

# Hitachi IT Operations Analyzer

## Software Version 3.3.1-03 Release Notes

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## About This Document

This document describes the revisions made to Hitachi IT Operations Analyzer, software version 3.3.1-03. It describes the related enhancements, the known problems and solutions, and the fixed issues.

## Software Acronyms

The following abbreviations are used in this document.

Acronym	Meaning
HBA	Host Bus Adapter
NAS	Network Attached Storage
RCA	Root Cause Analysis

## Intended Audience

This document is intended for customers and Hitachi Data Systems partners who license and use IT Operations Analyzer.

## Getting Help

For product tutorials and additional information, please refer to the self-service materials that are located on the IT Operations Software Portal:

<http://www.itoperations.com>

If you cannot locate the answer to your concern by referencing those materials, and if you purchased this product and have a current product support agreement, please visit the support Web site for current telephone numbers and other contact information:

<https://portal.hds.com>

The Hitachi Data Systems Support Center staff is available 24 hours a day, seven days a week.

## About This Release

This software release provides new support enhancements. We recommend that you upgrade your software to version 3.3.1-03.

## Features and Enhancements

The "Features and Enhancements" that were made available in English in version 3.3.0, are also reflected in German, Simplified Chinese, and Spanish in version 3.3.1.

## System and Hardware Requirements

Please refer to Chapter 2 of the *Hitachi IT Operations Analyzer Getting Started Guide* for general setup and node monitoring requirements.

## Fixed Problems

### From 3.3.1-02 to 3.3.1-03

Summary	Description
The Common Vulnerabilities and Exposures (CVE) case involving the Apache Commons FileUpload Denial-of-Service (DoS), CVE-2014-0050, is fixed.	The following problem has been corrected: The DoS vulnerability relating to CVE-2014-0050 is fixed.
When a Solaris server is monitored, some 'DiskDrive' components may not be displayed.	The following problem has been corrected: When a Solaris server is monitored, 'DiskDrive' components that are associated with more than 10 LUNs are not displayed within the Component tab of the Monitoring module.

### From 3.3.1-01 to 3.3.1-02

Summary	Description
Licensing options within IT Operations Analyzer are no longer supported.	The following problem has been corrected: The following licensing options have been removed from IT Operations Analyzer: <ul style="list-style-type: none"><li>The online license activation option.</li><li>The 30-day trial usage option.</li></ul>
If a plug-in does not set performance data for a node that is associated with the plug-in, then '0' is set for the metric value.	The following problem has been corrected: If a plug-in does not set performance data for a node that is associated with the plug-in, then '0' is set for the metric value. Now, the correct value is shown.
If the monitored storage device has a storage volume that is related to some array groups, an unnecessary event occurs.	The following problem has been corrected: If the monitored storage device has a storage volume that is related to some array groups, then repeated additions and deletions of LUN components might occur.
After expanding the scale of a database using the expanddb command, the resulting database size is different than what was specified.	The following problem has been corrected: The expanddb command creates a database with a scale that is different than that specified by the user.

Summary	Description
Within IT Operations Analyzer, the free disk space of a ZFS root file system is not displayed for the monitored Solaris server.	The following problem has been corrected: If IT Operations Analyzer is monitoring a Solaris server which has a ZFS root file system, then the free disk space of the root file system is not displayed.

### From 3.3.1 to 3.3.1-01

Summary	Description
In large-scale configurations, the registration and deletions of plug-ins may fail. As a result, the latest node information might not be gathered.	The following problem has been corrected: IT Operations Analyzer might experience temporary memory management issues when monitoring a high number of components in large-scale configurations. As a result, plug-in registrations and deletions may fail. Subsequently, IT Operations Analyzer might not be able to gather the latest node monitoring information.

