

# Veritas CommandCentral™ Enterprise Reporter Release Notes

for Microsoft Windows and Solaris

5.2 RU2



# CommandCentral Enterprise Reporter Release Notes

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Symantec's support offerings include the following:

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For information about Symantec's support offerings, you can visit our Web site at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

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Customers with a current support agreement may access Technical Support information at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

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When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

## Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan [customercare\\_apac@symantec.com](mailto:customercare_apac@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

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# Enterprise Reporter 5.2 RU2 Release Notes

This chapter includes the following topics:

- [Upgrading to Enterprise Reporter 5.2 RU2](#)
- [What's new in Enterprise Reporter 5.2 RU2](#)
- [Issues fixed in Enterprise Reporter 5.2 RU2](#)

## Upgrading to Enterprise Reporter 5.2 RU2

CommandCentral Enterprise Reporter 5.2 RU2 is an update to the Enterprise Reporter 5.2 and Enterprise Reporter 5.2 HF1 . You can upgrade to Enterprise Reporter 5.2 RU2 from base product versions 5.2 and 5.2 HF1 only.

Enterprise Reporter 5.2 RU2 supports following operating systems:

- Windows 2003 32-bit and 64-bit server
- Windows 2008 32-bit server
- Solaris 9
- Solaris 10

**To upgrade to Enterprise Reporter 5.2 RU2**

- 1 Log on to the Enterprise Reporter console.
- 2 Click **Data Management > Data Rollup Configuration > Status**. Verify that no data rollups are in progress. You cannot upgrade while the data rollup process runs.
- 3 Disable all data sources for data rollup. To disable a data source:

- Select the data source.
  - Uncheck the **enabled** checkbox.
  - Click **Save**.
- 4 If the Oracle database is on a remote system, check that the `tnsnames.ora` file on the Enterprise Reporter Management Server includes entries for the host, where the Oracle database resides. If entries for the Oracle host are not present in the `tnsnames.ora` file, add the entries to the file. The entries allow the Enterprise Reporter host to reach the Oracle host by using the `tnsping` utility.
  - 5 Delete the GUI work directory, located as following:
    - For Solaris : `/var/VRTSweb/work`
    - For Windows : `<InstallDir>\VRTSweb\admin\runtime\work`, where, `<InstallDir>` is the Enterprise Reporter installation directory.
  - 6 Download the installation file `VRTS_CommandCentral_Enterprise_Reporter_5.2_RU2.tar.gz` to a temporary location on an Enterprise Reporter server. The installation file can be downloaded from the Fileconnect site:  
<https://fileconnect.symantec.com>
  - 7 Change current directory to the following directory:  
`<InstallDir>\hotfix`, where `<InstallDir>` is the Enterprise Reporter installation directory.
  - 8 Type the following command to start the upgrade:
    - For Windows : `installccerhf.bat`  
`<temp>\VRTS_CommandCentral_Enterprise_Reporter_5.2_RU2.tar.gz`
    - For Solaris : `./installccerhf.sh`  
`<temp>\VRTS_CommandCentral_Enterprise_Reporter_5.2_RU2.tar.gz`where, `<temp>` is the complete path for `VRTS_CommandCentral_Enterprise_Reporter_5.2_RU2.tar.gz` file.
  - 9 Follow the instructions to upgrade Enterprise Reporter.
  - 10 When the installation script prompts you for an Oracle database user name and password, enter the user name and password for a user that has system administrator privileges.
  - 11 After the upgrade completes, enable data rollout for your data sources. To enable a data source:

- Click **Data Management > Data Sources**.
  - Select the data source.
  - Check the enabled checkbox, and click **Save**.
- 12** You can use the upgrade logs for troubleshooting. Find the logs in the following locations: :
- For Solaris :
    - `/var/VRTSccer/data/maint/VRTSccer-F520002520018/<yyyymmdd_time>/output/stdout.txt`
    - `/var/VRTSccer/data/maint/VRTSccer-F520002520018/<yyyymmdd_time>/output/stderr.txt`
  - Windows:
    - `<InstallDir>\data\maint\VRTSccer-F520002520018\<yyyymmdd_time>\output\stdout.txt`
    - `<InstallDir>\data\maint\VRTSccer-F520002520018\<yyyymmdd_time>\output\stderr.txt`

## What's new in Enterprise Reporter 5.2 RU2

Enterprise Reporter 5.2 RU2 includes the following new features and enhancements.

