



# Netcool®/Proviso®

4.4.1-MR1

## Release Notes

Document Revision R2E1

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# Release Notes

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## Netcool®/Proviso® Version 4.4.1-MR1

These release notes (which are intended for internal and customer use) support Netcool/Proviso 4.4.1-MR1, and are made up of the following topics:

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### Overview of the Release

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Version	Type of Release	Availability
4.4.1-MR1	This is a GA release of Netcool/Proviso, and is supported for upgrades from Netcool/Proviso Version 4.4.1.  <i>Important: You must install Netcool/Proviso 4.4.1 before installing 4.4.1-MR1.</i>	September 11, 2006

## Netcool/Proviso Modules

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Netcool/Proviso Version 4.4.1-MR1 consists of the following modules:

- Netcool/Proviso DataChannel Version 4.4.1-MR1 R2E7
- Netcool/Proviso DataLoad Version 4.4.1-MR1 (patch)
- Netcool/Proviso DataMart Version 4.4.1-MR1 (patch)
- Netcool/Proviso DataView Version 4.4.1-MR1 R2E4

**Note:** To determine the versions of the Netcool/Proviso modules installed on your system, see the Technical Note entitled *Netcool/Proviso Technical Note: Tools for Version Reporting* that delivers with the Netcool/Proviso documentation.

**Important:** For more detailed versioning information, see *Appendix A* on page 11.

## Installation Instructions

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The following sections explain how to install 4.4.1-MR1.

### Installing the DataChannel and DataView Modules

The DataChannel and DataView modules are complete builds. To install them, follow the directions in the *Netcool/Proviso Installation Guide*.

### Installing The DataMart and Data Load Modules

The DataMart and DataLoad modules in 4.4.1-MR1 install as a patch.

To install the patch, follow these steps:

**Important:** You must install Netcool/Proviso 4.4.1 before installing this patch.

1. Log in as `pvuser` to the system where DataMart is installed.
2. Copy or `ftp` the file `4.4.1-MR1.tar.gz` to `/tmp`.
3. Unzip and untar the file `4.4.1-MR1.tar.gz`, by entering the following commands:

```
gunzip 4.4.1-MR1.tar.gz
```

```
tar -xvf 4.4.1-MR1.tar
```

When unzipped and untarred, the `4.4.1-MR1.tar.gz` file creates a `PATCHES` directory, which contains the patch file `patch441-MR1.sh`.

4. Install `patch441-MR1.sh` by following the DataMart patch instructions in the *Netcool/Proviso Installation Guide*.

## Problems Resolved in This Release

The following sections list the major problems that were resolved in Netcool/Proviso 4.4.1-MR1.

### DataChannel Resolved Problems

RA	Description
502416	There was a problem with collector thread availability issue during discoveries with SNMP V2 and V3 defined in the same profile.
502450	The UBA could not acquire files over SFTP.
502474	5620 NM had a problem with QCIF full resync dying.
502484	JMS process went stale and did not recover.
502489	Collector might fail to fork qPing process, causing the inventory to halt.
502490	The collector had the potential for memory leaks during discoveries and SNMP V2 and V3 polling.
502491	There was a wrong OID-Formula-MIB association.
502493	SAA Jitter probe collection used complex formulas and could timeout on slow network and devices.
502494	JMS subscription ID did not work correctly.
502497	At time, the DataChannel HAM s would stop probing collectors.
502499	In some cases, BOF files were not be created correctly by UBA.
502502	The watchdog daemon was not restarting the pvmd daemon.
502504	SAM 3.0 - BLB produced a walkback file.
502506	A changed IP address was not properly propagated to collections.
502516	An SNMPGet created an infinite loop with some Huawei devices as a result of the devices issuing incorrect error indexes. A new error message was created to flag the problem.
502527	Various fixes to support customer-specific application packs.
502528	In the UBA, changes to element properties were not preserved. To work around this problem do not use element properties; use sub-element properties instead.
502530	The DC code broke when a sub-element name was not given to the UBA.
502531	There was a problem with SOAP timeouts in SAMIF.
502536	Support for SAM V3.0 Application Pack: There was a problem handling UTF-8 multibyte characters on XML export files.
502537	Support for SAM V3.0 Application Pack: XMLInputSchema fields were order-dependent.
502538	Support for SAM V3.0 Application Pack: The reason for HA failures was not logged (in haPerform: method).
502539	Support for SAM V3.0 Application Pack: The dccmd status reporting was not useful.
502540	SAM 3.0: Able to start multiple full inventories.
502544	SAM 3.0: SAMIF was not resyncing model from DB to current time on startup

RA	Description
502545	SNMP, using the MibBrowser with invalid target name, crashed the collector.
502546	SNMP timeouts did not invalidate results during discovery formulas.
502554	Distorted HC values appeared in the 4.4 and 4.4.1 SNMP Collector.
502587	SAA probe persistence failed with a walkback file.