### From 3.3.0 to 3.3.1

Summary	Description
Some performance data for IT Operations Repository might not be gathered.	The following problem has been corrected: Within the <b>Monitoring Interval</b> panel, after clicking <b>Reset Max</b> , for <b>Performance</b> monitoring, some performance data is not gathered.
There might be a delay with gathering performance data from IT Operations Repository.	The following problem has been corrected: The gathering of performance data is delayed when any one of the following conditions exist: <ul style="list-style-type: none"> <li>• The Performance monitoring Interval setting within the Monitoring Interval panel is incorrect—it is too long.</li> <li>• Based on the value specified for "Max Duration" within the Monitoring Interval pane, it takes a long time to collect the historical performance data.</li> <li>• The system time is different between the monitored nodes and the IT Operations Analyzer server.</li> <li>• A node that is targeted for monitoring is not supporting data recollection.</li> </ul>
Scheduled monitoring, such as the collection of performance data or status information from a node may fail.	The following problem has been corrected: Scheduled monitoring may fail when both conditions exist: <ul style="list-style-type: none"> <li>• A temporary issue occurred in the database.</li> <li>• Scheduled data is in the process of being updated.</li> </ul>
When displaying IT Operations Analyzer in Chinese, IT Operations Analyzer may be displayed in English.	The following problem has been corrected: When using Internet Explorer 10 to display IT Operations Analyzer in Chinese, the GUI may be displayed in English. This problem occurred when the language setting was changed from the default language setting in Internet Explorer.
Some untranslated messages are displayed.	The following problem has been corrected: When IT Operations Analyzer fails to discover nodes, some error messages which are displayed in the troubleshooting dialog are not translated.

Summary	Description
The discovery of SMI-S storage might fail.	The following problem has been corrected: In IT Operations Analyzer version 3.3.0, the discovery of SMI-S storage fails if two SMI-S credentials (http and https) are specified.
The data from monitored devices might not be collected.	The following problem has been corrected: When a connection issue occurs, based on a rarely occurring IT Operations Analyzer internal process, the data from monitored devices might not be collected.
Backup data might not be acquired.	The following problem has been corrected: The process for handling backup data might fail. Consequently, backup data might not be acquired.

### From 3.2.1 to 3.3.0

Summary	Description
<b>Event Notification</b> reports are sent to suspended users.	The following problem has been corrected: <b>Event Notification</b> reports are sent to the e-mail addresses of suspended users. This problem occurred when the following two conditions existed: <ul style="list-style-type: none"> <li>An event filter condition is assigned to some suspended users that have an e-mail address, and is assigned to some active users.</li> <li>An event that matches the filter condition occurs.</li> </ul>
An incorrect Critical status may be reported in certain circumstances.	The following problem has been corrected: An incorrect Critical status may be reported in the following cases: <ul style="list-style-type: none"> <li>When a connection time-out occurs frequently, and IT Operations Analyzer is acquiring information from a device that is other than the device which caused the time-out event.</li> <li>When IT Operations Analyzer is acquiring information from a device, and the IT Operations Analyzer service is stopped.</li> </ul>
Connectivity with IT Operations Repository and IT Operations Integrator is disabled after using the database expansion command or when upgrading IT Operations Analyzer.	The following problem has been corrected: Connectivity with IT Operations Repository and IT Operations Integrator is disabled after any of the following tasks are performed: <ul style="list-style-type: none"> <li>Changing the database scale using the database expansion command (expanddb.exe)</li> <li>Changing the location of the database using the database expansion command</li> <li>Changing the database scale during upgrade installation</li> <li>Changing the location of the database during upgrade installation</li> </ul>
IT Operations Analyzer fails to acquire Windows information using a plug-in.	The following problem has been corrected: When using a plug-in to acquire Windows information with the WMI protocol, monitoring might not operate normally.

## Known Problems

If your site is currently working with an existing version of IT Operations Analyzer, then the following information applies to your software upgrade to version 3.3.1-03.

