



N1 Service Provisioning System 4.1 Release Notes

Sun Microsystems, Inc.
4150 Network Circle
Santa Clara, CA 95054
U.S.A.

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Preface

The N1 Service Provisioning System 4.1 Release Notes contain installation problem details and other information that was not available until immediately before the release of the N1™ Service Provisioning System 4.1.

Who Should Use This Book

These notes are for users and system administrators who install and use the N1 Service Provisioning System 4.1.

Related Books

You might need to refer to the following manuals when you install and use the N1 Service Provisioning System 4.1:

- *N1 Service Provisioning System 4.1 Installation Guide*
- *N1 Service Provisioning System 4.1 User's Guide*
- *N1 Service Provisioning System 4.1 Reference Guide*

You can access the Japanese versions of the manuals on the docs.sun.com Web site at <http://docs.sun.com/coll/1139.1?l=ja>.

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Typographic Conventions

The following table describes the typographic changes that are used in this book.

TABLE P-1 Typographic Conventions

Typeface or Symbol	Meaning	Example
AaBbCc123	The names of commands, files, and directories, and onscreen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. <code>machine_name%</code> you have mail.
AaBbCc123	What you type, contrasted with onscreen computer output	<code>machine_name%</code> su Password:
<i>AaBbCc123</i>	Command-line placeholder: replace with a real name or value	To delete a file, type rm <i>filename</i> .
<i>AaBbCc123</i>	Book titles, new terms, or terms to be emphasized	Read Chapter 6 in <i>User's Guide</i> . These are called <i>class</i> options. You must be <i>root</i> to do this.

Shell Prompts in Command Examples

The following table shows the default system prompt and superuser prompt for the C shell, Bourne shell, and Korn shell.

TABLE P-2 Shell Prompts

Shell	Prompt
C shell prompt	<code>machine_name%</code>
C shell superuser prompt	<code>machine_name#</code>
Bourne shell and Korn shell prompt	<code>\$</code>
Bourne shell and Korn shell superuser prompt	<code>#</code>

N1 Service Provisioning System 4.1 Issues

This chapter describes N1 Service Provisioning System 4.1 issues that are known to be problems. Numbers in parentheses are tracking numbers.

- “Uninstallation Issues” on page 7
- “Runtime Issues” on page 7
- “Issues Interacting With BEA WebLogic Servers” on page 10

Uninstallation Issues

This section describes known issues with uninstallation.

Uninstallation Window Displays CenterRun 4.0 (4125)

After upgrading a 4.0 Windows version of the Local Distributor or Remote Agent to the N1 Service Provisioning System 4.1, if you uninstall that application, the title of the uninstallation window displays CenterRun 4.0.

Workaround: The uninstallation program proceeds properly. Ignore the erroneous title.

Side-by-Side Upgrade of a Windows Master Server Uninstall Fails (3927)

When you are performing a side-by-side upgrade of a Windows Master Server, immediate uninstallation will fail. Uninstallation may require manual intervention and reboot in order to complete.

Workaround: Stop the Master Server service from the Services application in the Windows Control Panel before running the Master Server uninstallation. After the uninstallation completes, the Master Server services are still present. Reboot the machine to remove the Master Server services entries in the Services application in the Windows Control Panel.

Runtime Issues

This section describes known runtime issues.

Plan Description Not Saved (4120)

When creating a new plan, if you enter a description in the Description field, the description does not appear on the Advanced Edit page for that plan.

Workaround: Add the description to the plan manually on the Advanced Edit page.

Error When Restoring Master Server (4113)

When you restore a Master Server that is installed in a different directory or on a different machine than the Master Server that was used to create the backup, the following error may appear:

```
ERROR! Failed to restore the database successfully.  
The following fatal errors were encountered  
ERROR: stat failed on file
```

Workaround: The restore completed successfully. Ignore the error message.

Deploying a Component in the Same Directory as Another Component May Not Complete Successfully When Using Differential Deploy (4100)

If Differential Deploy is active and you deploy a component to a directory where a previous component was deployed, the component may only partially deploy without reporting an error. This always occurs when you deploy a new version of a configurable component to the same directory. However, different versions of a non-configurable component may be deployed to the same directory without issue. It may also occur when two differently named components are deployed to the same directory.

Workaround: To prevent this problem from occurring, disable the default value of Differential Deploy or deploy the components to different directories.

To verify the status of the components installed on the host, run a model to install comparison on the host.

Error When Performing a Model to Install Comparison (4016)

If you Save & Run a model to install comparison, then uninstall a component, then attempt to run the comparison that you saved, you will get the following error message:

```
Unable to run the comparison  
Unable to save to the comparisons database. (600035)  
ERROR: referential integrity violation-key referenced from  
rox_difference_settings not found in rox_installed_component
```

Workaround: Do not run the model to install comparison that you created and saved. Create a new model to install comparison.