## DataMart Resolved Problems

RA	Description
6730	The DataMart inventory was deleting resources from groups.
6739	Group or groups were missing in the option sub-grouping in the inventory wizard.

## DataView Resolved Problems

RA	Description
104075	PDF creation did not work when viewing reports over SSL.
104080	BSM CPU Time Series report timed out.
104082	Trendline with percentile statistics did not show trendline.
104085	The DataView installer allowed new SAA probe configuration pages to be overwritten during an upgrade.
104091	The PortalAPLocalization.pdf document had an incorrect option to the <code>mkdir</code> command.
104092	The links to the Probe management page from the Configuration page contained a page number.
104093	RSTs did not sort correctly on string properties.
104096	The scheduler was blocking when <code>DVCustomerPrint.css</code> had zero length in server secure.
104121	The dynamic navigation has an incomplete list of links.
104122	The dynamic navigation design GUI did not set the reporter parameter <code>useWP</code> .

## Problems and Limitations

### Collector Problem on Some Cisco Devices With SNMP V3

Collector tests have detected a collection problem on some specific Cisco devices (CRS-1, CRS-16 and potentially other devices of the same type) using SNMP V3.

Discovery and collection may be interrupted on these devices. Collection on other device types on the same collector does not seem to be impacted. The problem does not happen immediately, but after some time (a few minutes on the platform experiencing the problem).

The problem exists on 4.4.1-MR1 and 4.4. GA, and potentially other versions of Netcool/Proviso.

### SAA Probe Persistence

The following issues pertain to SAA Probe Persistence.

#### Must Manually Enable SAA Probe Persistence

**To enable SAA Probe Persistence, follow these steps:**

1. Log on as `pvuser` to the system where DataMart is installed.
2. Set the DataMart environment by doing the following:
  - 2-a. Change your working directory to `DataMartInstallRoot` (`/opt/datamart` by default).
  - 2-b. Source the DataMart environment file. Depending on your shell, this will be one of the following files:
    - \* `dataMart.csh.env`
    - \* `dataMart.env`
3. Change your working directory to `$PVMHOME/PATCHES` (`/opt/datamart/PATCHES`, by default).
4. Execute the `activate_saa.ksh` command using the following syntax:

```
activate_saa.ksh
  [-os <ORACLE_SID>]
  [-oh <ORACLE_HOME>]
  [-ou <ORACLE user with admin privs - (for example, PV_ADMIN)>]
  [-oup <ORACLE user's passwd with admin privs>]
  [-u]
```

**Note:** *The Oracle user and password is mandatory, but the SID and HOME settings are inherited from the session. You can, however, override the session SID and HOME settings by using the -os and -oh options.*

The following is an example of an `activate_saa.ksh` session that completes successfully:

```
./activate_saa.ksh -ou pv_admin -oup pv
-----
-      SAA support activation successful      -
-----

PL/SQL procedure successfully completed.
```



## SAA Probe Persistence May Conflict With File-Based Probes

The IP SLA (SAA) persistence may conflict with the file-based probe creation function when used simultaneously on the same router, due to the high number of SNMP requests required to check the probe existence while attempting to create a high volume of new ones. When/if this happens, some error messages will display, indicating failure of one of the two features.

## resmgr Command for Exporting History Tables for SAA Probes Does Not Work

The `resmgr` command for exporting history tables for SAA Probes does not work. There is no workaround to this problem. The same operation can be attempted again, but we recommend temporarily disabling the IP SLA (SAA) persistence on the router supporting file-based probe creation operation.

## SUNCluster Sites Must Upgrade High Availability Agent

Owing to changes in DataChannel, every site that is running a SUNCluster must update their Netcool/Proviso HA agent to the latest version delivered in Netcool/Proviso 4.4.1.

## Broken Test Function

The test function in the CME Formula Editor (FED) is broken. There is no workaround to this problem.

## Indents Not Preserved In Acrobat Reader Cut and Paste

Indents are not preserved when cutting and pasting text in Adobe Acrobat, since this functionality is not provided in the base product.

This pertains to cutting and pasting text from the PDF versions of the user guides.