Summary	Description
<p>After changing the virtual network configuration of servers running Hyper-V or VMware ESX, IT Operations Analyzer fails to update the configuration information of these nodes.</p>	<p>The following problems have been identified after changing the virtual network configuration of Hyper-V or VMware ESX servers:</p> <ul style="list-style-type: none"> <li>• When running the <b>Recollect</b> option to update the configuration information, IT Operation Analyzer displays the KAZZ20087-E error message, indicating a failure to update the configuration information of these nodes.</li> <li>• When executing a scheduled configuration information update, the configuration update time of these nodes is not updated. IT Operation Analyzer also sends the KAZZ20087-E error message to the ServiceMessageN.log.</li> </ul> <p>[Condition]</p> <p>These problems may be the result of one of the following:</p> <ul style="list-style-type: none"> <li>• The hypervisor configuration of a virtual switch and/or the port group has been changed.</li> <li>• The virtual network has been rebuilt or reconfigured.</li> </ul> <p>[Workaround]</p> <p>If you plan to change the virtual network configuration for nodes running Hyper-V or VMware ESX, follow these steps to avoid configuration update problems.</p> <p><b>NOTE:</b> After this procedure, information about the deleted nodes will be lost, including historical performance information.</p> <ol style="list-style-type: none"> <li>1) Delete the Hyper-V or VMware ESX nodes as follows:             <ol style="list-style-type: none"> <li>a) Open the <b>Settings</b> module.</li> <li>b) From the <b>Settings Menu</b>, go to the <b>Discovery</b> group, then click <b>Monitored Nodes</b>.</li> <li>c) Select the Hyper-V or VMware ESX nodes in the virtual network configuration you plan to change.</li> <li>d) Click the <b>Remove</b> button.</li> <li>e) From the <b>Settings Menu</b>, go to the <b>Discovery</b> group, then click <b>Remove Nodes</b>.</li> <li>f) Locate the node you want to delete, then click <b>Delete</b>.</li> </ol> </li> <li>2) Change the virtual network configuration of the nodes.</li> <li>3) Discover the nodes and designate for monitoring as follows:             <ol style="list-style-type: none"> <li>a) From the <b>Go</b> menu, run the <b>Start Discovery Wizard</b>; or from the <b>Settings</b> module, go the <b>Discovery</b> group, select <b>Configuration</b> and click <b>Immediately start the discovery</b>.</li> <li>b) Rediscover the Hyper-V node or VMware ESX nodes that you deleted in Step 1.</li> <li>c) From the <b>Settings</b> module, go to the <b>Discovery</b> group and select <b>Discovered Nodes</b> to begin monitoring.</li> </ol> </li> </ol>

Summary	Description
A discovery issue occurs with a large volume of nodes.	<p>The following problem has been identified:</p> <p>When an SMI-S agent manages too many systems, IT Operations Analyzer might fail to discover nodes.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Use 10 (or fewer) nodes for each SMI-S agent.</p>
The association line does not appear within the topology view for Brocade 4016.	<p>The following problem has been identified:</p> <p>When the firmware for Brocade 4016 FC Switch is older than version 5.2.0, the association line does not appear in the topology view between Brocade 4016 and connected devices, such as servers and storage.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Update the FC Switch firmware to version 5.3.0 or later.</p>
A failure with (NAS) storage might not be associated with the failure in the server.	<p>The following problem has been identified:</p> <p>If the SMI-S agent cannot acquire information about the physical port, then in the lower Components tab of the Monitoring module, the state of the IP port might be Unknown ("Physical port is not found in the SMI-S agent."). As a result, information pertaining to the failure with the (NAS) storage is not output to the RCA Snapshots section of the Monitoring Menu.</p>
A memory leak occurs on Windows Server 2003 with Service Pack 1 and on Windows Server 2003 R2 Non-Service Pack.	<p>The following problem has been identified:</p> <p>When IT Operations Analyzer is installed on Windows Server 2003 (with Service Pack 1) or Windows Server 2003 R2 Non-Service Pack, the memory that is used for the Analyzer process increases.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Apply Service Pack 2 or later for Windows Server 2003 Service Pack 1 or Windows Server 2003 R2 Non-Service Pack.</p>
Windows Server 2003 Non-Service Pack is not a supported operating system.	<p>Windows Server 2003 Non-Service Pack is not a supported operating system. In this case:</p> <ul style="list-style-type: none"> <li>• If your site is currently running Windows Server 2003 Non-Service Pack, then install Service Pack 1 (or higher operating system) before you upgrade IT Operations Analyzer.</li> <li>• If your site is currently running Windows Server 2003 with Service Pack 1 installed (or higher operating system), then you can directly upgrade IT Operations Analyzer.</li> </ul>
Windows servers that use the Hitachi HBA could not be discovered.	<p>The following problem has been identified:</p> <p>Windows servers that use the Hitachi HBA could not be discovered. However, if the server's OS is Windows Server 2003 or Windows Server 2003 R2, and if FCInfo is not installed, then the server can be discovered. However, the HBA information cannot be acquired.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Verify that you are using the most recent version of the Hitachi HBA driver:</p> <p>Windows Server 2003 (x86): 1.0.4.500  Windows Server 2003 (x64): 4.0.4.500  Windows Server 2008 (x86): 1.1.4.500  Windows Server 2008 (x64): 4.1.4.500</p>

