

RELEASE NOTES

# HYCU SCOM Management Pack for F5

Product version: 1.4

Product release date: June 2018

Document edition: First



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# What's new

## New or enhanced features

The following is a list of new or enhanced features introduced in this version of HYCU SCOM Management Pack for F5 (SCOM MP for F5):

- **Support for Nutanix F5 BIG-IQ 5.3, 5.4, and 6.0**

This product version extends support for F5 BIG-IQ to include its most recent releases (5.3, 5.4, and 6.0).

# Product requirements

Before installing HYCU SCOM Management Pack for F5 (SCOM MP for F5), make sure that the requirements listed in this section are met.

## Software requirements

- SCOM MP for F5 requires a supported version or edition of the following products that it integrates with:
  - F5 BIG-IQ
  - Microsoft System Center Operations Manager
  - Microsoft Window Server

For a list of the supported versions, see the *HYCU SCOM Management Pack for F5 Compatibility Matrix*.

- On each involved SCOM management server, the following must be installed:
  - Microsoft .NET Framework 4.0 or later

# Limitations

The following is a list of limitations of this product version:

- SCOM MP for F5 does not support SCOM deployments that include one or more SCOM gateway servers.

# Known issues and workarounds

The following is a list of known issues in this product version:

- **Issue ID:** FMP-747

**Symptom:** After upgrading from an earlier version of SCOM MP for F5, you notice a duplicated rule in the SCOM Operations console; the same rule is available with two display names: "Used Memory (in %) (Performance DB DW)", "Used Other Memory (in %) (Performance DB DW)".

**Action:** None. There is no workaround available.

- **Issue ID:** FMP-746

**Symptom:** F5 BIG-IP devices which are managed by the secondary F5 BIG-IQ device in a high availability (HA) configuration are not monitored.

**Action:** The same F5 BIG-IP devices are managed by the primary F5 BIG-IQ device. Monitor them through the SCOM context that corresponds to the primary F5 BIG-IQ device.

- **Issue ID:** FMP-455

**Symptom:** Rules and monitors of SCOM MP for F5 appear to be functioning only for specific SCOM objects, but not others. For example, some virtual servers discovered by the product are monitored while others are not (that is, they have no health status set).

**Action:** A possible reason for such behavior is that the iControl REST service of F5 BIG-IQ, which is used for BIG-IQ device monitoring, sometimes does not respond to SCOM MP for F5 requests correctly or in reasonable time.

If your monitored F5 BIG-IQ deployment includes standalone BIG-IQ devices, restarting the BIG-IQ iControl REST service might help. Do the following:

1. Log on to the BIG-IQ Traffic Management Shell (tmsh) with credentials of a user account that has administrative privileges in BIG-IQ.
2. Run the following command:

```
restart /sys service icrd
```

- **Issue ID:** FMP-454

**Symptom:** No discovery, rule, or monitor workflows are triggered on the SCOM management server for SCOM MP for F5.

**Action:** Check if there are pending updates for Windows Server or System Center Operations Manager on the SCOM management server. In this case, install the updates and restart the system.

# Documentation

The following documents in PDF format are included in the release archive of SCOM MP for F5, installed alongside the product, and available online:

- *Release Notes*

This document contains lists of:

- New or enhanced features
- Fixed issues
- Product requirements
- Product limitations
- Known issues and workarounds.
- Documents in the product documentation set

Online location: [HYCU SCOM Management Pack for F5 Release Notes](#)

- *Compatibility Matrix*


This document contains lists of the supported versions, editions, or similar characteristic data for the following entities: monitoring platform or its components, monitored solution or its components.

Online location: [HYCU SCOM Management Pack for F5 Compatibility Matrix](#)

- *User Guide*

This document contains a product overview, installation, configuration, and uninstallation instructions, product licensing and troubleshooting topics, and general information on using the product.

Online location: [HYCU SCOM Management Pack for F5 User Guide](#)

 **Note** For the most up-to-date information, see the documents that are published online.

The following documents are included in the release archive of SCOM MP for F5 and installed together with the product:

- *Reference Guide* (HTML format with active content)

This document contains information on available discoveries, monitors, rules, tasks, scripts, and similar entities, with the corresponding default threshold values that can be adjusted to better suit your environment.

- *Open Source and Third-Party Software Components* (PDF format)

This document lists open source and third-party software components that are included in the product. It also includes texts of their corresponding licenses.



# HYCU Customer Support and information

Use the communication channels listed in this section if you need:

- Help with the product licensing process
- Assistance while using the product
- Additional information about this product
- Information about other HYCU products

## Customer Support

Should you require additional information or assistance while using the product, contact the vendor that shipped it.

If you have purchased the product directly from HYCU, and are experiencing a problem, search for a solution on the following webpage:

[support.hycu.com](https://support.hycu.com)

In the absence of an article addressing your problem, ask HYCU Customer Support for assistance: on the webpage, click **Submit a request** and fill in the request form. You must be signed in with a valid account prior to submission. Apply for an account at the following email address:

[support@hycu.com](mailto:support@hycu.com)

**Important:** Before submitting a request to the Customer Support department, perform a health check on all systems that are in failed (critical, red) state and have the following information ready:

- Symptoms
- Sequence of events leading to the problem
- Commands and options that you used
- Messages you have received (a description with the date and time)

For a complete list of pieces of required support information, check troubleshooting sections in the product documentation.

## Company website and video channel

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[www.hycu.com](https://www.hycu.com)

For additional product-related information, watch videos on the HYCU channel on YouTube:

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## Feedback

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We will be glad to hear from you!