Note that in many cases, indentations in examples (such as the Oracle `listenr` and `tsnname` configuration instructions in the *Netcool/Proviso Installation Guide*), *must* be preserved in order for the lines to be parsed correctly.

## Special Characters and Command-Line Utilities

When using the command line utilities (like `resmgr`, for example) make sure that you use a backslash (\) to escape characters that are special to the shell and to TCL, especially the following:

- [ ]
- { }
- ‘
- "
- \
- \$

---

## Locale Problem During DataChannel Installation

The DataChannel installation will fail if the locale is set to anything other than “C.”

To work around this problem, do the following:

Before initiating a DataChannel install, specify the “C” locale by entering commands like the following (depending upon the shell you are using – the example uses the Bash shell):

```
LC_CTYPE=C
echo ${LC_CTYPE}
export LC_CTYPE
```

---

## Netcool/Proviso Documentation

The following documents make up the Netcool/Proviso documentation suite.

### Netcool/Proviso Guides

- *Netcool/Proviso Functional Overview*  
Provides a brief overview of Netcool/Proviso, outlining major configuration tasks.
- *Netcool/Proviso Application Pack User Guides*  
Suite of user guides that explain reporter sets, discovery and collection formulas, and how to install and configure the various application packs that Netcool/Proviso supports.
- *Netcool/Proviso CME Formula API Developer's Guide*  
Describes how to plan, create, and deploy ECMAScript files that use the CME Formula API to calculate performance, event, and status metrics for a network inventory.
- *Netcool/Proviso Command Line Interface Guide*  
Describes in reference format the command line tools that you can use to configure Netcool/Proviso.
- *Netcool/Proviso DataAccess Programming Guide*  
Describes the DataAccess API that you can use to integrate the Netcool/Proviso DataView reporting system into an external portal. With Netcool/Proviso DataAccess, you can use other graphical packages to query the database metrics directly.
- *Netcool/Proviso DataMart Configuration Guide*  
Explains how to use the DataMart GUI, as well as several command line tools, to configure Netcool/Proviso.
- *Netcool/Proviso DataMart Operation Guide*  
Explains how to use the DataMart GUI to administer and monitor Netcool/Proviso.
- *Netcool/Proviso DataView User's Guide*  
Explains how to create, modify, configure, and view the various reports that Netcool/Proviso supports.
- *Netcool/Proviso DataView Visual User's Guide*  
Explains how to create, modify, configure, and view the search and diagnostic reports using DataView Visual.
- *Netcool/Proviso dbMgr Reference Guide*  
Provides reference pages for the dbMgr database utility and its attendant commands.

- *Netcool/Proviso Error Messages Guide*  
Lists in ordinal, reference format error messages produced by DataChannel and DataLoad. Whenever possible, explanations are offered, as well as remedial actions. Replaces an earlier Technical Note.
- *Netcool/Proviso Installation Guide*  
Explains how to install and provisionally configure Netcool/Proviso and all of its attendant software (such as Oracle and SilverStream).
- *Netcool/Proviso Micromuse Netcool/Webtop Integration User's Guide*  
Explains how to integrate Netcool/Proviso with Micromuse Netcool/Webtop.
- *Netcool/Proviso Service Level Agreement Configuration Guide*  
Explains service level agreement reporting and how to create composite sub-elements.
- *Netcool/Proviso SNMP Inventory Management and Troubleshooting Guide*  
Explains how to troubleshoot and manage the SNMP inventory.

## Netcool/Proviso Technical Notes

- *Netcool/Proviso Technical Note: Backup Procedures*  
Explains how to perform backups on the Netcool/Proviso DataChannel and database components.
- *Netcool/Proviso Technical Note: Changing to the New Skin*  
Explains how to change from the old to the new portal skin.
- *Netcool/Proviso Technical Note: Registry and Space Management*  
Explains how to manage the database registry, file space, and tablespace.
- *Netcool/Proviso Technical Note: DataChannel Secure File Transfer Installation*  
Explains how to install OpenSSH for Secure File Transfer (SFTP) among Netcool/Proviso components.
- *Netcool/Proviso Technical Note: Most Loaded Hour Report*  
Explains how to configure and view a Most Loaded Hour report.
- *Netcool/Proviso Technical Note: Patch Releases*  
Explains when and how to apply Netcool/Proviso patches.
- *Netcool/Proviso Technical Note: Persistent Report Refresh Mechanism*  
Explains how to configure the portal page to enable report refreshing that is persistent.
- *Netcool/Proviso Technical Note: Purging Metric Data*  
Explains how to purge stale metric data from the database.
- *Netcool/Proviso Technical Note: SNMP DataLoad High Availability*  
Explains how high availability works with the DataLoad SNMP Collector.
- *Netcool/Proviso Technical Note: Setting SNMP Traps for Log Messages*  
Explains how to set SNMP traps for Netcool/Proviso log messages.
- *Netcool/Proviso Technical Note: String Translation SNMP Formulas*  
Explains two new SNMP formula functions that format in a human readable way the strings and IP addresses that are part of the SNMP table indexes.
- *Netcool/Proviso Technical Note: Tools for Version Reporting*

Explains the how to use the Netcool/Proviso CLI utilities to obtain information about the Netcool/Proviso applications installed on your system.

