

Oracle® Enterprise Manager

Management Agent Release Notes for Microsoft Windows Itanium

10g Release 3 (10.2.0.3)

E10459-02

July 2007

Oracle Enterprise Manager Management Agent is a process that is deployed on each monitored host. It is responsible for monitoring all targets on the host, for communicating that information to the middle-tier Management Service, and for managing and maintaining the host and its targets.

This document contains the following sections:

- [System Requirements](#)
- [Installation Instructions](#)
- [Known Issues](#)
- [Documentation Accessibility](#)

Attention: This release notes document is a generic document that contains installation and configuration information for Oracle Management Service, Management Agent, and the repository. As this is an Agent-Only patch set release, you must refer only to the agent-specific sections of this document.

Note: To check for updates to this document and view other Oracle documentation, see the Documentation section on the Oracle Technology Network (OTN) Web site:

<http://www.oracle.com/technology/documentation/>

1 System Requirements

The system or systems must meet the following hardware and software requirements.

1.1 Hardware Requirements

The system or systems must meet, at a minimum, the following hardware requirements:

Table 1 Hardware Requirements

Disk Space Required for Installation	614 MB
Physical Memory	1 GB

Table 1 (Cont.) Hardware Requirements

Prerequisites	Not Applicable.
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1.2 Software Requirements

The system or systems must meet, at a minimum, the following software requirements:

Table 2 Software Requirements

Operating System Requirements	One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows 2003 ■ Microsoft Windows 2003 (Service Pack 1)
Prerequisites	Not Applicable.

2 Installation Instructions

For installation instructions, see Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 2 (10.2). This document describes the various methods of installing a Management Agent. However, note that only the following installation methods are supported by this Management Agent release:

Table 3 Installation Methods Supported by This Management Agent Release

Installation Methods	Supported/Not Supported	References to Installation Instructions
Oracle Universal Installer	Yes	Section 3.3.4 Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2)
agentDownload Script	Yes	Section 6.4 Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2) Additionally, refer to Section 3.0 of Agent Deployment Best Practices Paper.
Agent Deploy Application	Yes	Section 5.0 Agent Deployment Best Practices Paper Additionally, refer to Section 6.2 of Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2).
Management Agent Cloning	Yes	Chapter 9 Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2)
Silent Installation	Yes	Chapter 4 Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2)

Table 3 (Cont.) Installation Methods Supported by This Management Agent

nfsagentinstall Script	Yes	Section 6.3 Oracle Enterprise Manager Grid Control Installation and Basic Configuration 10g Release 3 (10.2)
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You can access the installation guide and the Agent deployment best practices paper using these links:

- **Installation Guide**

<http://www.oracle.com/technology/documentation/oem.html>

- **Agent Deployment Best Practices Paper**

http://www.oracle.com/technology/products/oem/pdf/10gr2_agent_deploy_bp.pdf

3 Known Issues

This section lists the known issues pertaining to this release.

3.1 Installation and Upgrade Issues

This section addresses installation and upgrade issues.

3.1.1 Installation and Upgrade Issues In General

This section covers all installation and upgrade issues in general.

3.1.1.1 Repository Upgrade Failure

When you apply the 10.2.0.3 Patch Set to upgrade your repository, the upgrade may fail.

In case of Grid Control environment installed via "Enterprise Manager using New Database" option or "Enterprise Manager using an existing Database" option with 10.1.0.4 or 10.1.0.5 Database, then before upgrading to 10.2.0.3, apply the patch for bug 4329444 on the Database Home.

(Bug 5648438, 5665837)

3.1.1.2 Repository Upgrade Fails for Sites With 5191377 One-Off Patch

If you have patch 5191377 applied in your environment, then follow these steps before upgrading to 10.2.0.3:

1. Rollback the one-off patch 5191377
 - a. Set your current directory to the directory where the patch is located:

```
% cd 5191377
```

- b. Run the following command:

```
% opatch rollback -id 5191377
```

2. Login as Repository Owner and execute the following command, against SQL prompt

```
SQL>drop index mgmt_current_violation_idx_05
```

(Bug 5758101)

3.1.1.3 Errors While Doing an Additional OMS Install

If you are doing an additional OMS install pointing to a repository whose key is not present, then you will see following message:

"The emkey for securing the current Management Service does not exist in the repository you have specified. From the first Oracle Management Service install, execute "emctl prepare repository -new_oms_install" before proceeding with this install."

In the this message, the command that needs to be executed is incorrect. Therefore, follow these steps instead:

1. Rebounce the database.
2. Copy emkey.ora into /OH/sysman/config/
3. run `./emctl config emkey -emkeyfile /OH/sysman/config/emkey.ora`

(Bug 5658897)

3.1.1.4 After Upgrading OMS, Additional OMS Install Is Blocked

You cannot perform an additional 10.2.0.1.0 OMS install by using the repository of 10.2.0.3.0 OMS.