Summary	Description
Information about the Brocade FC Switch is displayed incorrectly.	<p>The following problem has been identified:</p> <p>When IT Operations Analyzer monitors Brocade FC switches (except the Spheroon series), and the switch firmware is older than version 5.3.0, the port state and association lines in the topology might display incorrectly.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Upgrade the firmware to version 5.3.0 or later.</p>
The iSCSI port for the EMC Storage might have a critical status.	<p>The following problem has been identified:</p> <p>When the iSCSI port for the EMC Storage is not used, its status might be displayed as critical.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Connect the cable to the iSCSI port.</p>
RCA that relates to multiple IP switches does not operate correctly.	<p>The following problem has been identified:</p> <p>When nodes are connected through more than two switches, failures caused by the switch might not be analyzed correctly by RCA.</p>
Service Templates: When the Display Name for the Matching Pattern is changed, the service is not displayed.	<p>The following problem has been identified:</p> <p>When the Display Name for the Matching Pattern is changed, the service which was discovered by the Matching Pattern is not displayed in the list: It is displayed in the Services tab of the Monitoring module.</p> <p>For both of these cases, the service that matches the Matching Pattern will be redisplayed in the Services tab:</p> <ul style="list-style-type: none"> <li>• When recollecting information for the node for which Service is not displayed</li> <li>• When the scheduler runs the state update for the node for which Service is not displayed. (By default, the scheduler runs every 15 minutes.)</li> </ul>
There are limitations when Cisco 1800 Series Integrated Services Routers (ISR) are monitored.	<p>The following problem has been identified:</p> <p>Following are the limitations when Cisco 1800 Series Integrated Services Routers (ISR) are monitored:</p> <ul style="list-style-type: none"> <li>• Cisco ISR cannot be displayed in the correct subnet. Instead, it is displayed in the Backbone.</li> <li>• Root Cause Analysis cannot recognize the relationship between the Cisco ISR and the connected server and/or storage.</li> <li>• IT Operations Analyzer does not show the connection between the ISR extension module and its connected networks within the Monitoring module's Topology View.</li> </ul>
There are limitations concerning logging in by SSH.	<p>The following problem has been identified:</p> <p>Logging on to a Linux/Solaris node by SSH at the same time that messages are concurrently output to the login console (for example, background processing messages and user messages), might cause some processing failures. For example, problems might occur with the node discovery and with gathering node information.</p> <p>If the discovery process fails to collect node information, then within the Monitoring module's Last Discovery Log, "Warning" is displayed in the Status column, and "No component information" is displayed in the Description column.</p> <p>When you click the Warning entry, the following message displays in the detail area, below: "Although the SSH connection succeeded, this is an unsupported model."</p>

