Capacity Reporter 6.0 Release Notes

Part No. 816-4731-10

This document provides late-breaking information not included in the documentation for the Capacity Reporter 6.0 (Capacity Reporter) software. See the documentation provided with Capacity Reporter for additional installation and use information.

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Installation and Configuration Issues

The following are known installation and configuration issues relating to this release of Capacity Reporter:

Windows NT file MSINET.OCX may be required for installation of NAS or NetWare devices
The Windows NT file MSINET.OCX is not provided with the installation kit. If you get an error message informing you this file is missing, copy it from \WINNT\System32 on a different NT machine.

Prerequisite Check Does Not Fail on Incorrect Windows NT Service Packs
The prerequisite check fails to display an error message when it encounters a Windows NT Service Pack lower than SP5, which is the required Service Pack for an installation of Capacity Reporter software.

Do not Change the Web Destination Location When Installing SRM
During installation, the installation procedure prompts the user for the SRM Web destination location. For the installation to work properly, do not change the destination location after clicking **Next** on the **Choose Destination Location** dialog box. Otherwise, the installation starts prematurely.

Sun HighGround SRM Database and SQL Maintenance
Upgrade to SQL 7.0 SP2 for SQL maintenance tasks to work properly. If you do not want to upgrade, use SQL Enterprise Manager to remove the CkCat qualifier from the SQLMAINT command. Contact Customer Support for more information on editing the SQL maintenance task.

Ksh (Korn Shell) is Required When Installing a Capacity Reporter Agent on a Linux Machine
As a prerequisite, a Linux machine must have ksh installed on it before a successful Capacity Reporter Agent installation on that machine can occur. The latest **pdksh rpm** can be downloaded from the Red Hat web site.

Solaris Agent Upgrade Causes Disks to be Rediscovered
If you upgrade from a version 5.0.5 (or earlier) Solaris agent to the version 6.0 Solaris agent, subsequent scans "rediscover" existing disk drives. The original disk drives are reported as missing and will eventually be removed during system clean up.

Installing the Capacity Reporter Agent for Solaris multiple times leaves port numbers reserved

Each time you install the Agent for Solaris you will be asked to supply a new, unused service name and port number for the Agent to listen on. This information is used to generate entries in the /etc/services and /etc/inetd.conf files. When the Agent is removed, these entries are deleted. Reinstalling the Agent without removing the prior instance will result in multiple entries being left in the /etc/services and /etc/inetd.conf file, effectively reserving multiple ports for use by the Agent. Only the entries from the last installation will be removed from these files when the Agent is uninstalled, so you will have to remove any additional entries manually. This can be avoided by uninstalling any instance of the Agent before reinstalling it rather than attempting to install over the existing kit.

Database Scanning: Reporting on a Mirrored Sybase Disk Device

Sun HighGround SRM does not report on Sybase device status or on device mirror status.

Database Scanning: Reboot Proxy Machine after Installing Oracle PC Client

If you install the Oracle PC client on the proxy machine, you must reboot the proxy machine before scanning. Failure to do so may result in database scans hanging.

Database Scanning: Edit the CLASSPATH Environment Variable for Viewing Charts and Graphs (Sybase only)

If a typical Sybase PC Client installation has been performed on the same machine from which you are browsing to Sun Highground SRM for Database Servers, the charts and graphs do not display properly. This problem is caused by an older version of the graphing package embedded in certain Sybase PC Client components. The recommended solution is to browse to Sun Highground SRM for Database Servers from a machine that does not have Sybase PC Client installed. However, if this is not possible and you want to view charts and graphs, you must edit the CLASSPATH environment variable, as follows:

1. **For Windows NT 4.0**

   a. From the Start menu, go to **Control Panel** > **System.**

   b. Select the **Environment** tab.

   c. Select CLASSPATH under System Variables.

   d. Remove or change all the paths to the 3pclass.zip file to prevent detecting the 3pclass.zip file, thereby preventing the old classes from being loaded.

      Note: Any Sybase PC Client tools that depend on the 3pclass.zip file may fail because the 3pclass.zip file will no longer be detected in the CLASSPATH variable. To fix this problem replace the original 3pclass.zip settings in the CLASSPATH.

   e. Append the absolute path, including the filename, of the netcharts.jar file to the CLASSPATH variable. The netcharts.jar file is typically found under the \Inetpub\wwwroot\StorageResourceManager\Chart directory.

