

◀ **NiCE PowerHA MP** ▶

Release Notes

NiCE PowerHA Management Pack

Version 01.40

July 2019

For use with System Center Operations Manager

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Glossary

Abbreviation	Meaning
MP	Operations Manager Management Pack
MSI	Microsoft Installer
OpsMgr	System Center Operations Manager

New with this Release

NiCE is pleased to announce the availability of a new version of the NiCE PowerHA Management Pack. What is new with this release?

Besides fixing defects, the following major enhancements have been included:

- Make waiting period for clmgr command configurable
- Discover Individual File Systems by default
- Added MatchCount parameter to all monitors
- Added new monitors for read/write test on file systems
- Added new monitors for volume group availability
- Support for AIX 64 bit Agents
- Updated NiCE Library to version 1.35 to profit from new MatchCount feature

Note:

If you are currently using Power MP 1.20, an update is recommended.

Platform Support

For information about the platforms and applications supported by the NiCE PowerHA MP, see the Support Matrix for the NiCE PowerHA MP available on the NiCE customer portal at portal.nice.de.

Installing and Upgrading the NiCE PowerHA MP

This section provides an overview of the steps required to install or upgrade the NiCE PowerHA MP. The information provided covers the following areas:

- New Installation for NiCE PowerHA MP 1.40.
- Upgrading from NiCE PowerHA MP 1.20 or 1.30 .

For more detailed instructions about the installation steps, see the Installation section in the NiCE PowerHA MP Quick Start Guide 1.40.

New Installation for NiCE PowerHA MP 1.40

See the NiCE PowerHA MP Quick Start Guide 1.40 for detailed installation instructions.

Upgrading from NiCE PowerHA MP 1.20 or 1.30

The below upgrade reference table lists the upgrade steps along with the location where they have to be executed. Each step is described in detail below.

Upgrade step	Location / Tool
Prepare for the Upgrade	Monitoring Console
Install the PowerHA MP Setup Package	OpsMgr Server
Upgrade the PowerHA MP Instrumentation on Windows PowerHA Servers	PowerHA Windows system
Upgrade Management Packs	Administration Console
Enable PowerHA Basic Discovery	Authoring or Administration Console
Upgrade the PowerHA Instrumentation on UNIX/Linux PowerHA Servers	Monitoring Console
Rebind the PowerHA MP Instrumentation	Monitoring Console

Install the PowerHA MP Setup Package

As the new version is contained in a new MSI package, you will need to re-install the MSI file.

1. Log on to each System Center Operation Management Server where the PowerHA MP MSI has been executed.
2. Run the Microsoft installation package `NiCE_ClusterMP_140.msi` and follow the instructions displayed in the installation screens and dialogs.

Upgrade Management Packs

It is possible to upgrade the Management Packs in-place if you upgrade from PowerHA MP 1.30.

You perform this operation in the OpsMgr Administration Console.

1. Log on to the OpsMgr Administration Console.
2. Import the required management-pack files.

By default, the management-pack files are located in the directory:

```
%ProgramFiles(x86)%\NiCE\ClusterMP\MPs
```

on the OpsMgr system where the setup package has been installed.

Existing customers must make sure to download an updated license management pack from the NiCE customer portal at portal.nice.de.

To monitor a PowerHA, import the following management-pack files:

3. Import the following management pack files:

- `NiCE.Cluster.Library.mpb`
- `NiCE.Library.X.mpb`
- `NiCE.Cluster.X.AIX.mpb`
- `NiCE.PowerHA.Cluster.mpb`

Optional

- `NiCE.PowerHA.AIX.6.1.mpb`
- `NiCE.PowerHA.AIX.7.mpb`
- `NiCE.PowerHA.Cluster.X.Seed`

