

# Veritas CommandCentral™ Enterprise Reporter Release Notes

for Microsoft Windows and Solaris

5.2 RU3

# CommandCentral Enterprise Reporter Release Notes

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- Version and patch level
- Network topology
- Router, gateway, and IP address information
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Asia-Pacific and Japan [customercare\\_apac@symantec.com](mailto:customercare_apac@symantec.com)

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# Enterprise Reporter 5.2 RU3 Release Notes

This document includes the following topics:

- [Upgrading to Enterprise Reporter 5.2 RU3](#)
- [What's new in Enterprise Reporter 5.2 RU3](#)
- [Issues fixed in CommandCentral Enterprise Reporter 5.2 RU3](#)
- [Known issues in Enterprise Reporter 5.2 RU3](#)

## Upgrading to Enterprise Reporter 5.2 RU3

CommandCentral Enterprise Reporter 5.2 RU3 is an update to the Enterprise Reporter 5.2, 5.2 HF1, or 5.2 RU2 versions. You can upgrade to Enterprise Reporter 5.2 RU3 from base product versions 5.2 or 5.2 HF1 or 5.2 RU2.

Enterprise Reporter 5.2 RU3 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 RU3**

- 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 Download the installation file  
`VRTS_CommandCentral_Enterprise_Reporter_5.2_RU3.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>
- 6 Change current directory to the following directory:  
`<InstallDir>\hotfix`, where `<InstallDir>` is the Enterprise Reporter installation directory.
- 7 Type the following command to start the upgrade:
  - For Windows : `installccerhf.bat`  
`<temp>\VRTS_CommandCentral_Enterprise_Reporter_5.2_RU3.tar.gz`
  - For Solaris : `./installccerhf.sh`  
`<temp>\VRTS_CommandCentral_Enterprise_Reporter_5.2_RU3.tar.gz`where, `<temp>` is the complete path for  
`VRTS_CommandCentral_Enterprise_Reporter_5.2_RU3.tar.gz` file.
- 8 Follow the instructions to upgrade Enterprise Reporter.
- 9 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.
- 10 After the upgrade completes, enable data rollup 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**.
- 11** You can use the upgrade logs for troubleshooting. Find the logs in the following locations: :

- For Solaris :

```
/var/VRTSccer/data/maint/VRTSccer-F520002637950/<yyyymmdd_time>/output/stdout.txt
```

```
/var/VRTSccer/data/maint/VRTSccer-F520002637950/<yyyymmdd_time>/output/stderr.txt
```

- Windows:

```
<InstallDir>\data\maint\VRTSccer-F520002637950\<yyyymmdd_time>\output\stdout.txt
```

```
<InstallDir>\data\maint\VRTSccer-F520002637950\<yyyymmdd_time>\output\stderr.txt
```

## What's new in Enterprise Reporter 5.2 RU3

Enterprise Reporter 5.2 RU3 includes the following new features and enhancements.

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

Feature	Description
Support for LPAR host	<p>Enterprise Reporter 5.2 RU3 supports data rollup from LPAR host to Enterprise Reporter for storage chargeback.</p> <p>In Enterprise Reporter 5.2 RU3, following filters in metamodel under HostConsumption package have been added:</p> <ul style="list-style-type: none"> <li>■ Only LPAR hosts</li> <li>■ Exclude LPAR hosts</li> <li>■ Only VIO Servers</li> <li>■ Exclude VIO Servers</li> </ul>
Support for virtual machines without VMware Tools	<p>Enterprise Reporter 5.2 RU3 rolls up data from all the hosts including the virtual machines, that do not have VMware Tools . You can also use powered off virtual machines for chargeback purposes.</p>

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

Feature	Description
<p>New default port to connect to the Console</p>	<p>In Enterprise Reporter 5.2 RU3 , the default port that you use to connect to the CommandCentral Console changes.</p> <p>When you upgrade to Enterprise Reporter 5.2 RU3 from 5.2, 5.2 HF1, or 5.2 RU2, the installer scans the range of ports between 14191 and 14200 and finds the first available port, which then becomes the new port for the Console.</p> <p>For example, to connect to CommandCentral Enterprise Reporter, you need to enter the following URL in your Web browser:  <a href="https://myhost.example.com:14191">https://myhost.example.com:14191</a></p> <p>If you need to, you can change the default port. For example, you can change the default port back to 8443.</p> <p>See <a href="#">“Changing the port for the Enterprise Reporter Console”</a> on page 10.</p> <p>You need to connect to the Console through a new port because CommandCentral now uses an embedded Web server. Previous versions of CommandCentral used a Web server that other Symantec products shared. In 5.2 RU3, CommandCentral is the only Symantec product that uses the Web server.</p> <p><b>Note:</b> To start and stop the Web server in 5.2 RU3, you can use the <code>vxccer</code> utility. For Solaris, the process is called <code>ccer</code>. For Windows, the process is called <code>VRTSccer</code>. In addition, you can use Windows' Services utility to start and stop the Web server. In the Services utility, the name of the service is <code>Veritas Enterprise Reporter Web Console</code>.</p>
<p>Licensing changes</p>	<p>Some changes have been introduced in Enterprise Reporter 5.2 RU3 for calculation of licensing requirements related to various virtualization technologies. See <a href="#">“Licensing changes in CommandCentral Enterprise Reporter 5.2 RU3”</a> on page 11.</p>

## Changing the port for the Enterprise Reporter Console

You can change the port that you use to connect to the Enterprise Reporter Console. You can use any port that is not in use by another application.