      Example:
      `CLASSPATH=C:\Inetpub\wwwroot\StorageResourceManager\Chart\netcharts.jar`

2. **For Windows 2000**

a. From the Start menu, go to **Control Panel** > **System.**

b. Select the **Advanced** tab.

c. Click on the **Environment Variables...** button.

d. Select **CLASSPATH** .

e. Click on the **Edit...** button.

f. Remove or change all the paths to the 3pclass.zip file to prevent detecting the 3pclass.zip file, thereby preventing the old classes from being loaded.
Note: Any Sybase PC Client tools that depend on the 3pclass.zip file may fail because the 3pclass.zip file will no longer be detected in the CLASSPATH variable. To fix this problem replace the original 3pclass.zip settings in the CLASSPATH.

g. Append the absolute path, including the filename, of the netcharts.jar file to the CLASSPATH variable. The netcharts.jar file is typically found under the \Inetpub\wwwroot\StorageResourceManager\Chart directory.

Example:
```
CLASSPATH=C:\Inetpub\wwwroot\StorageResourceManager\Chart\netchartschart.jar
```

3. Clear the Internet Explorer cache.

a. From the Internet Explorer Tools menu, select **Internet Options...**

b. On the **General** tab, under **Temporary Internet files** , click on the **Delete Files...** button.

Database Scanning: Virtual Memory problems on Capacity Reporter Server
Using equipment that does not meet specified prerequisites for the Capacity Reporter Database Plug-In software can cause virtual memory errors. To avoid this problem, be sure your equipment meets the Capacity Reporter Server prerequisites listed in **\PlugIns\Database\database_readme.htm** on the product CD-ROM.

Plug-In Registration Wizard for the 6900/3900 device does not accept the period (".") as a valid character in the SRM Display Name field.
The Plug-In Registration Wizard for the 6900/3900 device does not allow the input of the period (".") as a valid character in the SRM Display Name field. If you wish to enter a fully qualified name, you may cut-and-paste content into the field. Alternatively, when filling out the Service Processor Name field, the SRM Display Name field is populated with a fully qualified name including the port number; delete the port number and leave the name.

Install may fail when installing databases whose names contain a hyphen
When attempting to install a database with a name that includes a hypen ("-"), the install may fail. Do not use hyphens when installing databases to avoid this issue.

Exchange not accessible through Master Console in Capacity Reporter v6.0
If you upgrade to Capacity Reporter v6.0 from a previous version, there are no longer any links to SRM for Exchange. If you need to manage existing SRM for Exchange Agents, visit the following URL to gain access:

http://%SRMServer%/SRM/SRMforExchange.asp where %SRMServer% is the server where Exchange is installed.

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Known Issues

The following are known issues relating to this release of Capacity Reporter:

Hitachi Data Systems HiCommand Server reports Storage Capacity Differently than Capacity Reporter Software

The HiCommand Server calculates storage space as follows:

1 KB = 1000 bytes
1 MB = 1000 KB
1 GB = 1000 MB
And so on…

The Capacity Reporter software defines 1 KB as 1024 bytes, 1 MB as 1024 KB, and so on. Because of this difference, you will see discrepancies between storage capacity reported by the HiCommand Server and Capacity Reporter software for a given 9900 Series RAID Array. The actual physical storage capacity of the device does not change.

The Sun StorEdge T3 Array Console Reports Storage Capacity Differently than Capacity Reporter Software

The Sun StorEdge T3 Array console calculates storage space as follows:

1 KB = 1000 bytes
1 MB = 1000 KB
1 GB = 1000 MB
And so on…

The Capacity Reporter software defines 1 KB as 1024 bytes, 1 MB as 1024 KB, and so on. Because of this difference, you will see discrepancies between storage capacity reported by the T3 console and Capacity Reporter software for a given T3 Array. The actual physical storage capacity of the device does not change.

Import from a Universal Security Group

When importing User or Directory Group members from a Universal Security Group defined in Domain A, where the Universal Security Group contains users defined in Domain A and Domain B, only Users or Directories owned by accounts defined in Domain A will be imported. It is possible that Users defined in Domain A that are not part of the Universal Security Group may be imported inadvertently.

When importing User or Directory Group members from a nested Global Group only those Users or Directories listed in the parent group will be imported. Members of any 'sub groups' will not be imported.