You can install additional OMS with the following workaround, if the repository is already upgraded to 10.2.0.3.0. To do this, perform the following steps:

1. Convert the repository version to 10.2.0.1.0 from 10.2.0.3.0 by using the following sql statement:

```
UPDATE sysman.mgmt_versions SET version = '10.2.0.1.0'
where component_name='CORE'; commit;
```

2. Provide the repository credentials for the Specify Database Configuration Screen and click **Next**.

3. Update the repository version to 10.2.0.3.0 by using the following sql statement:

```
UPDATE sysman.mgmt_versions SET version = '10.2.0.3.0'
where component_name='CORE'; commit;
```

4. Proceed with the installation.

(Bug 4910745)

3.1.1.5 I/O Error Displayed at the End of Agent Download Installation

While performing an Agent Download Install using the agentdownload.linux script, at the end of the installation, the following error is displayed:

```
error: db4 error(5) from dbcursor->c_get: Input/output error
```

This error is harmless and can be ignored. The Management Agent gets installed successfully and works fine.

(Bug 5761062)

3.1.2 Installation and Upgrade Issues Specific to Agent Deploy Application

This section covers issues that related to the Agent Deploy application.

For more information about Management Agent deployment, refer to the Management Agent Deployment Best Practices document available at:

http://www.oracle.com/technology/products/oem/pdf/10gr2_agent_deploy_bp.pdf

3.1.2.1 Application Error Is Displayed If "Temp" Directory Does Not Have Permission

The directory specified in SCRATCH_PATH on your local host should be writable, otherwise you will see an application error. (By default, it is set to C:\tmp)

The directory specified in "nttempdir" in the agentpush.properties file on your remote host should have permission, as this will be used to copy <username>_agentOHQuery.sh (in case of cluster, it is NFS install). Otherwise, you will see an application error. (By default, it is set to C:\tmp)

(Bug 5665925)

3.1.2.2 sshConnectivity.sh Overwrites the Keys in Silent Install Mode

If you have existing SSH setup on some machines and if you are using the sshConnectivity.sh script to do a new setup manually, then to restore the old setup, you need to perform the following steps manually:

- mv \$HOME/.ssh/identity.pub.ri.bak \$HOME/.ssh/identity.pub
- mv \$HOME/.ssh/identity.ri.bak \$HOME/.ssh/identity
- mv \$HOME/.ssh/known_hosts.ri.bak \$HOME/.ssh/known_hosts
- mv \$HOME/.ssh/config.ri.bak \$HOME/.ssh/config
- chmod 644 \$HOME/.ssh/identity.pub
- chmod 600 \$HOME/.ssh/identity
- chmod 644 \$HOME/.ssh/known_hosts
- chmod 644 \$HOME/.ssh/config

For more information, refer to the Management Agent Deployment Best Practices document available at:

http://www.oracle.com/technology/products/oem/pdf/10gr2_agent_deploy_bp.pdf

(Bug 5484944)

3.1.2.3 Test Connection Displays Error During OCM Registration of OUI

When Patch Set is applied on OMS and if the Management Agent is installed interactively from the agent download kit, then on the "Configuration Manager Registration" page, when you click **Connection Settings** before clicking **Test Registration**, the following error appears and the install does not proceed.

```
Unable to locate Oracle Configuration Manager Trusted Keystore
/scratch/DUMMY/.dummy/ccr/admin/security/certca( No such file or directory
```

(Bug 5591205)

3.1.2.4 root.sh Field Appears While Pushing Agent on Window Targets (Microsoft Windows Itanium, Microsoft Windows x86_64)

While pushing Agent to Microsoft Windows Itanium or Microsoft Windows x86_64 machines via Agent push method from 10g Release 2 or 10g Release 3 OMS (OMS on any supported platform), the field root.sh gets selected by default in the Agent push deployment page. Thus, the field root.sh appears while pushing Agent on these targets.

To resolve this, do not select root.sh field on push agent deployment page for successful push agent install on agent target Microsoft Windows Itanium or Microsoft Windows x86_64 machines.

(Bug 6118632)

3.1.2.5 CCR Configuration Fails on RAC

If Oracle Configuration Manager is chosen to configure during 10.2.0.3 Grid Agent download on a Windows cluster, the Oracle Configuraion Assistant may fail with the exception:

```
"PRKC-1125 : Failed to start service "OCMTempagent10g" on node <remote node>"
```

You may ignore this error because the OCM will be configured successfully on remote nodes.

(Bug 6191991)

3.1.2.6 Install Log Reports ole Exception During Agent Install

Install log might throw the following exception during agent install on Window X64 machine:

```
INFO: Calling Action w32OcxRegActions10.2.0.1.0 RegisterOCX
OcxPath = C:\oraclegc\Agent10202to10203\agent10g\bin\emIElib.dll
WorkingDir = C:\oraclegc\Agent10202to10203\agent10g\bin
INFO: Exception thrown from action: RegisterOCX
Exception Name: ErrorRegisteringOCXException
Exception String: OLE initialization or OCX load error while registering
OCX
Exception Severity: 0
```

You may ignore this exception in install log since this exception is harmless.

(Bug 5911607)

3.1.2.7 Clone Agent Does Not Start After the Agent is Cloned

After cloning the agent, clone agent might not start.

If you face this problem, then to start the clone agent, set the agent_service_name in the environment as

```
AGENT_SERVICE_NAME=<OracleAgent1>
and then start the agent again.
```

(Bug 6174307)

3.2 Oracle Management Service and Management Agent Issues

This section addresses OMS and Management Agent-related issues.

