

RELEASE NOTES

HYCU SCOM Management Pack for Nutanix

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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 Nutanix (SCOM MP for Nutanix):

- **Support for Nutanix AOS 5.6**

This product version extends support for Nutanix AOS to include its latest release (5.6).

- **Predictive storage alerting**

This product version includes significant improvement in Nutanix cluster storage run-out alerting:

- A new Nutanix Cluster Storage Running Out monitor alerts you, based on analysis of past usage, when current usage of the Nutanix cluster storage nears its capacity. You can configure its warning and critical thresholds for storage usage and the past period that is used for usage analysis and run-out prediction.
- The reworked Nutanix Enterprise Cloud Platform – Infrastructure Capacity Planning report has a new visual appearance where storage, memory, and CPU usage statistics are shown individually for each selected cluster, together with the predicted date of complete resource consumption (resource run-out).

- **Reports with Nutanix cluster selection**

This product version extends the following reports to enable selection of the Nutanix cluster for which they are generated:

- Nutanix Enterprise Cloud Platform – Infrastructure Capacity Planning
- Nutanix Enterprise Cloud Platform – Resource Consumption
- Nutanix Enterprise Cloud Platform – Resource Optimization
(new name for the Nutanix Enterprise Cloud Platform – Virtual Machine Sizing report)
- Nutanix Enterprise Cloud Platform – Storage and Virtual Machine Density

- **Improved Nutanix Enterprise Cloud Platform – Resource Optimization report**

This product version includes a redesigned Nutanix Enterprise Cloud Platform – Resource Optimization report. The report is visually reworked to present lists of improperly sized virtual machines in a clear and straightforward manner. It enables you to easily identify oversized and undersized VMs and react in time.

The report is available under the new name Nutanix Enterprise Cloud Platform – Resource Optimization.

- **Application Awareness and SuperPacks support for Microsoft SQL Server 2017**

This product version extends its Application Awareness and SuperPacks features to

support the latest Microsoft SQL Server release (2017) on Microsoft Windows operating systems.

Fixed issues

The following issues have been fixed since product version 2.4:

- Dashboard views in the Nutanix SuperPacks (by HYCU) folder may be non-functioning or may appear incomplete. Also, their content may appear with a significant delay, particularly content in the Citrix XenApp and XenDesktop views.

[NMP-1041]

- After upgrading from an earlier product version, all Nutanix hardware objects are visible in the SCOM Operations console, but there are values missing in the related sensor performance charts.

[NMP-1031]

- Reports provided by SCOM MP for Nutanix fail to run if the operating system region and language settings on the SCOM management server are configured to use comma (,) as the decimal symbol in numbers.

[NMP-1020]

Product requirements

For product requirements, see the *HYCU SCOM Management Pack for Nutanix User Guide*, chapter *Installation and configuration*, section *Installing SCOM MP for Nutanix*, subsection *Installation prerequisites*.

Limitations and considerations

Limitations

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

- In-place upgrade to this product version is available only for the product versions 2.0 and later. To upgrade from an earlier product version, you should uninstall the earlier version and then install the new version.
- The Advanced Dashboards feature is supported only with specific Microsoft System Center Operations Manager versions. For more information, see [“Product requirements” on page 6](#).
- On a SCOM gateway server, information about top processes and application roles is not available in the following contexts:
 - Description of the virtual machine-related alerts
 - Specific User VMs Performance graphs:
 - User Virtual Machine CPU Load
 - User Virtual Machine Memory Usage
 - Specific tasks:
 - Processes on VM By CPU Usage
 - Processes on VM By Memory Usage
- In a Microsoft SQL Server setup, if multiple Database Engine instances are running on the same virtual machine, SCOM MP for Nutanix can monitor such instances only when each of them uses the same login credentials.
- The Citrix Delivery Groups and Nutanix Resources dashboard (SuperPacks) does not fully support Citrix XenApp and XenDesktop configurations where the same delivery group includes OS machines from different Nutanix clusters. With such configurations, only the first retrieved cluster is considered by the Citrix Delivery Groups and Cluster CPU [%] widgets.

Considerations

Consider the following when planning your SCOM MP for Nutanix deployment:

- SCOM web console does not fully support dashboard views.

This SCOM limitation affects some dashboards included in SCOM MP for Nutanix, when viewed in the SCOM web console. The dashboards may be missing or may appear incomplete.

Known issues and workarounds

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

- **Issue ID:** NMP-896

Symptom: In the SCOM Operations console, when you are using the Add Monitoring wizard to update configuration for HYCU Data Protection monitoring originally configured with a product version earlier than 2.4, the following error may be reported:

```
Processing the template failed. See inner exception for details.
```

Action: Instead of using the SCOM Add Monitoring wizard (in the Authoring view) for HYCU Data Protection monitoring configuration update, update the corresponding Run As accounts directly (in the Administration view). You can find such accounts in the Type: Basic Authentication list; their names match the following template:

```
HYCUDataProtectionAccountInfo_<VMuuid>
```

In the above instance, <VMuuid> is the virtual machine UUID of the respective HYCU Data Protection backup controller.

- **Issue ID:** NMP-649

Symptom: When modifying properties of a monitoring configuration object that was created by using the HYCU SCOM Management Pack for Nutanix: HYCU Data Protection Configuration wizard, the following error is reported after you click **OK** or **Apply**:

```
Failed to crate SCOM SDK Client instance: null HYCU Data Protection REST Client reference.
```

Action: Click **Verify Connection** to check the connection before saving your changes.