Summary	Description
There are limitations concerning the display of device information for an event.	<p>The following problem has been identified:</p> <p>When events exist prior to upgrading from IT Operations Analyzer version 1.x to version 2.0 (or later), some device information relating to those events is displayed incorrectly. However, information pertaining to events that are generated after the upgrade is displayed correctly.</p>
There is a limitation to the character length that can be used for the name of a credential and an IP address range.	<p>The following problem has been identified:</p> <p>In IT Operations Analyzer version 2.5.1 or earlier, when a credential name or an IP address range name consisted of 61 characters or more, an error would occur when saving the entry.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Use a credential name or IP address range name that is 60 characters or less in length.</p>
The virtual machine on Hyper-V is not represented in a Virtual Frame.	<p>The following problem has been identified:</p> <p>Within the Monitoring module, the virtual machine on Hyper-V is represented in a Virtual Frame only when the guest OS is a Windows server, and the Hyper-V integration component has been installed.</p> <p>Otherwise, a virtual machine in a different guest OS, such as Linux, etc. will not be represented in a Virtual Frame.</p>
An ESXi Server Installable Edition (the free version) that is a monitoring target might not show accurate status information.	<p>The following problem has been identified:</p> <p>In the Monitoring module, when you reference the ESXi Server Installable Edition, the related component status might not be the most recent.</p> <p>Perform the following procedure to avoid the problem:</p> <p>The data store information that the target ESXi Server Installable Edition maintains is updated to reflect the most recent information when you use the tools on that server, and then you click Recollect in the Monitoring module of IT Operations Analyzer.</p>
In the Change section of the Reports module, the right side of the List of Changes - Detail option is not printed.	<p>The following problem has been identified:</p> <p>The right side of the List of Changes - Detail report is not printed when using Internet Explorer 6.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Print the report using a supported browser other than Internet Explorer 6.</p>
After adding a VLAN using an IP Switch, the component is not recognized.	<p>The following problem has been identified:</p> <p>Even if VLAN is added with an IP Switch (Allied Telesis AT-9424T) and a connection is established using a LAN cable, the component is not recognized.</p>

Summary	Description
<p>The correct Component Name of the event which occurred when adding the HostGroup for the Storage (NetApp FAS2050A) is not displayed.</p>	<p>The following problem has been identified:</p> <p>When you complete the following procedure, although the HostGroup name is originally displayed for the Component Name of the event which occurred when adding a HostGroup for the Storage (NetApp FAS2050A), the path name is displayed incorrectly:</p> <ol style="list-style-type: none"> <li>1. Make FAS2050A a monitoring target.</li> <li>2. Using a management tool for FAS2050A, complete the following tasks: <ol style="list-style-type: none"> <li>a. Select LUNs.</li> <li>b. Click Add to add LUNs.</li> <li>c. Select Initiator Groups.</li> <li>d. Click Add to add an FCP Group.</li> <li>e. Choose Manage LUNs and Maps (NoMap) for the selected LUN.</li> <li>f. Map to the created Group.</li> </ol> </li> <li>3. Execute Recollect.</li> </ol>
<p>The performance metric for storage, Write Cache Hit Ratio of the RAID group, might be displayed with an invalid value in the graph.</p>	<p>The following problem has been identified:</p> <p>For IBM Storage and Sun Storage, the value of the performance metric Write Cache Hit Ratio of the RAID group cannot be acquired correctly. Consequently, the graph displays an invalid value.</p>
<p>Both the restore and import commands fail.</p>	<p>The following problem has been identified:</p> <p>When the following conditions exist, the restore command and import command fail:</p> <p>A plug-in is applied to a large number of nodes, and there are a large number of components associated with the nodes.</p> <p>Perform the following procedure to avoid the problem:</p> <p>In the environment that will be used for the restore or import tasks, install the same plug-in which was installed in the environment where you executed backups or exports. Afterward, run the restore or import command again.</p>
<p>An internal error occurs within the Download the Activation File panel of the License Activation Wizard.</p>	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, an internal error occurs after clicking the Download the Activation File button within the Download the Activation File panel of the License Activation Wizard:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 9 is used.</li> <li>• The dialog for opening a file from the Activate License panel of the License Activation Wizard is kept open.</li> </ul> <p>Perform the following procedure to avoid the problem:</p> <p>If the dialog for opening a file from the Activate License panel of the License Activation Wizard is open, close it before continuing to use the wizard.</p>