Check In Current Does Not Report Errors for Components That Do Not Support Check In Current (4085)

The Check In Current operation allows you to ensure that the version of a component in the Master Server repository is the most recent. The Master Server checks its version of the component against the version on the source Host. The check is based on metadata regarding the location of the component that was gathered at the time of previous Check In.

You cannot perform the Check In Current operation on all component types. Typically, component types that can be browsed using the GUI are eligible for the Check In Current operation.

When performing a bulk Check In Current operation, if you select a component type that does not support the Check In Current operation, the operation completes with no errors. The results displayed in the Progress dialog box for component types that are not supported may be empty or may represent historical data.

Workaround: No workaround is available.

Registry Key Resources With Only Default Value Cannot be Deleted (3103)

If you create a component with a single resource of type registry key where the entry you capture is a single default value, without the accompanying registry key, you can deploy that value but you cannot uninstall it or delete it. A message indicating an invalid path appears.

Workaround: Ensure that registry keys that you capture include more than just a single default value. For example, include the key and the default value.

Prepare Host or Plan Run on an AIX Remote Agent May Fail (2960)

Performing a Prepare Host or Plan Run on an AIX Remote Agent may fail if the target has a stale NFS mount on the / directory. For example, when a CD-ROM is mounted from a remote server onto a target and then the CD-ROM is removed from the remote server, a stale NFS file mount is left on the target. A stale NFS mount is also created if a remote server goes down and the target still has one of its file systems mounted. In these cases, if the file system is not properly unmounted then Plan Run and Host Prepares will hang while the software attempts to resolve this stale NFS reference. The same behavior occurs if an `ls` command is issued on this file system directory. Either a plan timeout will occur or the NFS timeout will terminate the Plan Run or Host Preparation.

Workaround: Enable Fast Preflight during a Plan Run. The NFS checks are only done during regular Preflight. In addition, prior to preparing a target server or running a plan, ensure that all NFS mounts are resolvable and valid.

Terminating a Master Server While Running Plan May Indicate That the Plan Completed Successfully (2946)

Under certain circumstances, if the Master Server is abnormally terminated using the `kill -9` command on a UNIX® system or by stopping the Master Server service on Windows, the system may mark plans being currently executed as having completed successfully.

Workaround: The detailed plan step results indicate correctly that the plan failed.

Changing a Microsoft IIS Setting and Then Resetting It May Result in Differences Being Found (2915)

When performing model to install comparisons which include snapshots of IIS settings, if an IIS setting is changed and then changed back to its original value on the target server, comparison results may indicate differences when in fact there are no differences. In particular, IIS metabase properties that are inherited from parent nodes, such as read/write web site permissions or default document settings, are prone to this behavior.

Workaround: Ignore the differences found in these cases.

Popup Blocking Web Proxy Servers Prevent Host Preparation (2782/2844)

Certain web proxy servers may be configured to block popup windows. The Host Preparation relies on the ability to present a popup for Host Preparation to run properly.

Workaround: Do not run web proxy servers that block popup dialog boxes.

XML Error When Downloading a Plan or Component (2041/2196)

When using Internet Explorer 5.0.x to download a plan or component, the following XML error may appear:

The XML page cannot be displayed

Workaround: Follow these instructions to correct the problem:

1. On the browser machine, use RegEdt32 or `regedit` and browse to the following directory:

```
% HKEY_LOCAL_MACHINE\SOFTWARE\Classes\MIME\Database\Content Type  
\application/octet-stream
```

2. Delete the following key:

```
"Extension"=".xml"
```

Issues Interacting With BEA WebLogic Servers

This section describes known issues with the WebLogic application.

Restart Option for WebLogic Applications Does Not Function (3932)

Selecting the restart option for WebLogic applications causes errors upon application installation.

Workaround: Do not select the restart option.

SSL Connections to WebLogic Administration Servers Are Not Supported (3919)

When setting up a WebLogic administration server in the N1 Service Provisioning System 4.1, clicking the Secure checkbox will attempt to setup connectivity using SSL. This causes an error when attempting to perform actions that require access to the WebLogic administration server.

Workaround: Always setup WebLogic administration server connections with requiring SSL connectivity. Do not check the Secure checkbox.

Some Changes May Not Appear in Comparison Results for WebLogic Applications (3851/3854/3857)

Changes to Deployment Attributes, for example deployment ordering, staging mode, or deployed, made of WebLogic Applications from the WebLogic Administration Console will not appear in the N1 Service Provisioning System 4.1 comparison results.

Workaround: Make all Deployment Attribute changes to WebLogic Applications through the N1 Service Provisioning System 4.1.

Comparison Results Incorrect For Content Changes Made to the On Disk Representation of WebLogic Application Archives (3835)

If a WebLogic Application is installed using the N1 Service Provisioning System 4.1 and then content changes are made to the on disk WAR archive on the administration server, the changes are not reported in comparison results. The problem does not occur when configuration changes are made.

Workaround: Comparisons can be customized using the generate and prepare extensions with more capabilities to pre-process the on disk representation prior to running the comparison. This may require some advanced scripting.