For example, you might want to change the default port from 14191 to 8443. 8443 was the default port before the 5.2 RU3 release. You can still use port 8443 as long as no other products use the port. For example, 8443 is the default port for the Symantec Web server (VRTSweb). Other Symantec products might use that port.

### To change the port for the Enterprise Reporter Console

- 1 Log on to the Management Server.
- 2 If you are planning to reboot the Enterprise Reporter server, please disable the service `Veritas Storage Management Web Console` or make the service manual.
- 3 Go to the following directory:

Solaris            `/opt/VRTSccer/esmweb/conf`

Windows        `\<InstallDir>\VERITAS\VRTSccer\esmweb\conf`

- 4 Open `esmweb.cfg` in a text editor.
- 5 Change the value of the `SSLPORT` parameter to the desired port number.
- 6 Save and close `esmweb.cfg`.
- 7 In an operating system console, change to the following directory:

Solaris            `/opt/VRTSccer/bin/`

Windows        `\<InstallDir>\VERITAS\VRTSccer\Tools\VXCCER`

- 8 Type the following commands to restart the Web server:

Solaris            `./vxccer stop ccer`  
                  `./vxccer start ccer`

Windows        `VxCCER.bat stop VRTSccer`  
                  `VxCCER.bat start VRTSccer`

You can now connect to the Console through the new port.

## Licensing changes in CommandCentral Enterprise Reporter 5.2 RU3

Some new rules have been introduced for calculating the licensing requirement for different kinds of virtualization technologies.

Following are a set of rules for charging the virtualization technologies:

- VIO server or ESX server is not charged.
- 1 CAL(Client Access License) is charged for every 8 LPARs, or 8 VMware VMs or 8 Solaris non-global zones.

- 1 CAL(Client Access License) is charged for a Solaris global zone, only if no non-global zones are associated with that particular global zone

## Issues fixed in CommandCentral Enterprise Reporter 5.2 RU3

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

**Table 1-2** Issues fixed in CommandCentral Enterprise Reporter 5.2 RU3

Incident	Description
2678644	<p>CommandCentral Enterprise Reporter provides script to change all users passwords and updates all the configuration files accordingly. But in the previous versions of , password script failed to update sahara_cognos and sahara_reports users. Running this script resulted in failure to start cognos in case of sahara_cognos and failure to load reports in case of sahara_reports.</p> <p>This issue is resolved in CommandCentral Enterprise Reporter 5.2 RU3.</p>
2507917	<p>If previous versions of CommandCentral Storage had LPAR data, it was not reported correctly in Enterprise Reporter.</p> <p>This issue is resolved by providing a hot fix in CommandCentral Storage for the data collection. This issue requires CommandCentral Storage to be upgraded to RU3.</p>
2580891	<p>In CommandCentral Enterprise Reporter 5.2 RU2, sometimes a negative number was calculated as free capacity for the Celerra devices, due to which the rollup failed.</p> <p>This issue is resolved in CommandCentral Enterprise Reporter 5.2 RU3.</p>

## Known issues in Enterprise Reporter 5.2 RU3

Following are the known issues in the Enterprise Reporter 5.2 RU3 release.

### Metamodel update doesnt happen after modifying a business view(2682693)

After you update a business view through **Data Management->Business Views**, the business view gets updated in the database but the metamodel doesnt get updated. It works fine when you create a new business view.

Work around:

You need to run the `update metamodel` command manually by logging into the Enterprise Reporter server:

For Windows:

```
cd <installDir>\VRTSccer\bin  
update_metamodel.bat -v <businessview_name>
```

For Solaris:

```
cd <installDir>\VRTSccer\bin  
update_metamodel.sh -v <businessview_name>
```

## CommandCentral Storage 5.1.1 rollup failed with errors during data extraction (2682548)

LPAR support is provided in CommandCentral Storage 5.2 RU1, and later versions only. Rollup from previous versions of CommandCentral Storage to CommandCentral Enterprise Reporter 5.2RU3 fails with errors during data extraction.

You should upgrade CommandCentral Storage to 5.2 RU1 before upgrading CommandCentral Enterprise Reporter to 5.2RU3.

## Coexistence with SFWHA 5.1 SP2 or 6.0 versions on cluster nodes

CommandCentral Enterprise Reporter versions 5.1 and 5.2 cannot co-exist with SFWHA 5.1 SP2 or 6.0 versions on cluster nodes.

## Rollup fails due to partially discovered data

If CommandCentral Enterprise Reporter data rollup collides with CommandCentral Storage side data upload, data rollup fails due to the partially discovered data. However, in successive rollup, data becomes consistent.

Work around:

Execute following query on ER oracle database using sys/system user credentials.

```
SQL> UPDATE sahara.configuration SET boolean_value = 'T' WHERE  
NAME = 'ALLOW_PARTIAL_LOADS';
```

```
SQL> COMMIT;
```

## Rollups fails with a Direct Attached Storage (DAS) issue

In some environments, CommandCentral Enterprise Reporter rollup fails with an error : **unable to load DAS allocated capacity**.

Work around:

Please see the following technote for the workaround :

<http://www.symantec.com/business/support/index?page=content&id=TECH181586>