

# Veritas CommandCentral™ Enterprise Reporter Release Notes

for Microsoft Windows and UNIX

5.2 RU4

# CommandCentral Enterprise Reporter Release Notes

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# Enterprise Reporter 5.2 RU4 Release Notes

This document includes the following topics:

- [Upgrading to Enterprise Reporter 5.2 RU4](#)
- [What's new in Enterprise Reporter 5.2 RU4](#)
- [Issues fixed in CommandCentral Enterprise Reporter 5.2 RU4](#)
- [Known issues in Enterprise Reporter 5.2 RU4](#)

## Upgrading to Enterprise Reporter 5.2 RU4

CommandCentral Enterprise Reporter 5.2 RU4 is an update to the Enterprise Reporter 5.2, and later versions. You can upgrade to Enterprise Reporter 5.2 RU4 from base product versions 5.2, 5.2 HF1, 5.2 RU2, or 5.2 RU3.

Enterprise Reporter 5.2 RU4 supports following operating systems:

- Windows 2003 32-bit and 64-bit server
- Windows 2008 32-bit server
- Solaris 10 update 9, and later versions

### To upgrade to Enterprise Reporter 5.2 RU4

- 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_RU4.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_RU4.tar.gz`
    - For Solaris : `./installccerhf.sh`  
`<temp>\VRTS_CommandCentral_Enterprise_Reporter_5.2_RU4.tar.gz`where, `<temp>` is the complete path for `VRTS_CommandCentral_Enterprise_Reporter_5.2_RU4.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-F520002857443/<yyyymmdd_time>/output/stdout.txt`

`/var/VRTSccer/data/maint/VRTSccer-F520002857443/<yyyymmdd_time>/output/stderr.txt`

- Windows:

`<InstallDir>\data\maint\VRTSccer-F520002857443\<yyyymmdd_time>\output\stdout.txt`

`<InstallDir>\data\maint\VRTSccer-F520002857443\<yyyymmdd_time>\output\stderr.txt`

## What's new in Enterprise Reporter 5.2 RU4

Enterprise Reporter 5.2 RU4 includes the following new features and enhancements.

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

Feature	Description
<p>New default port to connect to the Console</p>	<p>This feature is applicable only if you upgrade to Enterprise Reporter 5.2 RU4 from Enterprise Reporter versions 5.2, 5.2 HF1, or 5.2 RU2. From Enterprise Reporter 5.2 RU3 onwards, the change in default port has already been provided.</p> <p>If you upgrade to Enterprise Reporter 5.2 RU4 from Enterprise Reporter versions 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:  <code>https://myhost.example.com:14191</code></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 11.</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>NetApp Aggregate Over Commitment report</p>	<p>This is a new report added under <b>Sample Reports &gt; NAS Reports</b>. The report displays the aggregate volumes of the NetApp filers. This report helps you identify the flex volumes that have capacities more than the aggregate capacity.</p>
<p>EMC FAST and HDT attributes rollup on LUN</p>	<p>Dynamic Tier Group and Dynamic Tier Policy is applicable to EMC FAST arrays and Thin Pool name is applicable to HDS arrays supporting dynamic tiering. These attributes are available in all packages in meta-model which has the LUN dimension. These attributes are also available on tiering wizard so you can create tiers based on these attributes.</p>

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

Feature	Description
VM State rollup on Virtual Machines	Enterprise Reporter 5.2RU3 provided support for rolling up powered off virtual machines. In Enterprise Reporter 5.2RU4, this feature has been enhanced to display the state of the virtual machine. Virtual machine state attribute is available in all packages containing host dimension in meta-model. Two additional filters are available in Enterprise Reporter 5.2RU4: <b>Exclude Powered Off VM hosts</b> and <b>Only Powered Off VM hosts</b> .
EMC VPLEX Rollup	Enterprise Reporter 5.2RU4 provides support for rollup of EMC VPLEX arrays. Both VPLEX array and VPLEX cluster are rolled up in Enterprise Reporter. To avoid double counting of capacities from both VPLEX array and VPLEX cluster, two new filters are available <b>Exclude Container Arrays</b> and <b>Exclude Component Arrays</b> . These filters have been added in all packages containing array dimension.
Apache Web Server integration	Enterprise Reporter 5.2RU4 embeds an Apache Web server on both Windows and Solaris platforms. Enterprise Reporter console internally points to the Apache Web server for embedding Cognos reports in the console. All the Cognos options available from Enterprise Reporter console launches the Apache URL.  Due to Apache Web server integration, the Enterprise Reporter console is displayed properly in Internet Explore (IE) on Windows 2008 or Windows 7 server platforms.  <b>Note:</b> If you have already configured Apache Web server manually, you need to shut down the Apache service that was configured manually.

## 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.

## Issues fixed in CommandCentral Enterprise Reporter 5.2 RU4

[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 RU4

Incident	Description
2873616	Enhance Enterprise Reporter roll up to provide a better charge back report for LUNs having issues with masking or binding data in CommandCentral Storage.
2768214	Table Row Filter not working properly in Enterprise Reporter in <b>Business Views</b> section.
2751491	Revert back licensing changes for virtual machines that were done for Enterprise Reporter Management Server 5.2 RU3.
2786845	RU3 upgrade does not copy <code>Groupusers.ini</code> from <code>VRTSsmweb</code> to <code>esmweb</code> . This results in some users being unable to log in to console after Enterprise Reporter 5.2RU3 upgrade.
2786848	Enterprise Reporter 5.2RU3 upgrade does not copy some files that have their archive attribute as unset.
2786846	Filtering of objects does not work properly in assignments page.
	Available capacity of the array is displayed sometimes as a negative value.
	Enterprise Reporter rollup failed sometimes with a Direct Attached Storage (DAS) issue.
	Rollup taking a long time after a fix for discovering Symmetrix VMAX array via <code>Symcli 7.3.0.1</code> is applied to CommandCentral Storage Management Server.

## Known issues in Enterprise Reporter 5.2 RU4

Following are the known issues in the Enterprise Reporter 5.2 RU4 release.

### Modifying a filter fails with an exception (2929076)

In Enterprise Reporter 5.2 RU4, if you try to modify an existing filter for any attribute, the operation fails with an exception.

Work around:

Before you modify the filter, you need to clear the check box **Apply the filter to individual values in the data source**.

## Enterprise Reporter 5.2RU1, or later versions cannot be installed on a Solaris system with Storage Foundation 5.1, or later versions

Enterprise Reporter 5.2 RU1, or later versions cannot be installed on a Solaris system that has Storage Foundation version 5.1, or later versions installed on it.

## 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;
```

## Certain reports do not list the virtualizer arrays (2939194)

In Enterprise Reporter 5.2 RU4, following reports do not list the virtualizer arrays including EMC VPLEX array:

- Arrays with Available Configured Storage
- Arrays with Unallocated Storage
- Arrays with Administrative Overhead

- Arrays with RAID Overhead
- Arrays with Replication Overhead
- Array Storage Available for Allocation
- Array Storage Reserved for Overhead
- Array Storage Utilization Summary
- Arrays with Unconfigured Storage
- Total Allocated Array Storage

