (for example, <http://java.sun.com/products/plugin/downloads/index.html>) and download and install the latest revision of the Java Plug-in 1.4 software.

Note: Be aware that Java Plug-in versions earlier than 1.4.1_04 contain a security vulnerability. For details, see <http://sunsolve.sun.com/pub-cgi/retrieve.pl?doc=fsalert/57221>.

Prompted To Download JRE When Starting the Web Console

PR 11976

Issue:

Upon attempting to start the InCharge Web Console with Java Web Start, a user is prompted to download the Java Runtime Environment (JRE), even though the JRE is already installed on the client machine.

Resolution:

Instead of pointing your browser to

`http://<Tomcat_host>:8080/webconsole/globalConsoleCached.html`
to start the Web Console, point your browser to

`http://<Tomcat_host>:8080/webconsole/globalConsoleApp.jnlp`

where <Tomcat_host> refers to the name of the machine where the Jakarta Tomcat Servlet Engine is installed, and 8080 refers to the default port for Tomcat.

The latter URL bypasses the JRE version-checking mechanism.

Web Console or Viewlets May Run Out of Memory

Issue:

Depending on the heap space (“heap size”) configured for the web browser in which the InCharge Web Console or InCharge Business Dashboard runs, the Web Console or the viewlets in the Business Dashboard may run out of memory.

By default, the Web Console and viewlets allocate less heap space than the Global Console. Less heap space may lead to out-of-memory errors in the Web Console or viewlets in deployments that heavily use large map background images.

Resolution:

If the Web Console or viewlets run out of memory, adjust the maximum amount of heap space that the Java Plug-in uses for dynamic memory allocation. By specifying `-Xmx256M` as a runtime parameter, for example, you can increase the heap space allocation to 256 MB. The number can be set larger or smaller than 256 MB, depending on the resources available on the client machine running the web browser.

To increase the heap space for the Java Plug-in, perform the following steps:

- 1 Choose *Start > Settings > Control Panel* to launch the Control Panel.
- 2 In the Control Panel, double-click the Java Plug-in icon to launch the Java Plug-in Control Panel.
- 3 In the Java Plug-in Control Panel, click the Advanced tab.
- 4 In the Advanced tab page, below the line *Java Runtime Parameters*, type the maximum heap-space runtime parameter (`-Xmx`) and a value for the parameter. For example:

`-Xmx256M`
- 5 Save your entry and close the Java Plug-in Control Panel.
- 6 Terminate and restart any web browser running on the host machine.

Summary View Cannot Be Reactivated or Deleted

PR 11855

Issue:

The Global Console, Web Console, or Business Dashboard is connected to multiple InCharge Domain Managers, and the Notification Log is configured to listen to Summary context. Clicking the default summaries in the Summary

View Console causes the Notification Log to respond accordingly. However, if a Domain Manager disconnects, the corresponding summary terminates but does not dim (gray out) to indicate that the summary is unavailable. Also, when the Global Console, Web Console, or Business Dashboard reattaches to the previously disconnected Domain Manager, the corresponding summary does not reactivate and cannot be deleted.

Resolution:

Add a new summary to the Summary View Console or open a new Summary View Console. In the Business Dashboard, add a new summary or do a Reload on the page after the Dashboard reattaches.

Showing Default Notifications in Summary View Console

PR 11907

Issue:

The Summary View Console is configured to listen to Collection Entity context, and the summaries in the console respond accordingly to a selection of a collection entity in the Status Table. However, upon configuring the console to stop listening to Collection Entity context, the summaries in the console stop listening to the context but continue to show the notifications belonging to the collection entity. Ideally, the summaries should display the default notifications that they were displaying prior to listening to Collection Entity context.

Resolution:

Before configuring the Summary View Console to stop listening to Collection Entity context, manually open the Filter dialog and remove the Topological filter defined by the last collection entity. Then, configure the Summary View Console to stop listening to Collection Entity context, at which time the summaries in the console will stop listening to the context and display the default notifications that they were displaying prior to listening to the context.

Ensuring that Viewlets in the Same Web Page Share Context

PR 11226

Issue:

InCharge Viewlets (in a Business Dashboard) running in the same, custom web page do not share context even though they are configured properly.