3.2.1 Issues While Configuring Server Load Balancer

While configuring Server Load Balancer between Grid Control console and Management Service as described in the Section 3.6.2 of *Oracle® Enterprise Manager Advanced Configuration 10g Release 2 (10.2)*, the Management Service redirects the client browser to a Management Service host bypassing the Server Load balancer.

For example, in a Grid Control deployment with three Oracle Management Services (say on omshost1.example.com, omshost2.example.com, omshost3.example.com) and a Server Load Balancer (slbhost.example.com), the client browser request for http(s)://slbhost.example.com[:port]/em gets redirected to http(s)://omshost[1,2,3][:port]/em.

To prevent the browser from bypassing the load balancer when a URL is redirected, edit the *|ServerName|* directive defined in the Oracle HTTP Server configuration file at \$ORACLE_HOME/sysman/config/httpd_em.conf to match the name of the server load balancer host. So, for the example above, the directive should look as follows :

```
ServerName slbhost.example.com
```

This workaround has to be done in addition to the configuration defined in Section 3.6.2.3 "Configuring Oracle HTTP Server When Using a Server Load Balancer for the Grid Control Console" of the *Oracle® Enterprise Manager Advanced Configuration 10g Release 2 (10.2)*.

Also, note that in a multi-OMS setup, this workaround has to be done for all the Management Services.

(Bug 5692755)

3.2.2 Memory Leak Issue in Management Agent

There is a memory leak in the Management Agent that is amplified while monitoring iAS targets, or more generally, when a lot of HTTP requests are sent to the Management Agent. The leak is in the xdk code that is used by the Management Agent and is tracked by bug 5573534.

To resolve this issue, apply the one-off patch for bug 5573534.

(Bug 5575154, 5573534)

3.2.3 RDBMS Issues Related to Daylight Saving Time

According to the "The Energy Policy Act of 2005" beginning 2007, the Daylight Saving Time has been extended by one month and the schedule for the states of the United States that adopt daylight saving time will use the following rules:

- Start: Second Sunday in March
- End: First Sunday in November
- Time: 2 am local time

The new rules have been incorporated in jdk "1.5.0_06". The details can be found at this site:

http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=6317178

Oracle recommends that you apply the patch to reflect this change. Otherwise, it can cause unexpected behavior in the Grid Control, especially with the job system. This includes jobs being scheduled an hour later than expected.

For more information, see Metalink Note:359145.1 titled "Impact of 2007 USA daylight savings changes on the Oracle database" on the OracleMetalink site.

(Bug 5351247)

3.2.4 Unsecuring of Management Agent Not Supported if OMS Is Secured

You cannot unsecure a Management Agent if the OMS is secured and locked.

(Bug 5531324)

3.2.5 Helpsets Missing in Japanese Version

The translated online help is not available for the following:

- **Target Metrics:** Oracle Content DB Metrics, Voicemail and Fax Recording Service, JBoss Application Server Metrics, Oracle BPEL Process Manager Metrics, IBM WebSphere MQ Queue Manager Metrics, Identity Manager Server Target Metrics, Identity Manager Repository Target Metrics, Access Manager - Identity Server Metrics, Access Manager - Access Server Metrics, Siebel Server Target Metrics, Siebel Component Metrics, Siebel Gateway Target Metrics, and Siebel Component Group Target Metrics.
- **Application Server Management:** Managing Oracle BPEL Process Manager, Managing IBM WebSphere MQ Queue Manager, Managing Identity Federation Server, Managing JBoss Application Server, Managing Identity Manager, Managing Access Manager - Access and Identity Servers, Managing JBoss Partition, and Managing IBM WebSphere MQ Cluster.
- **Target Policies:** Secure Configuration for Oracle Database, Secure Configuration for Oracle Real Application Cluster Database, and Secure Configuration for Oracle Listener.
- **Management Operations:** Managing Data Exchange, Managing Management Connectors, Managing Policy Groups, and Managing Siebel Targets.

(Bug 5715773)

3.2.6 SQL Exception While Deleting OOB Reports

The repository upgrade from 10.2.0.1 production to 10.2.0.2 Patch Set release may fail if the SYSMAN user has created new reports from out-of-box reports, that is by using the "Create Like" feature, with the same name as the out-of-the-box report. This failure may occur only if the 10.2.0.2 release includes a new copy of the out-of-box reports.

To resolve this issue, as a Super Administrator of Enterprise Manager, you can either rename the newly created report so that the name is unique across the enterprise or delete the newly created report. Once the report is renamed or deleted, rerun the upgrade process.

(Bug 5225689)

3.2.7 Loaders Errors After Upgrading to 10.2.0.3 Grid Control with Seed

After you upgrade to 10.2.0.3 release with seed, you will see some loader errors. This is because of bug 4482253 that deals with loader being unable to process files due to ORA-01801 errors. This problem is caused by RDBMS bug 3944226.

To resolve this issue, try restarting the repository database. If the problem is persistent, then contact Oracle Support to obtain the patch for RDBMS bug 3944226.

(Bug 5614815)

3.3 Patch Management Issues

This section addresses patch management -related issues.

3.3.1 "Oracle Patch Prerequisite Checker for CRS" Fails in "Stage Patches" Step

CRS home is owned by the root. If a non-root user is running the CRS pre-req DP and has provided a patch staging folder under ORACLE_HOME, then there will be permission-related issue.