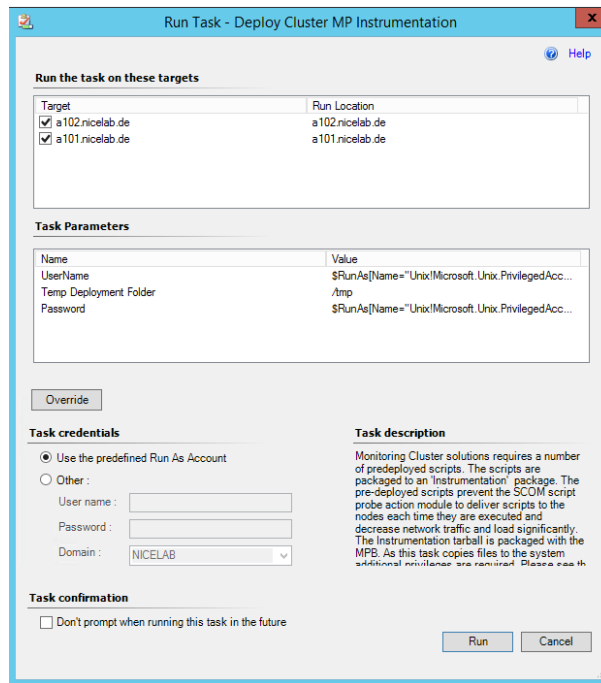
Upgrade the PowerHA MP Instrumentation on PowerHA Servers

Open the OpsMgr Monitoring Console and select the Linux/UNIX server you want to upgrade in the UNIX/Linux Computers state view.

In the Task window run the Deploy Cluster MP Instrumentation task.

This upgrades the required files on the PowerHA server without affecting the existing configuration.

If the package deployment and configuration fail, see the NiCE PowerHA MP Quick Start Guide for details about troubleshooting.



Dialog: Task "Deploy Cluster MP Instrumentation"

Details about the Changes for 1.40

This section covers the enhancement requests that we have received for previous releases and that have been addressed with this release.

ID 6365: Keep Settings in clmp_spi.cfg

Requirement: Every time PowerHA Cluster MP deploys its instrumentation (ex. applying a hotfix) the settings in `clmp_spi.cfg` should not be set to default. Instead, the configured settings should be preserved.

Resolution: The setup script has been enhanced to recognize a previously installed instance of `clmp_spi.cfg` when updating (or reinstalling) instrumentation. Then it should not copy the `clmp_spi.cfg` from instrumentation to the conf folder.

ID 6638: Support for AIX 64-bit Agent

Requirement: PowerHA Cluster MP should work with the new Microsoft AIX native 64-bit agent.

Resolution: Create a new provider to work with native AIX 64-bit agent. Choose the correct provider during installation depending on the bitness of the agent.

ID 6772, 6964: Extend Alert Description to Include Node Name

Requirement: All unit monitors which target the node or a class with a hosting relationship on a node, must include the node name in the alert description.

Resolution: Node names have been added to some unit monitors where they had been missing in the PowerHA Cluster MP.

ID 6773: Add MatchCount Overridable Parameter to All Monitors

Symptom: Sometimes the issue exists only for a short period of time and there no need to perform any actions. For such case, it would be good to know if this problem is consistent and how many times it has occurred.

Resolution: Added a new overridable parameter to switch on MatchCount. Please note that it is disabled by default.

ID 6788: Make clmgr Command Execution Wait Time Configurable

Requirement:After the last rg_move_completed event was completed, PowerHA Cluster MP waited 20 min before executing the clmgr command.

In large systems, the time until the cluster is stable again may take longer, in smaller environments it should be faster.

Resolution: The 20 minutes had been hardcoded but has now been made configurable in the clmp_spi.cfg.

Use the new key `STABLE_STATE_WAITING_TIME` to set the waiting time to fit your requirements. Please enter the time in seconds.

ID 7010: Discover Individual File Systems by Default

Requirement: All individual file systems should be discovered by default.

Resolution: The clmp_spi.cfg key `RESOURCE_SUMMARY_MONITORING` has been changed to be "OFF" by default.

For update scenarios this will pose no problem, because the current settings will be preserved during the update and instrumentation deployment (see ID 6365).

ID 7055: Read/Write Test for Cluster File Systems

Requirement: A new metrics is required for Cluster Files Systems to test if read/write operations can be executed on them.

Resolution: Implemented new monitors for metrics 5070 and 5570.

Please refer to the NiCE PowerHA Cluster Reference Guide for detailed information.

ID 7096: New Monitor for Volume Group Availability Monitoring

Requirement: A new monitor is required that use 'lsvg -o' command which returns list of active volume groups. The monitor should send an alert if a volume group is not active while its resource group is online.