Summary	Description
Closing your browser using the browser's close button when launching IT Operations Analyzer functions will display the log in panel.	<p>The following problem has been identified:</p> <p>With Internet Explorer 9, closing your browser using the browser's close button when you launch any of the following functions will display the log in panel:</p> <ul style="list-style-type: none"> <li>• License Activation Wizard</li> <li>• Explanation Popup</li> <li>• Discovery Wizard</li> </ul> <p>Perform the following procedure to avoid the problem:</p> <p>Do not use the browser's close button.</p>
Changing the iSCSI name of the storage causes the server to enter a Critical (Missing) state.	<p>The following problem has been identified:</p> <p>When modifying the configuration that connects the server and the storage to iSCSI by changing the iSCSI name of the storage, then using the Recollect function of the Monitoring module, the server component will indicate a Critical (Missing) state. The state of the server is changed.</p>
The performance metric "IO Rate of LUN(s)" of the unassigned volume of a server always indicates a high performance value, and it might enter a Critical state.	<p>The following problem has been identified:</p> <p>When a server has unassigned volume (such as the volume containing the configuration files that are required for the operation of the storage system, and where the log file are stored), the performance metric "IO Rate of LUN(s)" always indicates a high performance value. It might also enter a Critical state.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Set the performance metric "IO Rate of LUN(s)" to Ignore and exclude it from your monitoring targets.</p>
After upgrading the driver for the network adapter, a change event might not be generated.	<p>The following problem has been identified:</p> <p>When all the following conditions exist, the change event of the network adapter might not be generated.</p> <ul style="list-style-type: none"> <li>• The monitoring target node is a guest OS of the ESX server.</li> <li>• The OS of the monitoring target node is Linux.</li> </ul>
When a monitoring target node is Windows, a change event for the network drive might be generated.	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, a change event for the network drive is generated:</p> <ul style="list-style-type: none"> <li>• The monitoring target node is Windows.</li> <li>• The number of the logon sessions that are connecting to a node that is targeted for monitoring is different than the number of the logon sessions that existed when confirmation information was last acquired.</li> <li>• Configuration information is acquired.</li> </ul>
The number of the same component names is displayed.	<p>The following problem has been identified:</p> <p>The number of components of the same component name as the Monitoring module's Component tab may be displayed in the Component tab.</p>
The software installation might fail.	<p>The following problem has been identified:</p> <p>When the setup.exe file is launched from a folder containing double-byte character codes, the installation will fail.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Switch to a folder that does not contain double-byte character codes and run the setup.exe again.</p>

Summary	Description
<p>With Internet Explorer 10, some sub-windows might not launch.</p>	<p>The following problem has been identified:</p> <p>With Internet Explorer 10, the following sub-windows might not launch:</p> <ul style="list-style-type: none"> <li>• License Activation Wizard</li> <li>• Explanation Popup</li> <li>• Discovery Wizard</li> </ul> <p>To avoid the problem, complete one of the following options:</p> <ul style="list-style-type: none"> <li>• Use Internet Explorer 7, 8 or 9</li> <li>• Use Flash Player 11.7.700.169 or later (Windows Update KB2833510 includes this Flash Player version in Windows Server 2012 and Windows 8.)</li> <li>• Log on to Windows as a user except as the Windows built-in user (Administrator), and enable the protected mode in the Internet options of Windows.</li> </ul>
<p>With Internet Explorer 9 and 10, the File dialog does not launch.</p>	<p>The following problem has been identified:</p> <p>With Internet Explorer 9 and 10, the File dialog does not launch. Perform one of the following procedures to avoid the problem:</p> <ul style="list-style-type: none"> <li>• Add Hitachi IT Operations Analyzer to the Trusted sites in the Windows Internet options</li> <li>• Use Internet Explorer 7 or 8</li> <li>• Use Flash Player 11.4 or later</li> <li>• Log on to Windows using the Windows built-in user (Administrator) account or Standard account.</li> </ul>
<p>With Internet Explorer 10, the GUI does not refresh.</p>	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, the GUI does not refresh after the topology in the Monitoring module is printed:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 10 is used.</li> <li>• Windows Server 2012 or Windows 8</li> </ul> <p>Perform the following procedure to avoid the problem:</p> <p>Refresh the GUI by minimizing and restoring the browser.</p>
<p>With Internet Explorer 10, there may be no response from the screen.</p>	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, and after clicking Download the Activation File in the License Activation Wizard, the GUI may appear frozen:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 10 is used.</li> <li>• Windows Server 2012 or Windows 8</li> </ul> <p>Perform the following procedure to avoid the problem:</p> <p>Close the License Activation Wizard and retry the operation.</p>