Receiving "The page cannot be displayed" Error Message While Accessing Capacity Reporter Software

While accessing the product when running IIS 5.0 in conjunction with an anti-virus software application, you may receive the "The page cannot be displayed" error message. If you encounter this error, close your browser session, and then shut down and restart the anti-virus software.

File Scanner Ignores Alternate Data Streams

Files on NTFS can have an arbitrary number of independent data streams. The Capacity Reporter file scanner, like most programs, ignores all but the primary data stream. Alternate streams are not well known, but are occasionally used to hide information or to maliciously fill up a disk. By ignoring the alternate streams, Capacity Reporter software ignores files that should be on the large file list and, on Windows 2000, produce per-user usage that differs from the Windows 2000 quota code.

See the Microsoft web site for more information on working with streams.

Missing SmartArray Logical Drive

Capacity Reporter software cannot detect that a logical drive has failed or disappeared until the system containing the SmartArray controller is rebooted.

Adding UNIX directories on the Add Directories page

When adding UNIX directory entries on the Add Directories page, it is possible to create an entry whose path appears to be correct, but whose file system component of the path is incorrect. If this happens, the managed directory will appear to be missing after a scan occurs.

To avoid this problem, take *one* of the following actions:

- When using the Add Directories page to add a UNIX directory, be sure that the file system you select is the file system that actually contains the path you enter.

  Note: The managed directory's path is formed by concatenating the file system with the entered directory. For example, to manage **/export/home/mbh** , if the correct file system selection is **/export** , enter **/home/mbh** as the directory entry.

  Or

- Do not use the Add Directories page to add UNIX directories. Use the Directories Report to change the state of existing UNIX directories from unmanaged to managed.

Importing Capacity Reporter User and Directory Group members from ADS

In all cases when importing User and Directory Group members from ADS "NT Style" naming conventions must be used in place of the Active Directory names. For example: SERVERNAME\Administrator is required instead of Administrator@SERVERNAME.DOMAIN .

Uninstall/Reinstall Capacity Reporter Server Will Reset Capacity Reporter Settings

If you uninstall/reinstall a Capacity Reporter Server, settings such as Remote Install Scripts and E-mail Alert text changes will be lost.

Upgrade Does Not Remove Backup Plug-In

Capacity Reporter no longer supports the Backup Plug-In. However, if you upgrade to Version 6.0 from a previous version of the software, the Backup Plug-In user interface pages still display. A clean installation of Capacity Reporter software, Version 6.0 removes the Backup Plug-In user

interface pages.

Automatic Deletion of Remote Install Scripts

If you uninstall Capacity Reporter software while keeping the database, any remote install scripts created through Capacity Reporter are deleted.

Do Not Use the Help Window's Refresh Button When Using Internet Explorer 5.5 or Internet Explorer 5.5 SP1

Clicking **Refresh** while viewing the Help in IE 5.5 or IE 5.5 SP1 may display a run-time error and a dialog box asking if you want to debug the application. If this dialog box displays, click **No** when asked to debug the application.

This problem does not occur on IE 5.0 or IE 5.5 SP2.

Clicking on the Help window's back button when using Internet Explorer 5.5 SP2 can cause Index or Search tabs to blank out

If you enter text into the Index or Search tabs and then click the Help Window's Back button, the Index and Search tabs may blank out. To fix this problem, click on the Help Window's Refresh button, or close the Help Window and reopen it.

Internet Explorer 5.0 SP1, 5.5 SP2, or 6.0 Required for Remote Installation

To perform remote installations of the Capacity Reporter agent, you must use Internet Explorer 5.0 SP1, 5.5 SP2, or 6.0, with appropriate security patches for each version.

Java Virtual Machine (JVM) Must Be Installed to View Charts and Graphs

Any Internet Explorer browser used to view charts and graphs must have the Java Virtual Machine installed.

Java Developer's Kit (JDK) May Interfere with Display of Charts and Graphs

If you open the application from a computer that also has the Java Developer's Kit installed, charts and graphs may not display. To allow charts and graphs to display, disable the Java plug-in on the browser.

Mounted Volumes without Drive Letters not Reported in File System Report

In some cases if a volume has been created but not assigned a drive letter, it may not be reported in the File System Report after a scan. To ensure that volumes are consistently reported they must be given a drive letter upon creation.

Disk Reports on UNIX Platforms Display a "Filesystem Section Start On Disk" value of 0.00MB

The "Filesystem Section Start On Disk" value for Disk Reports on UNIX platforms shows a value of 0.00MB, which may be incorrect.