To resolve this issue, provide a folder outside the CRS Home with permission for the patching user to stage the patch, for example: /tmp.

(Bug 5686511)

3.3.2 Patching Deployment Procedures Fail at Initialization Stage

For all patching Deployment Procedures where the opatch upgrade step is enabled, the opatch patches for the right release of the homes being patched must be in the software library. Either the opatch patch should be uploaded manually to the software library or the job "Optach patch" should be run successfully. This job needs to be run only once. A dump directory needs to be provided for this job to run, which can be specified on the **Offline Patching Settings** page. To view that page, select **Setup** and then select **Patching Setup**.

(Bug 5701915)

3.3.3 "Patch Oracle Clusterware -Rolling" Hangs at the "Execute Root Script" Step

While applying a Patch Set on 10.2.0.1 CRS, if you are a user as specified in Target Credentials who does not have "sudo" privileges on the CRS targets or nodes, then you would ideally customize the "Patch Oracle Clusterware" CRS deployment procedure to execute the "sudo" steps as "PAM" steps and also specify a PAM command script. However, if you have not updated the PAM command script to set the umask value to 0022, then you will see the following error in a log and the Deployment Procedure execution hangs at the "Execute Root Script" step.

```
Startup will be queued to init within 90 seconds.  
/scratch/aime/CRS/crs/bin/crsctl.bin: error while loading shared libraries:  
libclntsh.so.10.1: cannot open shared object file: No such file or directory
```

To resolve this issue, ensure that the PAM command script being used is updated to have the umask value set to 0022.

(Bug 5691165)

3.3.4 CRS Patching Not Supported on Microsoft Windows

The CRS patching deployment procedure is not supported on Microsoft Windows targets.

(Bug 5683930)

3.3.5 "Patch Oracle Clusterware" Deployment Procedure - Failure Due to Home Ownership

If patching fails at "Opatch upgrade" step because of home ownership issue, then run the deployment procedure with the following updates:

- Disable the "Upgrade opatch" step and validate that the opatch version on the CRS Home is as per patch requirements.
- Stage the patch outside the CRS Home in a directory where the patching user has write permission.

(Bug 5704923)

3.3.6 Microsoft Windows Patchset Application Fails for ASM and Database (Some Releases)

Application of 10.2.0.2.0 and 10.2.0.3.0 Patch Sets for RDBMS and ASM could fail, when Deployment Procedures are used for application of the patch. This issue is relevant for Microsoft Windows targets only. The deployment procedure could fail at "Apply Patch" step due to this issue.

As a workaround, you may modify the "Apply Patch" directive with the following:

```
L1045: $runInst_loc_win = File::Spec -> catfile($runInst_
loc_win, "oui.exe");
```

(Bug 5759231)

3.3.7 AS Deployment Patch Fails on Microsoft Windows

On Microsoft Windows, while applying the patch using the AS Deployment Procedure, the procedure fails at the "Shutdown Application Server" step. This happens because the perl module "Config" was not used in the scripts.

To resolve this issue, modify the scripts of the following two directives to include the module "Config" as the first line of the script as "Use Config":

```
Directive: Oracle Directives/Common/AS/All/Generic/PA_Startup_AS
Name of script: pa_startup_as.pl
Directive: Oracle Directives/Common/AS/All/Generic/PA_Shutdown_AS
Name of the script: pa_shutdown_as.pl
```

(Bug 5757192)

3.4 Provisioning Issues

This section addresses the provisioning issues.

3.4.1 Automatic ssh Setup Sometimes Does Not Work on Pushing Agent on Microsoft Windows Itanium

While installing the Management Agent via push method from Solaris to Microsoft Windows Itanium 64-bit, the automatic SSH setup might not work.

To resolve this issue:

Before you install the agent, go to the following location:

```
<OMS_HOME>/sysman/prov/resources/scripts/
```

Run `sshUserSetup.sh` to make the SSH setup from Solaris OMS to Microsoft Windows Itanium targets.

```
sshUserSetup.sh -hosts "host1 host2" -user <USER_NAME>
```

(Bug 6266449)

3.5 Client Side Monitoring Issues

This section addresses the client side monitoring issues.

3.5.1 Cannot Monitor Web Cache Target and Forms Transactions from the Same Agent

You may see the following message:

```
"No data coming from a beacon for the forms transactions."
```

If you do so, then try these:

1. Verify forms transaction from that beacon.
2. If it is hanging, then check to see if the Management Agent that the beacon is deployed on is monitoring a Web Cache target.
3. Due to bug 5700255, if a Management Agent is monitoring a Web Cache target, then it cannot run the forms transactions.
4. To resolve this issue, deploy the forms transactions on a different Management Agent.

(Bug 5700255)

3.5.2 Beacon Availability Computation Error Under Management Services and Repository

In Grid Control, when you select **Targets, All Targets**, and then **Management Services and Repository** from the list of targets, you are taken to the Overview page of the selected Management Services and Repository. From here, when you select the Errors tab, you may see the following errors:

```
Beacon Availability Computation n/a Nov 13, 2006 5:07:04 PM Error EXEC_AVAIL_
JOB failed. Error: ORA-30036: unable to extend segment by 8 in undo
tablespace 'UNDOTBS2'
```

Note that if Grid Control is installed on a pre-existing database, then it does not create UNDO tablespaces. To resolve this issue, you should ensure that the UNDO tablespace is already existing in the database with at least 200MB of space.

