

Oracle® Enterprise Manager

Release Notes for System Monitoring Plug-ins

Release 4(4.0)

B28199-05

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These release notes list the System Monitoring Plug-ins that are documented, describe how to access the documentation, and how to install a plug-in. These release notes also describe known issues and limitations.

Documentation Description and Access

This document contains release notes for the following System Monitoring plug-ins:

- F5 BIG-IP Local Traffic Manager
- Microsoft SQL Server
- Microsoft Internet Information Services
- EMC Symmetrix DMX System

You can access the documentation for the System Monitoring Plug-ins from the Oracle Technology Network (OTN). Alternatively, if you have a DVD, launch the index.htm file from a browser. You can find data sheets, the certification matrix, and other documentation in the OTN under Enterprise Manager and in Metalink.

What is New

This section provides a summary of the new features in this release of System Monitoring Plug-ins.

New Plug-ins

EMC Symmetrix DMX System Monitoring Plug-in

This release features a new plug-in named System Monitoring Plug-in for EMC Symmetrix DMX System. This plug-in extends Oracle Enterprise Manager Grid Control to add support for managing EMC Symmetrix DMX System. By deploying the plug-in in your Grid Control environment, you gain the following management features:

- Monitor EMC Symmetrix Storage systems.
- Gather storage configuration and performance information of various storage components.
- Raise alerts and violations based on thresholds set on monitoring and configuration data.

- Provide rich out-of-box reports for the user interface based on the gathered data. For details of reports.
- Support monitoring by a remote Agent. For remote monitoring, the Agent does not need to be on the same computer as the EMC Symmetrix DMX System.

What is New in F5 BIG-IP Local Traffic Manager Plug-in

wSDL4j-1.5.1.jar Download Not Required

If you are using F5 BIG-IP Local Traffic Manager Plug-in versions older than version 2.2.1.1.0, you need to download and extract the file `wSDL4j-1.5.1.jar`.

From this release onward you need not follow this step.

What is New in Microsoft Internet Information Services Plug-in

IIS Routing Information

This release adds the functionality to determine if Microsoft Internet Information Services redirects requests to BEA WebLogic Managed Server or BEA WebLogic Server Cluster when a local agent monitors the IIS server.

To see this information,

1. On Enterprise Manager Grid Control, go to the Target Home page.
2. In the Configuration section, click **View Configuration**.
The View Configuration page appears.
3. Go to the section IIS Routing Information.
The routing details are provided in a table.

Installing a Plug-in

You can download the System Monitoring plug-in archives from OTN by clicking Downloads, then Enterprise Manager. If you have a DVD, the `plugin_archives` directory contains the necessary plug-in archives to install each of the plug-ins.

To install a plug-in, do the following:

1. Copy or Save the desired plug-in archive to your desktop.
2. Launch the Enterprise Manager Grid Control console using a browser on your desktop.
3. Follow the instructions outlined in the System Monitoring Plug-in Installation Guide for your particular plug-in.

Prerequisites for the Microsoft SQL Server Plug-in

To use the Microsoft SQL Server plug-in, you need to do one of the following:

- Install this version on Oracle Enterprise Manager Windows Agent version 10.2.0.3.

or

- Apply a one-off patch on Oracle Enterprise Manager Windows Agent version 10.2.0.2. Refer to Oracle *Metalink* and Oracle bug #5587980 for more information.

or

- Apply a one-off patch on Oracle Enterprise Manager Windows Agent version 10.2.0.1. Refer to Oracle *Metalink* and Oracle bug #5587980 for more information.

Known Issues

The following sections describe known issues that exist for this release.

Universal Bugs and Limitations

The following generic Enterprise Manager Grid Control bugs and limitations impact all System Monitoring plug-ins.

- **Oracle Bug #4736085 — Error message is shown while undeploying the target**

An inconsistent error state occurs if you undeploy System Monitoring plug-ins from multiple Agents if any Agent has preferred credentials set incorrectly.

- **Cause** — If you first attempt to undeploy plug-ins from multiple Agents, but some Agents do not have the preferred credentials set, an expected error message appears. However, if you then attempt to undeploy from Agents that have the correct credentials set, caching problems continue to show the same error message.
- **Workaround** — If you encounter this problem, log out and log back in. Navigate to the Undeploy Management Plug-ins page, and select only the Agents that have preferred credentials set.

- **Oracle Bug #5219848 — Successive deployments have problems if the first deployment failed**

- **Cause** — Deployment of a plug-in fails on the first attempt on an Agent. Subsequent deployments, though reporting successfully, may not be fully successful. Configuration-related information on the View Configuration page and in reports will display an error.
- **Workaround** — Redeploying the plug-in resolves the problem. Clean up Enterprise Manager and remove all traces of the plug-in as follows:
 1. Delete all existing plug-in targets.
 2. Undeploy the plug-in.
 3. Delete the plug-in.
 4. Reimport the plug-in.
 5. Freshly deploy the plug-in on an Agent that satisfies all prerequisites.