Resolution:

Make sure that all applet ARCHIVE tags for the viewlets are identical, including the ordering of the jar files and spaces. For example,

```
ARCHIVE = "masterpiece.jar,jcommon-0.7.0.jar,jfreechart-0.9.3.jar,tsgdtj50.jar,tsgetj50.jar,tsglt50.jar,tsgltc50.jar,tsgmtj50.jar"
```

is different from

```
ARCHIVE = "masterpiece.jar ,jcommon-0.7.0.jar,jfreechart-0.9.3.jar,tsgdtj50.jar,tsgetj50.jar,tsglt50.jar,tsgltc50.jar,tsgmtj50.jar"
```

because of the space after *masterpiece.jar* in the second ARCHIVE tag.

Report Manager

The following issues relate to running the Service Assurance Report Manager.

Admin Users Do Not Have Default Access to Reporting Tools

PR 11912

Issue:

Currently, after the *sm_config* command is run to install the client reporting tools, only users associated with the *default* profile can see the reports. Users associated with the InCharge *admin* profile do not have default access to the reporting tools.

Resolution:

Admin users must use the Global Manager Administration Console to associate the client reporting tools with the *admin* profile.

Special Characters Prevent Generation of Critical Business Processes Report

PR 11431

Issue:

After *Critical business processes > Business Snapshot > Business Avail* is selected, the Report Manager does not generate a report *if device instance names include special characters*. The reason for no report is that Crystal Enterprise does not pass special characters between sub-reports.

Resolution:

SMARTS intends to address this issue in a future release of the product. As a work-around, do not include special characters in device instance names.

Crystal Web Application on UNIX Is Not Branding for SMARTS

PR 11833

Issue:

The UNIX version of the Crystal web application named *Eportfolio* is not *branding* (showing SMARTS logo) for SMARTS. However, the Windows version of *Eportfolio* is branding for SMARTS.

Resolution:

SMARTS intends to address this issue in a future release of the product.

SAM User Names are Case-Sensitive

PR 11992

Issue:

SAM user names are case-sensitive. At login, if a valid user name is entered but the case does not match the case of the user name configured in SAM, the user may be allowed access to the system but only with *default* profile access permissions.

Resolution:

Log in to SAM with a user name that exactly matches one of the user names configured in SAM.

Configuration Issue

The following issue relates to configuring SAM 6.2 with ASM 1.0.

Configuring SAM 6.2 with ASM 1.0

Issue:

If the InCharge deployment includes SAM 6.2 with ASM 1.0, the *ics.conf* file must be configured correctly to refer to the correct dxa for Application Services Manager (ASM).

Resolution:

When using ASM 1.0 with SAM 6.2, the *ics.conf* file must specify `dxa-asm10.conf` as the `ConfFile` attribute value in the domain section for this domain.

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.

SAM Adapters

The following issue relates to SAM adapters.

Configuration Parameters in Notifiers

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, and TIBCO Rendezvous Notifier 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 using either the `sm_gui` command or the Global Manager Administration Console, and then apply the list 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 specified in the adapters' configuration file must match an existing notification list created using either the `sm_gui` command or the Global Manager Administration Console.

Documentation Errata

The following issues describe corrections to InCharge user documents.

Correction for Supported Platforms for the SQL Data Interface Adapter

Page 13 of the *InCharge Service Assurance Management Suite Installation Guide* incorrectly states that Linux is not supported for the SQL Data Interface Adapter. The following versions of Linux are supported for the SQL Data Interface Adapter: Red Hat Linux Advanced Server ES, AS, or WS 2.1.

Correction for Modifying mail-custom.asl

Page 42 of the *InCharge Service Assurance Manager Notification Adapters User's Guide* incorrectly states to use the following to invoke the use of the *mail-custom.asl* in Step 2:

```
OMIT_CLEAR_EVENTS()
  filter {
    (currentEvent->icType == "CLEAR"
    || currentEvent->icType == "NL_CLEAR")
  }
  do {currentEvent->filterMe = TRUE;}
  do {currentEvent->sentByCustom = TRUE;}
```

The correct code after the START statement should be:

```
/*
 * Filter cleared events.
 */
OMIT_CLEAR_EVENTS()
  do {
    if (currentEvent->icType == "CLEAR"
    || currentEvent->icType == "NL_CLEAR" )
    {
      currentEvent->filterMe = TRUE;
      currentEvent->sentByCustom = TRUE;
    }
  }
}
```

Corrections for XML insert and put Methods

Page 9, Table 4, of the *InCharge XML Adapter User's Guide* states that attributes may be modified using the insert or put methods. This is not entirely true; only stored attributes may be modified with the insert and put methods. Propagated attributes, instrumented attributes, and computed attributes cannot be modified with the insert or put methods.