(Bug 5659103)

3.5.3 Issues While Adding Beacon to 10.2.0.3 Management Agent That Is Pointing to 10.2.0.2 OMS

Certain beacon operations such as adding a beacon to a 10.2.0.3 Management Agent fail when attempted from older release of OMS, that is from release 10.1.0.x, 10.2.0.1, or 10.2.0.2. When the operation fails, the following error message is displayed

```
Error:
oracle.sysman.emSDK.emd.comm.CommException: SAXParseException in parsing
Response :: Key columns cannot be transient or computed
```

For these operations to succeed, you should first upgrade your OMS to 10.2.0.3. If you do not want to upgrade the OMS only for this purpose, then you can download the one-off patch for bug 5729053 and apply it on the Management agent.

(Bug 5729053)

3.5.4 Cannot Create Service Tests if OMS Is installed on a Remote Repository

If you are setting up OMS on a remote repository (not the one declared in the emoms.properties file), then you will run into the problem of test metadata not being populated correctly. You will experience the following:

- Not being able to create a service with any test type.
- Not being able to see any tests in the service create or edit pages.

The workaround is to run the following commands:

```
$ORACLE_HOME/jdk/jre/bin/java -classpath
$ORACLE_HOME/jdbc/lib/ojdbc14.jar:$ORACLE_
HOME/sysman/jlib/emCORE.jar:$ORACLE_
HOME/sysman/jlib/log4j-core.jar:$ORACLE_
HOME/lib/servlet.jar:$ORACLE_
HOME/jdbc/lib/orai18n.jar:$ORACLE_
HOME/sysman/jlib/emagentSDK.jar

oracle.sysman.eml.gensvc.test.data.SeedMetadata
"<<repository connect string>>" <<db_sysman_username>> <<db_
sysman_password>> "$ORACLE_HOME"
```

If you are using Microsoft Windows, then the variables should be referred as %VAR_NAME% instead of \$VAR_NAME. That is, \$ORACLE_HOME would be %ORACLE_HOME%.

(Bug 5584394)

3.5.5 Cannot Create a Test-Based Service Target from Scratch

When you create a test-based Forms Application target, you need to record a Forms transaction for the target to be created. The recording would fail if the Forms server has not been previously configured to enable transaction monitoring. However, the link to the "Enable Forms Transaction Monitoring" page is only available in the context of a Forms Application target that's already been created.

You need to first create the Forms Application target as system-based, then configure the Forms server on "Enable Forms Transaction Monitoring" page, then

change the Forms Application target to be test-based, and then record the transactions.

(Bug 5696760)

3.6 Job System Issues

This section addresses the job system issues.

3.6.1 Upgrade Failed - Inconsistent Corrective Action Data

If you are using the corrective actions feature, then you may run into a schema inconsistency that could cause an upgrade to fail (bug 5855008). If you are using CAs, then run the following PL/SQL block in the Enterprise Manager repository using sqlplus (connected as SYSMAN), **BEFORE** doing the upgrade, in order to clean up the inconsistent data.

```
BEGIN
  FOR r IN (SELECT job_id
            FROM   mgmt_corrective_action a
            WHERE  NOT EXISTS
                  (SELECT 1
                   FROM   mgmt_job j
                   WHERE  j.job_id = a.job_id)
            ) LOOP
    UPDATE mgmt_policy_assoc_cfg c
      SET  crit_action_job_id = NULL
    WHERE crit_action_job_id = r.job_id
    ;
    UPDATE mgmt_policy_assoc_cfg c
      SET  warn_action_job_id = NULL
    WHERE warn_action_job_id = r.job_id
    ;
    UPDATE mgmt_policy_assoc_cfg c
      SET  info_action_job_id = NULL
    WHERE info_action_job_id = r.job_id
    ;
    DELETE
    FROM  mgmt_corrective_action
    WHERE job_id = r.job_id
    ;
    COMMIT;
  END LOOP;
COMMIT;
END;
/
```

(Bug 5855008)

3.7 Connector Framework Issues

This section addresses the connector framework issues.

3.7.1 Run PL/SQL Procedure Periodically

Oracle recommends that you run the following PL/SQL procedure as the repository owner (SYSMAN) periodically. For normal load, run the procedure weekly. If there are large numbers of tickets created everyday, then run it daily.

To run the procedure, login to the repository database as SYSMAN through SQLPLUS and run the following command:

```
execute mgmt_cntr_tt.clean_up_old_ticket_recs;/  
(Bug 5700394)
```

3.8 Enterprise Integration Issues

This section addresses enterprise integration issues.

3.8.1 Cannot Delete the Underlying Jobs of the Sessions Associated with a Hub

After deleting a data exchange hub, the underlying sessions associated with the hub are deleted, but the underlying jobs associated with the outbound data exchange sessions are not deleted. This problem exists only for outbound data exchange sessions and not for inbound ones. On the contrary, these jobs are still scheduled and run.

To resolve this issue, delete the sessions if any before deleting the hub. Alternatively, navigate to the Jobs page and delete all the jobs corresponding to the outbound sessions.

(Bug 5664615)

3.9 Enterprise Configuration Management Issues

This section addresses enterprise configuration management issues.