- **Context-sensitive Help** — None of the System Monitoring plug-ins have context-sensitive online help. This feature will be supported in the future.

Plug-in Installation Guides and Metric Reference Manuals available on Oracle Technology Network (OTN) provide all required information.

Microsoft SQL Server System Monitoring Plug-in Bugs

The following Enterprise Manager Grid Control bugs impact the Microsoft SQL Server plug-in:

- **Oracle Bug #5179581 — Error: Target in broken state - metric collection errors encountered**

Note: This bug has been fixed for Oracle Enterprise Manager Agent version 10.2.0.3 and higher. You might encounter this issue only for Agent versions lower than 10.2.0.3.

- **Cause** — This behavior occurs when target, agent, or both and/or target system become slow or heavily loaded and computation of dynamic properties take longer than the default timeout value.

- **Workaround** — Execute the following command:

```
emctl reload agent dynamicproperties <target name>:<target type>
```

OR

You can alternatively resubmit the target instance properties:

1. Click on the Monitoring Configuration link (under the Related Links section on the plug-in target home page).
2. Reenter the encrypted properties.
3. Click OK.

- **Oracle Bug #5692190 — Data retrieval is not feasible for certain metrics in the case of Microsoft SQL Server 2005 Targets**

For Microsoft SQL Server 2005 targets monitored with Microsoft SQL Server plug-in version 3.0.2.1.0, collection of certain metrics is not feasible. Therefore you might encounter the following issues:

- Security section of Microsoft SQL Server System Configuration Report page displays the message `No Data Found`.
- No data is displayed for some elements in the sections SQL Server Configuration and Registry Setting Configuration of the View Configuration page.

- **Oracle Bug # 5680588: Microsoft Case Note SRX061130600013 — Failure to provide data for SQL Server 2000**

If Microsoft SQL Server 2000 and Microsoft SQL Server 2005 are installed on the same machine, WMI Provider for SQL Server fails to provide data for classes in the namespace `root\MicrosoftSQLServer`.

- **Microsoft SQL Server 2000 Supported Only If Installed On 32-Bit Platform**

This release supports Microsoft SQL Server 2000 only if it is installed on 32-Bit platform.

EMC Symmetrix DMX System Monitoring Plug-in Bugs

You might encounter the following issues while using EMC Symmetrix DMX System Plug-in.

Solutions Enabler Commands Hang

You might encounter the following error message:

```
Lock attempt on gatekeeper path or symapi database failed.
```

Possible Causes

- Semaphores are locked because semaphore entries are not made in `/etc/system` file.
- Semaphore settings do not meet the requirements
- Semaphore settings are not specified

Actions

To resolve the issue, try either of the following options:

Removing the Semaphores

1. Get the list of semaphores currently in use by running the following command:

```
symcfg list -semaphore
```

2. Verify if SYMCLI commands are running.

- If no SYMCLI commands are running, remove semaphores labelled as locked by running the following command:

```
ipcrm -s semaphore ID.
```

- If no SYMCLI commands are running but the semaphores show locked, remove them also.

After removing the semaphores, you should be able to run a `symcfg discover` successfully.

For more details on semaphore locks, go to the EMC powerlink `emc76779` using the following URL:

<https://powerlink.emc.com>

Rebooting the System

Release the semaphores by rebooting the system.

Note: When you reboot, adjust the **OnlineTimeout** and the **MonitorTimeout**. In some cases, the default values vary. Instead of 120 seconds, the value is set to 60 seconds (which is insufficient).

Issues Fixed In This Release

This section provides details of the issues that are fixed in this release

Microsoft SQL Server System Monitoring Plug-in Issues

Oracle Bug #5879433 - Database Backup Metric Collection Error

You might encounter metric collection failure error in the case of database backup.

Oracle Bug #5792834 - Unable To Retrieve MSSQL_Database Metrics If Database Name Has Empty Space

SQLServer plug-in fails to retrieve MSSQL_Database metrics if database name has empty space, and therefore Enterprise Manager Grid Control encounters metrics collection errors.

Microsoft Internet Information Services Plug-in Issues

Error: Unable to obtain data for metric ASP.Net / ASP.Net Applications

In the Enterprise Manager Grid Control, go to the Target Home page, and click either ASP.net or ASP.net Applications in the All Metrics section. You might encounter the error message.

Note: This occurs only if you use Microsoft Windows Server 2003 (64-bit AMD64 and Intel EM64T).

Troubleshooting Plug-ins

The following sections explain how to access troubleshooting information for various plug-ins.

Troubleshooting Microsoft SQL Server Plug-ins

Document 367797.1 on Oracle *Metalink* provides detailed information on various troubleshooting scenarios that you might encounter while using Microsoft SQL Server plug-in.

To locate document 367797.1:

1. Go to the following URL:
<http://metalink.oracle.com>
2. Click **Advanced** at the top of the Oracle *Metalink* page.
3. Enter 367797.1 in the **Document ID** field and click **Submit**.

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