Resolution: Implemented new monitors for metrics 4010, 4020, 4030 and 4040.

Please refer to the NiCE PowerHA Cluster Reference Guide for detailed information.

Fixed Issues

This section covers the defects that have been found in previous releases and that have been addressed with this release.

ID 6302: Properties of Resource Group Should Preserved

Symptom: The unhosted (cluster) objects are created at the same time as hosted (local) objects. Sometimes it happens that the command `"/usr/es/sbin/cluster/utilities/clshowres -n <node>"` does not return data for resource groups that are offline on that node. On another node the command returns all required data.

In such scenarios the order of discovery workflows is important and thus it happens sometimes, that some properties of cluster Resource Group are lost.

Resolution: Before updating any properties, make sure that they contain some actual data instead of "-".

ID 6371: Do Not Create Setup Log File If It Exists

Symptom: The rule that deploys instrumentation on a system may be run many times. Each time it creates a new setup log file. So the file system can be filled with a big number of unnecessary files and it can lead to problems.

Resolution: The setup script checks if the setup log file has already been created and if so, does no create it again.

ID 6432: File System Cluster Commands Bring Resources Online

Symptom: The customer stops cluster on purpose, but in five minutes the offline resources are online again

Reason: The command `cl_showfs2` (it used by discovery and monitoring of cluster file systems) brings offline resources online.

Resolution: Replaced the command with another and keep the information about the file system in a file. Refresh the file only once a day to decrease the probability of starting a resource that has been stopped intentionally.

ID 6506: Temporary Files Are Not Removed If OS Command Fails

Symptom: When the command “cl_showfs2” fails because of some OS problem, the output file is not removed.

Resolution: PowerHA Cluster MP now cleans up the output files from the temporary folder even if the OS command fails.

ID 6770: False Alarm from SCOM Reset

Symptom: Sometimes SCOM resets RollUp monitors for unhosted objects and their status is re-calculated. The dependency (rollup) monitor depends on status of hosted objects.

One of them is always critical because the fs is not mounted on passive node and the second monitor is in healthy state. Since the dependency monitor use an algorithm BestOf the status of the monitor should be Healthy.

Unfortunately during re-calculation it can happen that for a very short period of time the status of healthy monitor is not set and the rollup monitor is set to unhealthy state. Although it happens only for a short period of time, the alert is generated.

Of course, the alert will be immediately resolved, but if the customer has an additional subscription that generates a ticket using external tools, they got a false alarm.

Resolution: Change the logic of Cluster FS availability monitor:

1. If FS is mounted, then report a normal state
2. If FS is not mounted, but RG is ONLINE, then report a failure
3. If FS is not mounted and RG is not ONLINE, then report a normal state
4. If FS is not mounted and we do not have information about RG, then report a normal state

So the only case when we report a failure is that Resource Group (RG) is ONLINE, but a cluster file system that belongs to that RG, is not mounted.

It means we need to change alerting mechanism in SCOM as well. Dependency monitor should not generate an alert, but Unit Monitors should do it.

ID 7090: Command for cluster.log Path Changed in PowerHA 7.2

Symptom: The command to get the path of cluster.log changed from PowerHA 7.1 to 7.2.

Resolution: Use new command for getting the path of cluster.log for PowerHA 7.1 and 7.2 as it has been introduced some time before and is available for both versions.

Known Issues

This section covers the defects that have been found in previous releases and that have not been fixed yet.

ID 5957: Trigger PowerHA and Veritas Cluster Discovery does not work

Symptom: Running the task "Trigger PowerHA Cluster Discovery" or "Trigger NiCE Veritas Cluster X Discovery" return the following result:

```
< DataItem type =" System.OnDemandDiscoveryResponse " time ="  
2017-02-28T12:48:51.5331943+01:00 " sourceHealthServiceId ="  
2804D926-1AC9-0C40-3F95-12C701EAF913 " >  
  
  < Result > DISCOVERY_NOT_FOUND </ Result >  
  
  < Timestamp />  
  
</ DataItem >
```

Workaround: Wait until PowerHA resp. Veritas Cluster Discovery starts automatically.