The document also states that the insert method for attributes adds a value to a set of attributes. This is only true if the attribute allows for multiple values. If the attribute can only have one value, then using the insert method will actually replace the existing single value instead of adding to the set of values.

Corrections for the InfoVista Adapter

InCharge Service Assurance Manager User's Guide for InfoVista Adapter provides incorrect locations to the configuration and script files and an incorrect default variable value.

Page 8, the section "Editing the *infovista.conf* Configuration File" incorrectly states that the *infovista.conf* file, once edited, is copied to the **BASEDIR**/*smarts/local/script/server/infovista* directory. The file is actually copied to **BASEDIR**/*smarts/local/conf/infovista*. There is also a typographical error on the file name. The file name is *infovista.conf*, not *invovista.conf*.

Page 10, Table 6, the default value for the *InfoVistaUserName* variable is *administrator* in both client tool files, *infoVistaTrapReport* and *showVistaReport*. The default value is not *operator* for the variable in the *showVistaReport* file.

Pages 12 and 13, the location of the script file, *runExportImport.sh*, is also incorrect. The *runExportImport* script is located in the **BASEDIR**/*smarts/script/infovista/server* directory, not in the **BASEDIR**/*smarts/script/server/infovista* directory.

4

Release Notes for IP Management Suite

This chapter describes issues and resolutions for products of the InCharge IP Management Suite.

InCharge Applications

The following issues apply to all InCharge applications:

- InCharge IP Availability Manager
- InCharge IP Performance Manager
- InCharge Discovery Manager

"Illegal" Device Names

Issue:

During the discovery process, InCharge discovers a network element that has the same name as an InCharge Common Information Model (ICIM) class name. Because InCharge considers such a name to be invalid, InCharge writes a warning to the log file and does not add the device to the topology.

Resolution:

Log files are found in the **BASEDIR**/logs directory. All log files have a ".log" file type. The name of a Domain Manager's log file is based on the Domain Manager's name. In typical installations, the log file is named *INCHARGE.log*.

The warning message for an invalid name reads:

```
<Device IP Address> is resolved to <InCharge Class Name> which is a class name in INCHARGE.
```

In this warning, <Device IP Address> represents the address of the device, and <InCharge Class Name> represents the exact InCharge class name.

For example, if you have a device at IP address 123.12.123.123 named Switch, the warning will read:

```
123.12.123.123 is resolved to Switch which is a class name in INCHARGE.
```

If this warning appears in your log file, SMARTS suggests renaming the device before attempting another discovery.

Error Message Displayed While Setting Full Discovery Below 60 Minutes via Topology Tab

PR 9432

Issue:

In the Topology tab of the Domain Manager Administration Console, if the user selects *Enable Full Discovery* and sets an interval time below 60 minutes, an error message displays:

```
Apply changes failed: CI-E-ICF-TopologyManager:  
reprobePeriod:constraint MinimumProbePeriod MR-Violation of  
hard constraint
```

Resolution:

For *Enable Full Discovery*, set an interval time greater than 60 minutes.

Availability Manager Application

The following issues relate to InCharge IP Availability Manager for networks.

Diagnosis of Card Down Problems on Cisco LS1010 Switches

Issue:

To diagnose a Card Down problem, Availability Manager needs to query the MIB variable `ciscoLS1010ModuleOperStatus`. However, this MIB variable is often not implemented on LS1010 switches. As a result, diagnosis of Card Down problems is disabled.

Resolution:

If the MIB variable `ciscoLS1010ModuleOperStatus` is available in the SNMP agent, contact SMARTS Technical Support for assistance.

Card Status Not Updated When Card Is Reinserted

Issue:

After discovering a switch, Availability Manager uses the `ModuleInsertion` trap to monitor the status of cards within the switch. When Availability Manager receives a `ModuleDown` trap, it marks the card as `OperationallyDown`. When InCharge receives a `ModuleUp` trap, it adds the switch to the Pending Devices List so that the switch is rediscovered and the status of the card is updated. Upon reinsertion of the card, the status may not be updated.