- **Issue ID:** NMP-630

Symptom: Nutanix cluster and node discovery process reports an authorization failure after connecting to the Nutanix REST API. Despite the error all cluster and node child objects are discovered correctly.

This issue occurs when HYCU SCOM Management Pack for Nutanix is configured to monitor more than one Nutanix cluster and the clusters use different Nutanix Prism user accounts.

The same issue occurs with SCOM workflows for discovery of HYCU Data Protection Backup Controller (Virtual Machine) objects.

Action: None. There is no workaround available.

- **Issue ID:** NMP-593

Symptom: In the Alerts window for a user VM, the Alert Details pane does not include the list of top processes by CPU usage. The "Processes on VM By CPU Usage" task, when run for the same user VM, retrieves the data as expected.

The issue occurs when the WinRM user account for the Application Awareness feature is configured after the related monitor is already set.

Action: Open the Health Explorer window for the problematic VM. In the context tree, right-click the root element, select **Reset Health**, and then click **Yes** to confirm the action.

- **Issue ID:** n/a

Symptom: Although the Application Awareness feature is correctly configured, SCOM MP for Nutanix is unable to discover applications hosted on Nutanix VMs. It happens in Nutanix environments that use VMware ESXi or Microsoft Hyper-V as the hypervisor.

This problem is caused by a known issue in Nutanix AOS versions earlier than 5.1. When the issue occurs, Nutanix Prism does not expose IP addresses of some VMs.

Action: None. There is no workaround available.

- **Issue ID:** NMP-408

Symptom: In the Monitoring view of the SCOM Operations console, in the Monitoring > Active Alerts table, some of the SCOM MP for Nutanix alerts contain no data in the Path property. As a result, you cannot run the Open Nutanix Prism Alerts Page task for such alerts.

Action: Manually start a web browser and navigate to the Nutanix Prism web interface.

- **Issue ID:** NMP-404

Symptom: When SCOM MP for Nutanix reports are exported into multipage PDF or multipage TIFF documents, tables may run outside page margins and may be cropped at page borders.

This problem is caused by an issue in report exporting functionality of System Center Operations Manager.

Action: None. There is no workaround available.

- **Issue ID:** NMP-401

Symptom: Some of the SCOM MP for Nutanix reports, for example Nutanix Enterprise Clouds VM Sizing Report, may not be entirely correct. They may contain wrong total number of user VMs and there may be duplicate VMs in the report tables.

Action: None. There is no workaround available.

- **Issue ID:** NMP-400

Symptom: When SCOM MP for Nutanix reports are exported in CSV format, the resulting document contains incorrect information in the heading row: some column headings are missing and some of the headings are wrong.

Action: None. There is no workaround available.

- **Issue ID:** NMP-322

Symptom: After you delete configuration of the connection to a Nutanix cluster (created by using the HYCU SCOM Management Pack for Nutanix: Configuration wizard), the corresponding HYCU Nutanix Accessor is not removed. It remains listed in the Discovered Inventory table in the Monitoring view of the SCOM Operations console. This behavior does not have impact on SCOM workflows or subsequent installation of SCOM MP for Nutanix.

Action: None. There is no workaround available.

- **Issue ID:** NMP-267

Symptom: In the Overview dashboard, wrong count of critical objects is shown in the widget for a critical object group. When such widget is double-clicked, the resulting Object State Dashboard window shows different number of critical objects in the "Contained objects" widget.

Action: Whenever inspecting a critical object group, do not rely on the total count of critical objects in the Overview dashboard, but rather drill down.

- **Issue ID:** NMP-263, NMP-266

Symptom: In the Overview dashboard, when a widget for an unhealthy object group is double-clicked, the resulting Object State Dashboard window marks wrong monitors unhealthy in the "Health (only unhealthy monitors)" widget.

Action: None. There is no workaround available.

- **Issue ID:** NMP-188

Symptom: For powered off VMs, SCOM MP for Nutanix incorrectly interprets their CPU load and memory usage as -0.0001%.

Action: Treat negative percentage in the "CPU Load" and "Memory Usage"-type of diagrams as the value zero (0).

- **Issue ID:** n/a

Symptom: Graphs for the same entity, time period, and frequency have different appearance depending on where you are viewing them: in Nutanix Prism or in the SCOM Operations console. Both presentations are correct. However, graphs in Nutanix Prism are based on higher sampling frequencies and therefore contain bigger amounts of temporal data, while graphs in the SCOM Operations console are based on lower sampling frequencies and therefore contain smaller amounts of such data.

Action: None. There is no workaround available.

Documentation

The following documents in PDF format are both included in the release archive of SCOM MP for Nutanix 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

- *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.

- *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.

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

The following supplementary documents in PDF format are included in the release archive of SCOM MP for Nutanix and installed together with the product:

- *Documentation on the Web*

This document contains hyperlinks to online locations of the documents that are published on the web.

- *Open Source and Third-Party Software Components*

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

Product certifications

HYCU SCOM Management Pack for Nutanix, a Microsoft System Center Operations Manager-based solution for monitoring Nutanix Enterprise Cloud Platform by HYCU, Inc., has been awarded the following certifications:



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

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

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.

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