**Table 1-1** New features and enhancements

Feature	Description
ETL related Changes	<ul style="list-style-type: none"> <li>■ Enterprise Reporter now supports the ability to roll up data about the same storage array or LUN from multiple data sources. For example, two CommandCentral Storage Management Servers might discover the same storage array. If you roll up data from both of the Management Servers, Enterprise Reporter provides accurate information about the storage array.</li> <li>■ You can now use the metrics in the Chargeback Analysis package to retrieve usage data for file systems and volumes on virtual machines.</li> <li>■ Support rollup of vmx hosts that has commas in the file name which is legal in vmware.</li> <li>■ Enhanced support for non-array LUNs rollups.</li> </ul>
GUI related Changes	<ul style="list-style-type: none"> <li>■ Correctly detect CCS 5.2 sources.</li> <li>■ Detect CCS esmweb HF sources and also correct for any existing sources.</li> <li>■ Provide ability for a non-admin user to manage Business Views.</li> <li>■ Log additional details for each ER GUI login request.</li> </ul>

**Table 1-1** New features and enhancements (*continued*)

Feature	Description
Metamodel related Changes	<ul style="list-style-type: none"> <li>■ Corrected Exclude duplicate cluster file system filter.</li> <li>■ Categorization in the host Consumption package for storage given from NFS Storage pool.</li> <li>■ Added Allocated_NFS and Claimed_NFS as new facts in host consumption package.</li> </ul>
Report related Changes	<ul style="list-style-type: none"> <li>■ Modified SAN Chargeback summary report The report now uses <b>Adjusted Allocated Capacity</b> instead of <b>capacity allocated to host directly</b>. Also corrected the total cost and physical capacity using same formula to calculate Adjusted Cost and Adjusted Physical Capacity.</li> <li>■ Corrected <b>File System/Volume Consumption</b> Report.</li> <li>■ The report now works without any exceptions.</li> </ul>

## Issues fixed in Enterprise Reporter 5.2 RU2

**Table 1-2** lists the known issues fixed in this release of CommandCentral Enterprise Reporter.

**Table 1-2** Issues fixed in Enterprise Reporter 5.2 RU2

Incident	Description
2520018	Rollup of vmx host that has commas in the file name which is legal in vmware.
2508762	Support for non-array LUNs rollups.
2429265	Security level inEnterprise Reporter.
2512390	ER Report <b>File System/Volume Consumption</b> crashes.
2483686	Exclude duplicate cluster file system filter does not work as expected.
2418325	Provide ability for a non-admin user to manage business views.
2418316	Log additional details for each Enterprise Reporter GUI login request.
2417134	Improve Logging of ccer_setenv.bat.
569597	Categorization in the host consumption package for storage given from NFS Storage pool.
2564438	Import BV operation is not working for Read/Write user after enabling access control.

**Table 1-2** Issues fixed in Enterprise Reporter 5.2 RU2 (*continued*)

Incident	Description
2555696	Added virtualization technology under file system and volume hierarchy for chargeback analysis package.
2586347	Stderr.txt known issue fixed, update_metamodel Perl script throwing errors/warnings in RU2 patch installation.
2525310	Value of less than zero for consumed_raw_capacity on disk 6D14 in EMC array.
2593112	Primary key for table sahara_custom_attributes is not unique.
2232438	Merge data from multiple sources for the same object.
2206484	File system charge back for the Virtual Machine should be based on backend LUNs.
2234109	Data rollup failed, because Enterprise Reporter could not remotely process data on the ccstor server.
2182055	CommandCentral Enterprise Reporter hot fix to support ESMWeb HF of CommandCentral Storage.
2229446	CommandCentral Enterprise Reporter5.1 appears to be incorrectly calculating data for Chargeback reports.
2135798	CommandCentral Enterprise Reporter 5.1 to 5.2 upgrade failed due to issues in Cognos_Configuration.
2158267	SAN Chargeback summary report calculating capacity allocated to host incorrectly.



# Getting help

This appendix includes the following topics:

- [Accessing CommandCentral Enterprise Reporter Documentation](#)
- [CommandCentral Enterprise Reporter Support](#)

## Accessing CommandCentral Enterprise Reporter Documentation

CommandCentral Enterprise Reporter documentation does not get installed with the product. PDF files of all product guides are located at the Symantec Technical Support web site.

You can access CommandCentral Enterprise Reporter documentation at the following location:

<http://www.symantec.com/business/support/documentation.jsp?pid=54971>

## CommandCentral Enterprise Reporter Support

CommandCentral Enterprise Reporter customers with a current maintenance agreement may access technical support information at the following URL:

<http://www.symantec.com/business/support/overview.jsp?pid=54971>