Availability Manager currently supports the `ModuleInsertion` trap for the following switches:

- Cisco
- 3Com Corebuilder

Resolution:

If you have a switch where the status of a card is not updated when it is reinserted, contact SMARTS Technical Support. SMARTS routinely adds support for new devices through the Incremental Device Support program.

Connections Between Foundry and Cisco Switches

Issue:

Availability Manager does not discover all connections (trunk cables) between Foundry switches and Cisco switches due to a known bug in the Foundry agent implementation. The bug causes incorrect Spanning Tree Protocol (STP) information which, in turn, causes Availability Manager to make connections to the wrong ports. Because of the known bug, Availability Manager no longer uses the incorrect STP information, which is why connections might be missing from the topology.

Resolution:

Perform these steps to rectify the situation:

- 1 Update all Foundry switches to use MIB version 7.6. (The known bug is fixed in the 7.6 version of the Foundry MIB.)
- 2 Issue the following command (all on one line) to enable Availability Manager to use STP information to make connections between Foundry and Cisco switches:

```
dmctl -s <domain_manager_name> invoke  
ICF_TopologyManager::ICF-TopologyManager insertParameter  
STPTRUNK_EnableFoundryCisco TRUE
```

Note:

Step 1 is required; otherwise, the command in Step 2 will cause connections to the wrong ports. The command in Step 2 remains in effect even if the Domain Manager is stopped and restarted.

To disable the use of STP information to make connections, use the above command and specify FALSE instead of TRUE.

For additional configuration information about connections between Foundry and Cisco switches, contact SMARTS Technical Support.

Discovery Pending Interval Too Short

PR 9432

Issue:

When the discovery pending interval is shorter than five minutes or the full discovery interval is less than one hour, the following exception is thrown from the Domain Manager Administration Console:

Apply changes failed: CI-E-ICF-TopologyManager:
reprobePending_period: constraint MinimumProbePeriod MR-
Violation of hard constraint

Resolution:

The discovery pending interval cannot be less than five minutes. The full discovery interval cannot be less than one hour.

Performance Manager Application

The following issue relates to InCharge IP Performance Manager.

Excessive Fragmentation and Cisco Catalyst Switches

Issue:

The Excessive Fragmentation fault occurs frequently and inaccurately for Cisco Catalyst switches due to a fixed value supplied by the Cisco MIB, CISCO-MEMORY-POOL-MIB. The Excessive Fragmentation fault is one of several faults that can trigger a Resource Exception notification.

Resolution:

For Cisco Catalyst switches only, analysis for the Excessive Fragmentation fault is disabled. A related fault, Insufficient Free Memory, for the switches remains enabled.

Note: For Cisco Catalyst routers, analysis for excessive fragmentation remains enabled.

Certified Device Support

The following issue relates to certified device support.

Cisco 2948G and 4232 L3 Module Conflict

Issue:

Cisco 2948G and 4232 L3 module share the same sysObjectID (that is, .1.3.6.1.4.1.9.1.275). Since InCharge uses the sysObjectID to identify the device type, InCharge Availability Manager, by default, classifies both devices as "Switch."

Even though the 4232 L3 module is classified as a switch, it has all of the router properties (for example, interfaces, IP endpoints, memory, processors, and so on) as defined by InCharge Availability Manager, and is monitored as a router.

For some customers, the device type is critical for creating trouble tickets.

Resolution:

If the device type is critical, you can classify the 4232 L3 module as a router. To do so, modify the field certification file, if it exists, for this unique situation.

The *oid2type_Field.conf* file, located in the **BASEDIR**/*smarts/conf/discovery* directory, contains field certification information. Under normal circumstances, SMARTS recommends editing the file to include only non-network devices such as personal computers or printers. This modification is an exception.

If the *oid2type_Field.conf* file does not exist, use the *oid2type_Field.conf.template* to create it. For instructions about using the template, see the *InCharge IP Discovery Guide*.

If *only* the 4232 L3 module is deployed in the network, to classify the module as a router, add the following device entry to the *oid2type_Field.conf* file:

```
# CAT4232-IN-M L3 (Switch/Router)
.1.3.6.1.4.1.9.1.275 {
    TYPE = Router
    VENDOR = Cisco
    MODEL = 4232 L3
    CERTIFICATION = CERTIFIED
    CONT = Cisco-Router
}
```

InCharge IP Adapters

The following issues relate to the InCharge Adapter for HP OpenView NNM and the InCharge Adapter for IBM/Tivoli NetView.