Capacity Reporter Display Name must Match Network Appliance Device Name

When assigning a Capacity Reporter display name to a Network Appliance device, you must assign the Network Appliance device's true network name. Scans fail if the Capacity Reporter display name does not exactly match the Network Appliance device's true network name.

Database Scanning: Use a Single Capacity Reporter Proxy Server to Scan Sybase Databases on the Same Database Server Instance

Do not set up two different Capacity Reporter Proxy Servers to scan Sybase databases on the same

database server instance. This may cause a temporary database deadlock situation, which could result in Sybase terminating the connection, thereby causing a scan failure.

Database Scanning: Scan Requests Not Functioning

Database scans may timeout. Subsequent scans should continue to function. If you want to increase the timeout value, contact Sun Support.

Remote Scanning: Scanning Limitations on Windows NT if Disk Administrator Has Not Run

If the disk administrator has not run at least once on a Windows NT computer, the Capacity Reporter proxy agent does not report:

1. Disk capacity and signature
2. Volume mapping

Note that the disk drives will be assigned signatures based on index. When the disk registry does become available, it generates true signatures. The user interface reports the new drives while the signatures based on index appear as lost.

Remote Scanning: Download Failures Function Might Be Unreliable with Earlier Versions of Internet Explorer

The Download Failures function of CSV bulk registration behaves reliably with Netscape and Internet Explorer Version 5.5, Service Pack 2. If you use an earlier version of Internet Explorer, you might see unexpected results, which can include "Page not found" messages or unexpected values written to the *failure.csv* file.

Norton AntiVirus Scanner can Interfere with Capacity Reporter Scanning

The Norton AntiVirus scanner can interfere with Capacity Reporter scanning. To avoid this problem, disable Norton AntiVirus on the Capacity Reporter Server machine.

How to Get Adobe Acrobat Reader

The documentation on the CD-ROM is in PDF format. If you do not have Adobe Acrobat Reader, go to www.adobe.com to obtain a free copy.

Unlabeled Disks not reported when Veritas Volume Manager is present

When Veritas Volume Manager is installed, Unlabeled Disks may not get reported, and will not be visible through Capacity Reporter. Unlabeled disks will be reported and visible in Capacity Reporter if Veritas Volume Manager is not installed.

Event Log will Fill Quickly if Computer Groups are Left Empty and Scanned on Schedule

If a computer group is intended to be left empty, it's scan schedule should be set to scan on demand only. This will prevent the application log filling quickly.

LDAP Lookup Does Not Function if Capacity Reporter Server Is Not In Same or Trusted Domain as Exchange Server

In order for the LDAP lookup to work correctly (allowing directory aliasing), the Capacity Reporter Server needs to be in the same, or a trusted domain as the Exchange Server. If it isn't, then other email alert functionality continues to work as expected, making it possibly difficult to troubleshoot the LDAP not working. The Capacity Reporter server can send email by sending it out port 25 (SMTP) and then uses a DNS server to lookup the Exchange Server. The Exchange Server's LDAP directory is configured with access permissions, which will be denied if the Capacity Reporter Server is not in the proper domain.

If the 9900 Series RAID Array Contains an ESCON Card, Some Scan Details May Be Incorrect

Due to limitations of the Hitachi Data Systems HiCommand Server 2.0 API, if the 9900 Series RAID Array being scanned contains an ESCON card, then the mainframe Parity Groups and mainframe LDEVs will list the following discrepancies:

- Mainframe Parity Groups (SRM RAID Storage Pools) will show a Logical RAIDed Size of 0MB and an Unallocated Space of 0MB
- Mainframe LDEVs (SRM RAID Storage Units) will show a Capacity of 0MB

Removing a Failed 9900 Series Device From the RAID Report Does Not Do an Implicit Full Unregister Of The BVO

If you have a failed 9900Series Device in your RAID Report and you click on the device then Remove it, this will remove the device from the RAID Report in Capacity Reporter but will leave the Link and Launch Button in the HiCommand interface.

Do not upgrade to Capacity Reporter v6.0 from the beta version of 6.0.

Upgrading Capacity Reporter v6.0 from the beta version may result in database layouts working incorrectly. Do not upgrade from beta to v6.0.

File Details Report and Directory Details Report icons on the Summary Report for File System page for NAS and NetWare devices may not launch correctly

The File and Directory Details Reports may not launch correctly from the Summary Report for File System page, even when the "Collect file details on these file systems" check box was checked.

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