Summary	Description
With Internet Explorer 10, many browsers are launched.	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, many browsers are launched after clicking the e-mail link in the Plug-in Details of the Settings module or the online Help:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 10 is used</li> <li>• Windows 7 is used</li> <li>• The mail program (for example, Microsoft Outlook) is not installed or it is installed incorrectly</li> </ul> <p>Perform one of the following procedures to avoid the problem:</p> <ul style="list-style-type: none"> <li>• Use Internet Explorer 8 or 9</li> <li>• Install the mail program correctly</li> </ul>
A Service component might incorrectly reflect a "NotExist" status.	<p>The following problem has been identified:</p> <p>When IT Operations Analyzer cannot collect Service component information, the component's status might indicate "NotExist".</p>
The gathering function of IT Operations Analyzer v3.3.1 might fail.	<p>The following problem has been identified:</p> <p>The gathering function between IT Operations Analyzer v3.3.1 and IT Operations Repository v3.3.0 or v3.3.0-01 might fail.</p> <p>Perform the following procedure to avoid the problem:</p> <p>Use IT Operations Repository v3.3.0-02 or later.</p>
A number of change events pertaining to the network drive might be generated.	<p>The following problem has been identified:</p> <p>When all of the following conditions exist, a number of change events pertaining to the network drive might be generated:</p> <ul style="list-style-type: none"> <li>• A Windows server is monitored.</li> <li>• The monitored Windows server is mapped to a network drive.</li> <li>• The same drive letter/designation is used by multiple users that are registered on the monitored server.</li> </ul> <p>Perform the following procedure to avoid the problem:</p> <p>Map the network drive to a location that is not used by users that are registered on the monitored server.</p>

## Installation Notes

- License activation is required to use IT Operations Analyzer for either the trial or purchased product. License activation information is available in the Hitachi IT Operations Analyzer Getting Started Guide, in the online Help, and by clicking Help from within each panel of the License Activation wizard.
- A 64-bit version of Hitachi IT Operations Analyzer is designed for sites that monitor multiple large nodes (for example, storage subsystems of more than 1,000 volumes). If your site operates on a smaller scale, then we recommend using the 32-bit version of Hitachi IT Operations Analyzer, which is optimized for that environment.
- If running both IT Operations Analyzer and IT Operations Repository applications, please use IT Operations Repository v3.3.0-02 or later.

## Precautions

- Within IT Operations Analyzer, click the refresh icon, located on the right corner of each module tab, to update the display of information. If you use the **Refresh** function of the Web browser, then your current login session ends, and the log in prompt of IT Operations Analyzer displays.
- After upgrading the IT Operations Analyzer software, information for performance monitoring might be generated: When the performance metric of IT Operations Analyzer is increased by upgrading the IT Operations Analyzer software, IT Operations Analyzer might add the threshold element for the metric to the threshold template that was defined by the node plug-in in the earlier IT Operations Analyzer version.
- When using Mozilla Firefox, please check the following to ensure that online Help displays properly. If needed, change the browser settings as appropriate.
  1. Open **Mozilla Firefox**.
  2. From the **Tools** menu, select **Options**, then **Content**.
    - To ensure that the Help is not blocked, click **Exceptions** next to **Block pop-up windows**. Add the IT Operations Analyzer URL to the list of allowed sites.
    - To ensure that topic behavior is as intended, click **Advanced** next to **Enable JavaScript** and select **Raise or lower windows**.
- In the Help, there are links to videos that provide supplementary information about the RCA feature, the discovery process, and license activation. Even when launching those videos from the translated version of the Help, the videos are in English only.
- After upgrading the EMC SMI-S Provider or IT Operations Analyzer, the configuration change is detected in the monitored storage manufactured by EMC. If you do upgrade the EMC SMI-S Provider, you may find that you are monitoring storage via the Provider, the change of the configuration information is detected, and a Change event is triggered.