## Netcool/Proviso Online Help

Online help suites are provided for the following Netcool/Proviso components:

- *Netcool/Proviso DataMart*
- *Netcool/Proviso Data View*

## NOTES

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# Appendix A: Expanded Versioning Information

## Overview

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This appendix lists the expanded versioning information for Netcool/Proviso Version 4.4.1-MR1, that can be obtained by running the following command for each component (DB, DC, DL, DM, DV, TOOLS) specified by the *component* parameter:

```
$PVMHOME/bin/dbMgr versionRptByProvisoApp E component
```

You can also run the following command, which writes all the version information for all components into a file on the database server in the \$ORACLE\_BASE/admin/PV/udump directory:

```
$PVMHOME/bin/dbMgr versionSupportLevelDump
```

For more information, see the *Netcool/Proviso dbMgr Reference Guide*.

## Netcool/Proviso Version 4.4.1-MR1 Versioning Information

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```
1-----1result : 0
Application: DB

Component                Version                Build                Registration Date
-----
Database                4.4.1 R2E1            1373                2006.08.23 20:38:28

1-----1result : 0
Application: DL

Component                Version                Build Registration Date
-----
SNMP.2.2                4.4.1 R2E1            App Guam.155; Lib Guam.90    2006.07.13 17:53:52

1-----1result : 0
Application: DC

Component                Version                Build                Registration Date
-----
AMGR.GOBLIN              4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
AMGR.ROSTON              4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:25
AMGRW.GOBLIN             4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
AMGRW.ROSTON             4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
BLB.2.200                4.4.1 R2E7            Guam.218.2            2006.08.29 21:56:48
BLB.2.210                4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
CME.2.200                4.4.1 R2E7            Guam.218.2            2006.08.29 21:56:48
CME.1.2                  4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
CME.1.1                  4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
CME.2.210                4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
CMGR.GOBLIN.QUAILABY.COM 4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:23
CMGRW.GOBLIN.QUAILABY.COM 4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
DISC.GOBLIN.1            4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:25
DLDR.2                   4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
DLDR.1                   4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:25
FTE.2.200                4.4.1 R2E7            Guam.218.2            2006.08.29 21:56:49
FTE.1.1                  4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
FTE.1.2                  4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:25
FTE.2.210                4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:25
LDR.2                    4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
LDR.1                    4.4.1 R2E7            Guam.218.2            2006.08.29 21:25:24
```

Appendix A: Expanded Versioning Information

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LOG.GOBLIN.QUAILABY.COM	4.4.1 R2E7	Guam.218.2	2006.08.29 21:25:24
LOGW.GOBLIN.QUAILABY.COM	4.4.1 R2E7	Guam.218.2	2006.08.29 21:25:24
QCIF.2.210	4.4.1 R2E7	Guam.218.2	2006.08.29 21:25:24
SAMIF.2.200	4.4.1 R2E7	Guam.218.2	2006.08.29 21:56:48
UBA.2.200	4.4.1 R2E7	Guam.218.2	2006.08.29 21:56:48
UBA.2.210	4.4.1 R2E7	Guam.218.2	2006.08.29 21:25:24

1-----lresult : 0  
Application: DM

Component	Version	Build	Registration Date
PVM.GOBLIN.QUAILABY.COM	4.4.1 R2E1	1373	2006.08.29 16:00:20

1-----lresult : 0  
Application: DV

Component	Version	Build	Registration Date
DataView.roston.quailaby.com:8080	4.4.1 R2E4	4.4.1 R2E4	2006.08.29 20:13:01
exteNd Application Server.roston.quailaby.com:80804.0.0h		020918_1	2006.08.29 20:13:00

1-----lresult : 0  
Application: TOOLS

Component	Version	Build	Registration Date
BOFDUMP.ROSTON.QUAILABY.COM	4.4.1 R2E7	Guam.218.2	2006.08.30 14:17:01