Adapters Fail to Create Log Files

Issue:

For Windows 2000, the adapters OpenView/NetView Initial Topology Reader, OpenView/NetView Topology Update Reader, and OpenView/NetView Forwarder will not create a log file.

Resolution:

SMARTS intends to address this issue in a future release of the product.

Adapters Do Not Support SNMP V3

Issue:

InCharge can use the InCharge Adapter for HP OpenView NNM or InCharge Adapter for IBM/Tivoli NetView to import a list of candidate discovery systems having SNMP V1 or V2C agents but not SNMP V3 agents.

Resolution:

To import candidate discovery systems having SNMP V3 agents, list those systems in a seed file and use manual discovery to add them to the InCharge topology.

HP OpenView Pathname Not Converted Properly During Installation

PR 6093

Issue:

When HP OpenView 6.2 is installed on Windows, the pathname may contain spaces that are not converted properly in the InCharge *OV_TOPO.import* file. By default, HP OpenView 6.2 installs itself in *Program Files/HP OpenView*.

Resolution:

The resolution has two steps:

- 1 Modify the *OV_TOPO.import* file.
- 2 Register InCharge with HP OpenView.

Modifying the *OV_TOPO.import* File

The file **BASEDIR**\smarts\conf\OV\OV_TOPO.import must be modified to state the correct path to the OpenView *ovtopodump* executable.

In the *GA_Driver* section of *OV_TOPO.import* (see below), the command string setting should be changed from:

```
ReadsInputFrom = GA_ProgramFE::OpenView-Topology-FE
{
commandString = "/opt/OV/bin/ovtopodump -rl"
}
```

to:

```
commandString =
"C:\Program Files\HP OpenView\opt\OV\bin\ovtopodump -rl"
```

Registering InCharge with HP OpenView

Next, the InCharge registration files must be registered with OpenView. Use the following command (all on one line):

```
C:\ "Program Files\HP OpenView"\NNM\bin\ovaddobj.exe
C:\InCharge\smarts\conf\OV\sm_ovtopo.lrf
```

Repeat for each file: *sm_ovevent.lrf*, *sm_ovfwd.lrf*, *sm_ovlog.lrf*, and *sm_ovtopo.lrf*.

Alternatively, change directory to OpenView and issue the following command (all on one line):

```
cd C:\ "Program Files\HP OpenView"\NNM
bin\ovaddobj C:\InCharge\smarts\conf\OV\sm_ovevent.lrf
bin\ovaddobj C:\InCharge\smarts\conf\OV\sm_ovfwd.lrf
bin\ovaddobj C:\InCharge\smarts\conf\OV\sm_ovlog.lrf
bin\ovaddobj C:\InCharge\smarts\conf\OV\sm_ovtopo.lrf
```

Documentation Errata

The following issue describes a correction to InCharge user documents.

Another Reason for "Qualified Access Address Not Found"

The *DiscoveryError, Qualified access address not found*, may occur during the rediscovery of a system for any of the following reasons:

- The IP address of the system's SNMP agent is null (missing).
- The IP address of the system's SNMP agent is unmanaged.
- The IP address of the system's SNMP agent is unmanaged because the interface that the address is layered over is in either OnDemand or Backup mode.
- The IP address of the system's SNMP agent is excluded because it is within the range of the *ipExcludeList* parameter in the *discovery.conf* file.
- The *AccessAddressFormat* parameter in the *discovery.conf* file is set to *LOOPBACKADDRESS* and no LoopBack Interface is configured on the system.

The *InCharge IP Discovery Guide* lists all but the last reason for this *DiscoveryError*. The last reason needs to be added to the *InCharge IP Discovery Guide*.

5

Release Notes for SDK

This chapter describes issues and resolutions for products of the InCharge Software Development Kit.

Accessing InCharge Java Remote API Documentation

Documentation for the Remote API for Java is provided in HTML format. To access this information, use your web browser to navigate to the document's location and open the file *index.html*. The remote API for Java documentation is located in **BASEDIR/SDK/smarts/doc/html/rapi**.