3.9.1 Collection Warning Reported on the Console After Upgrading 10.2.0.2 OMS to 10.2.0.3

When you upgrade your 10.2.0.2 OMS to 10.2.0.3, then one will see an Inventory Collection warning. The warning message is:

```
unknown external name for the following patchset: Patchset: internal name:  
<oracle.sysman.patchset>; external name: <UNKNOWN>; version: <10.2.0.2.0>;  
install time: <>; description: <>
```

This warning message is benign and can be ignored.

If you upgrade a 10.2.0.1 OMS to 10.2.0.3 directly without applying the 10.2.0.2 Patch Set, then this warning does not occur.

(Bug 5854480)

3.10 Database Management Issues

This section addresses Database management issues.

3.10.1 Invalid UTF8 Encoding Error Occurs

While executing "db2gc", you may see the error the following error in the terminal session window.

```
Invalid UTF8 encoding. : Start of root element expected
```

This error occurs only when the charset encoding setting of the terminal session window is not UTF8-based, and if you choose to rename the current target

display name to another one that includes multibyte and native language-based characters.

To resolve this issue, do these:

1. Do not rename the target display name if no urgent request.
2. Make sure the charset encoding setting of the terminal session window is UTF8-based. If it is not, set it to UTF8 and try again.

(Bug 5724384)

3.10.2 Issues While Migrating Collections with Node Names That Do Not Have Domain Name

The db2gc utility does not migrate metric customizations to GridControl for RAC database targets. After the target migration, review the **All Metrics** page to customize Metric Thresholds and (or) Collection Frequency as needed.

(Bug 5709028)

3.10.3 "Add Instance" of RAC Though Grid Control Has Error

You may face errors while performing the "Add Instance" operation of a RAC Database. To workaround this problem, add "+ASM2.instance_number=2" to the `init.ora` file of source node, stop the ASM instance with "srvctl stop asm -n destination_node_name" and start it again with "srvctl start asm -n destination_node_name", and then instance2 can be started normally with "srvctl stop instance -d RAC_DB_NAME -i Destination_INSTANCE_NAME".

(Bug 5260570)

3.10.4 Issues with Starting and Stopping 9i Series RAC Database

If you have any 9i series RAC Database on Microsoft Windows, then you cannot start or stop these targets from the Cluster Database Home Page of the Grid Control console.

However, starting and stopping is possible at instance level. So if you have multiple database instances within a cluster, then you can navigate to the home page of any of those database instances, and then start or stop them.

(Bug 5730084)

3.11 Application Server Management Issues

This section addresses application server management issues.

3.11.1 Metric Collection Errors for 10.1.3 Oracle HTTP Server

In order to see accurate values on the "mod_oc4j Metrics Page" for a version 10.1.3.0 Oracle HTTP Server, you must patch your Oracle Application Server 10.1.3.0 installation with patch 5161311 and patch 5088239 available on Oracle *Metalink* site. For additional information, refer to the patches' ReadMes.

(Bug 5042008)

3.11.2 Issues While Discovering Oracle Application Server Release 9.0.4

Grid Control fails to discover some installations of Oracle Application Server release 9.0.4. This is due to an internal error that occurs during the discovery, and

this is likely to happen when Oracle Process Connect component is present in the application server instance. However, no error message is displayed.

(Bug 5735044)

3.11.3 BPEL Processes Monitoring Issues When Using 10.2.0.2 Agent with OMS 10.2.0.3

If you have upgraded your OMS to 10.2.0.3, but have left the Management Agent as 10.2.0.2 or any other previous release, then for the Oracle BPEL Process Manager target, that is BPEL Process Manager release 10.1.3.1, will always show "Down" status. Also, on the **Processes** page, the processes will not get listed.

To resolve this issue and view the processes on the Processes page, upgrade the Management Agent to 10.2.0.3.

To view the correct status, do one of these:

1. Upgrade the Management Agent to 10.2.0.3.
2. Apply the one-off patch 5708626 on the Management Agent.
3. As a temporary solution, follow these steps:

- a. Open the following file:

```
#{OH}/sysman/admin/metadata/oracle_integrationbpm.xml  
(agent OH)
```

- b. Go to the Response metric and look for the following line in the execution descriptor:

```
<Filter COLUMN_NAME="opmn_process_type"  
OPERATOR="CONTAINS">OC4J_BPEL</Filter>
```

- c. In that line, replace "OC4J_BPEL" with the name of the OC4J instance on which BPEL is running. For example, if the OC4J instance name is "home", then after making the changes, the line would look like this:

```
<Filter COLUMN_NAME="opmn_process_type"  
OPERATOR="CONTAINS">home</Filter>
```

- d. Save the file, go to #{OH}/bin (agent OH), and execute the following command:

```
emctl reload agent
```

(Bug 5708626, 5704583)

3.11.4 OC4J "Enable Logging" Takes You to the OC4J Topology Page Instead of the Trace Configuration Page

As a Grid Control admin user, when you try to configure 10.1.3.1 OC4J to enable the end-to-end tracing feature by clicking **Enable Logging** on the Manage OC4J Data Collection page, you are redirected to the Application Server Control.