Sometimes, in this case, changes in configuration in the following components is detected:

- Storage Volume
- iSCSI Port
- Storage Fan
- Storage Power Supply Unit

If these items appear in the **Components** tab as **Missing**, please set them to **Ignore**. If you no longer need the history information of the components and metrics, please delete the component.

Additionally, the configuration information may be changed so that an item appears as **Critical**. In this case, please update to the latest configuration information by running **Recollect**.

- IT Operations Analyzer cannot be installed on the same server on which:
  - IT Operations Repository is installed.
  - IT Operations Integrator is installed.
- When two active sessions of any IT Operations software are open on a client machine; for example, IT Operations Analyzer and IT Operations Integrator, and context-sensitive Help is launched from each application, then a blank Help page might display.

We recommend viewing context-sensitive Help from one open IT Operations application, then closing the Help before launching Help topics on another open IT Operations application.
- When Internet Explorer 6, 7, or 8 is used to launch IT Operations software on a client machine, and multiple online Help topics are launched from the software, one or more topics may show a blank page if the browser's security level is set higher than medium-low.

When working with IT Operations Analyzer, IT Operations Repository, and IT Operations Integrator, we recommend setting the **Security** level of the browser's **Internet Options** to medium-low.
- In the ITOA\_ServerStorageFC and ITOA\_FCSWPort tables listed below, there is a column which indicates the FC port name. The value that is entered in columns of these tables, which is used by IT Operations Analyzer to acquire information, has changed. If your site creates custom reports from data that is acquired from these tables, then please check the column value:
  - The 'PortName' column of the ITOA\_ServerStorageFC table
  - The 'StoragePortName' column of the ITOA\_ServerStorageFC table
  - The 'SWPort' column of the ITOA\_FCSWPort table
  - The 'Port' column of the ITOA\_FCSWPort table
- The port that is assigned as an EX port is not included in the configuration information of the backbone switch.
- The phantom switch is available only for status monitoring.
- Do not set the Startup Type for Application Experience in Windows Services to "Disabled." This may result in installation and operating errors. Please set the Startup Type of Application Experience (AeLookupSvc) in Windows Services to "Manual."

## Documentation

Two getting started references are associated with this release:

- The *Hitachi IT Operations Analyzer Getting Started Guide* contains pre-and post-installation guidelines and instructions. This is your first point of reference for installing and working with the software.
- The *Hitachi IT Operations Analyzer Getting Started Guide: Device Configuration Supplement* contains the pre-installation setup tasks for the network components that your site intends to monitor, such as preparing SNMP for IP Switches. Use this reference as needed, depending on the nodes that are used in your environment.

Hitachi IT Operations Analyzer Getting Started Guide	
Language	Document Number
English	MK-98IOS001-15
German	MK-98IOS001GE-15
Simplified Chinese	MK-98IOS001SC-15
Spanish	MK-98IOS001ES-15
Hitachi IT Operations Analyzer Getting Started Guide: Device Configuration Supplement	
Language	Document Number
English	MK-90IOS006-12
German	MK-90IOS006GE-12
Simplified Chinese	MK-90IOS006SC-12
Spanish	MK-90IOS006ES-12

## Upgrading the Software

If your site is currently using IT Operations Analyzer and plans to upgrade to this version, then please refer to Chapter 6 of the *Hitachi IT Operations Analyzer Getting Started Guide*. For future upgrades, you can also refer to the online Help.

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This product includes cryptographic software written by Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)).

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This software contains code derived from the RSA Data Security Inc. MD5 Message-Digest Algorithm, including various modifications by Spyglass Inc., Carnegie Mellon University, and Bell Communications Research, Inc (Bellcore).

Regular expression support is provided by the PCRE library package, which is open source software, written by Philip Hazel, and copyright by the University of Cambridge, England.

The original software is available from <ftp://ftp.csx.cam.ac.uk/pub/software/programming/pcre/>