The desired behavior is that after you login to Application Server Control, you should be redirected to the OC4J Trace Property Configuration Page. Instead, you are re-directed to the Application Server Control Topology Page, where you have to manually drill down to get to the appropriate page. This problem is applicable to Application Server 10.1.3.1 Release.

To workaroud this issue, after you login to Application Server Control, on the Topology page, select the appropriate OC4J instance, click the **Administration**

tab, click **Edit Server Properties**, and then scroll down to the bottom of the page and click **Trace Properties**.

(Bug 5439369)

3.11.5 Deployment Procedure Fails to Restart the Web Tier

When you try the deployment procedure using Grid Control to restart the web tier, the procedure may end successfully with the message that the web tier has been restarted, but it may not actually restart the web tier.

To resolve this issue, you have to modify the directive `manuallymanagedclusterconfig.pl` before executing of the deployment procedure.

To modify the directive `manuallymanagedclusterconfig.pl`, follow these steps:

1. In the Grid Control console, click **Deployments** to navigate to the Deployments page.
2. On the Deployments page, click **Provisioning** and select the **Directives** tab.
3. From the table, select **Directives**, then select **Oracle Directives**, then select **myJ2EECompany Provisioning**. Now select **10.1.2.0.2** and then select **Configure Manually Managed Cluster**.
4. Now click **Edit** to reach the Edit Directive page.
5. On the Edit Directive page, click the **Upload File** tab.
6. Click the currently associated file `manuallymanagedclusterconfig.pl` to display the contents.
7. Now copy the contents of that file to an editor (for example: Notepad or Wordpad.)
8. Make the following changes:
 - In the function `parseCommandLineParams()`, change line number 135, that is `$hmpParams{"INSTALL_BASE"} = "true";` to `$hmpParams{"INSTALL_BASE"} = $ARGV[$i + 1];`
 - Similarly, change line number 140, that is `$hmpParams{"VIRTUAL_HOST"} = "true";` to `$hmpParams{"VIRTUAL_HOST"} = $ARGV[$i + 1];`
9. Save the modified file to your local machine as `manuallymangedclusterconfig.pl`.
10. In the Grid Control console, on the Edit Directive page where you see the currently associated file under the Upload File tab, select **Upload from Local Machine**.
11. Select **Browse** and upload the file `manuallymangedclusterconfig.pl` that was saved in step 9.
12. Select **Finish**.

(Bug 5684224)

3.12 Identity Management Issues

This section addresses identity management issues.

3.12.1 Infrastructure Performance Charts of an Identity Federation Server Have No Value

When you access the **Infrastructure Performance** tab of an Identity Federation System, and select **Real Time: Manual Refresh** from the **View Data** menu to view metric information at real time, the charts appear but the data is not depicted.

(Bug 5700277)

3.12.2 Internal Error Is Thrown While Associating Oracle Identity Manager Targets with Existing Identity Management System

Internal exception is found while associating discovered Oracle Identity Manager targets with existing Identity Manager system. Therefore, the discovery of Oracle Identity Manager components fails to complete.

To resolve this issue, discover the Oracle Identity Manager components by associating them with new Identity Manager system. You can then add these components to an existing system from the Systems tab of the Grid Control console.

(Bug 5751839)

3.13 Siebel Applications Management Issues

This section addresses Siebel application management issues.

3.13.1 Beacon Enhancement Is Not Supported on Microsoft Internet Explorer 7

The Beacon Enhancement functionality is not being supported on Microsoft Internet Explorer 7 browser, as Siebel does not support this browser currently for High Interactive applications.

For more information on the support provided, refer to this site:

<http://supportweb.siebel.com/support/private/content/knowledgedocs/enu/SOD/IE7-SOD.pdf>

Refer to the "Planned Support for Microsoft Internet Explorer 7 on Windows XP SP2" section. According to this document, the support for High Interactivity applications on Microsoft Internet Explorer 7 will be provided in early CYQ207.

(Bug 5724954)

3.13.2 Siebel Service Status Is Always "Down" Even Though the Service Test Runs

The Management Agent performs the remote playback functionality. For this, it spawns a browser and replays the recorded script. The Management Agent runs as a Windows service using the system account credentials. If the system account does not have appropriate privileges or permissions, then this functionality is not permitted.

This particular issue is faced with beacons on Microsoft Windows 2003 Server. So, on these hosts, the status of the application is always shown "Down", and the

metrics collected do not have any values. This issue is not faced on Microsoft Windows 2000 and Microsoft Windows XP hosts.

(Bug 5676927)

3.13.3 Siebel Enterprise Discovery Fails, or Only a Subset of Components Are Discovered

In Grid Control 10.2.0.3.0 release, support is not provided for monitoring a Siebel server when the total number of enabled Siebel components and component groups in that server is more than 70.

(Bug 5724329)

3.13.4 Issues With Starting and Stopping Siebel Server Components

When there are multiple Siebel server installations, if the siebel home directories on which the servers are installed are different on different machines, then you may face issues while starting and stopping the components of a Siebel server.

Make sure that the installation directories of the siebel servers are identical across all machines. Otherwise, as a workaround, perform your start/stop operations from the server manager utility.

For information about using the server manager utility, refer to the following document available at:

http://supportweb.siebel.com/support/private/content/Bookshelf/78Siebel/books/SystAdm/SystAdm_SrvrMgrCLI.html#wp1003500

(Bug 5747767)

3.13.5 View Configuration Page Property Navigation Does Not Work

The navigation in View Configuration Page for Siebel targets, that is for Siebel Server, Siebel Gateway Server, and Siebel components, does not work.

To resolve this issue, use the "Show All" option from the navigation menu.

(Bug 5702824)

3.13.6 Newly Added Services Do Not Get Reflected in the Service Dashboard

Manually added services do not get reflected in the services dashboard. To resolve this issue, follow these steps:

1. Click **Reports**.
2. Select the respective service dashboard and click **Edit**.
3. Click **Elements** and then click the **Set Parameters** link.
4. Add the newly added service and then click **Continue**.
5. Click **OK**.

(Bug 5718696)

3.13.7 Cannot Handle Two Siebel Enterprises with Identical Names

Grid Control cannot handle two Siebel Enterprises with identical names.

(Bug 5654804)

3.13.8 Need to Package Release Version of Sarmquery with Management Agent

SARM metrics are not getting collected in Siebel 7.7 and 7.8 environments as SARM query executables are not bundled with Siebel 7.7 and 7.8 versions. To resolve this issue, apply the one-off patch for bug 5684381.

(Bug 5684381)

3.13.9 Incorrect Values Shown in Charts

The charts that appear on the Siebel Enterprise Home Page show incorrect values.

(Bug 5747754)

3.14 Host Management Issues

This section addresses host management issues.

3.14.1 99% Memory Cosmopolite on Patching 10.2.0.1 OMS to 10.2.0.2

After applying the 10.2.0.3 patch on OMS, Grid Control might report 99% memory utilization for the target host.

To resolve this problem, select **Deployment** and click **Refresh Host Configuration** on that page. Now, select the related host from the **Available Hosts** and click **Refresh Hosts**.

(Bug 5141414)

3.14.2 Issues with Microsoft Windows OMS and Management Agent

Administration Tab is shown for the Microsoft Windows host targets, even though this feature is supported for RedHat(RHEL4) and Suse Linux (sles9) hosts only. This issue will be addressed in the next Patch Set.

(Bug 5689719)

3.14.3 Message to Instal YAST Patch Is Displayed Even if it Is Installed

In case of Full agent install or Patch agent install on RHEL4 or sles9, the UI asks you to install the required components and patches, even if the YaST patch for Suse is already installed.

To resolve this issue, follow these steps:

Full agent install on RHEL4 or sles9

- Bounce the agent by running the following commands:

```
emctl stop agent
```

```
emctl start agent
```

Patch agent install on RHEL4 or sles9

- Bounce the agent by running the following commands:

```
emctl stop agent
```

```
emctl start agent
```

- Change the permissions in \$ORACLE_HOME/sysman/admin/scripts as follows:

```
chmod 755 EM*.ycp
chmod 755 DiscoverYast2.pl
chmod 755 RunYast.sh
```

(Bug 5718456)

3.14.4 RedHat Linux Specific Issues with Network Cards

On the Network Card page, changing the Name Server IP address under Global DNS Settings does not work. This issue will be fixed in the next Patch Set.

(Bug 5724608)

3.15 Third-Party Application Server Monitoring Issues

This section addresses third-party application server monitoring issues.

3.15.1 Metric Collection Error While Monitoring BEA WebLogic Managed Server Targets

While monitoring BEA WebLogic Managed Server targets, you may face metric collection errors. You may see an error message like:

```
weblogic.rmi.extensions.RemoteRuntimeException: Unexpected Exception - with
nested exception
```

This error is caused when a Management Agent is used to monitor one application server target that is compatible with one version of JMX, and another application server target that is compatible with another version of JMX. For example, when you monitor BEA WebLogic release 8.1 and BEA WebLogic release 9 using the same Management Agent, you will see this error.

To resolve this issue, do not use the same Management Agent for monitoring both these targets. Have one Management Agent monitor one target and another one monitor another target.

(Bug 5458460)

3.15.2 Management Agent Should Be Restarted After Discovering Third-Party Application Servers

After discovering IBM WebSphere Application Server, IBM WebSphere Application Server Cell, or BEA WebLogic Server Domain, restart the Management Agent. This is required only when you are discovering these third-party application server for the first time.

(Bug 4451228)

3.15.3 Discovery of MQ Target Fails on Microsoft Windows Non-English Edition

If IBM MQ Series is installed on Microsoft Windows non-English edition, or on Linux with charset of OS locale that is neither 'iso88591' nor 'UTF8', then discovering MQ target from Grid Control fails.

To resolve this issue, install IBM MQ Series on Microsoft Windows English edition or on Linux with OS locale using charset 'iso88591' or 'utf8'. For example, en_US.iso88591 and zh_CN.utf8.

(Bug 5722258)

3.16 Network Appliance Filer Management Issues

This section addresses network appliance filer management issues.

3.16.1 After Testing The Connection, Clear The Encrypted Fields and Re-Enter Them While Reloading The "Add Target" Page

While adding a target on the Agent home page, you may choose to test the connection. While doing so, the test may be successful and you may be able to add the target to Grid Control. However, when you return to that target's home page, you will see metric collection error for the response metric.

To resolve this issue, when test connection is successful, remove and re-enter the encrypted password before adding the target to Grid Control.

(Bug 5642074)

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