



Configuration Management System (CMS)

Software Version: 2018.08

Release Notes

Document Release Date: August 2018

Software Release Date: August 2018



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Release Notes

Software version: 2018.08

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This document provides information about version 2018.08 of the Micro Focus Configuration Management System, which consists of Universal CMDB 2018.08 (UCMDB), Universal CMDB Browser 2018.08 and UCMDB Universal Discovery 2018.08 (UD). You can find information about the following in this document.

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Note: Before deploying Content Pack 28.00, you must install version 2018.08 on the UCMDB server, and deploy version 2018.08 Data Flow Probes. Do not deploy Content Pack 28.00 while you are still updating the Data Flow Probes.

For supported versions of UCMDB and other information about UCMDB Universal Discovery Content Pack 28.00, see the *Release Notes* section of the Universal Discovery Content Pack 28.00 Help.

Important: The latest release of UCMDB Configuration Manager (CM) is version 2018.08, you can use it in tandem with version 2018.08 of Universal CMDB.

Installation Notes

Configuration Management System (CMS) 2018.08 Files/Components

Configuration Management System (CMS) 2018.08 are provided with the following files:

| | Included Files |
|----------------|---|
| Windows | <ul style="list-style-type: none"> • The UCMDB-2018.08_Windows.zip includes the following files/components: <ul style="list-style-type: none"> ◦ UCMDB_Server_2018.08.exe. Launches the installation of the version 2018.08 UCMDB Server for the Windows platform. ◦ UCMDB_DataFlowProbe_2018.08.exe. Launches the installation of the version 2018.08 UCMDB Data Flow Probe for the Windows platform. <p>This installer can also be used to deploy the Universal Discovery Inventory Tools in a standalone installation.</p> • The CMS_UI-2018.08_Windows.zip includes the following files/components: <ul style="list-style-type: none"> ◦ CMS_UI-2018.08-all-in-one-standalone.zip. Consists of the following: <ul style="list-style-type: none"> • ucmdb-browser.war • discovery-log.war • discovery.war • A /conf folder with the CMS UI configuration files <p>Use this format if you already have an Apache Tomcat Server installed, or you want to install the Tomcat server on your own.</p> ◦ CMS_UI-2018.08-tomcat-assembly-windows.zip. Consists of the following: <ul style="list-style-type: none"> • A pre-configured Apache Tomcat server for Windows • ucmdb-browser.war • discovery-log.war • discovery.war • A /conf folder with the CMS UI configuration files ◦ CMS_UI-2018.08-standalone.zip. Consists of the following: <ul style="list-style-type: none"> • ucmdb-browser.war |

| | Included Files |
|-------|--|
| | <ul style="list-style-type: none"> • A /conf folder with the CMS UI configuration files <p>Use this format if you have an Apache Tomcat sever installed and you want to upgrade UCMDB Browser version 11.0 (or earlier) to CMS UI version 2018.08.</p> <ul style="list-style-type: none"> • The CM-2018.08_Windows.zip includes the following files/components: <ul style="list-style-type: none"> ◦ CM-2018.08.exe. Launches the installation of the version 2018.08 UCMDB Configuration Manager for the Windows platform. • The SSA-2018.08_Windows.zip includes the following files/components: <ul style="list-style-type: none"> ◦ Smart_Software_Analytics-2018.08_Gd.pdf ◦ ssa-server-2018.08-windows.zip Launches the installation of the version 2018.08 SSA for the Windows platform. |
| Linux | <ul style="list-style-type: none"> • The UCMDB-2018.08_Linux.zip includes the following files/components: <ul style="list-style-type: none"> ◦ UCMDB_Server_2018.08.bin. Launches the installation of the version 2018.08 UCMDB Server for the Linux platform. ◦ UCMDB_DataFlowProbe_2018.08.bin. Launches the installation of the version 2018.08 UCMDB Data Flow Probe for the Linux platform (for integrations only). • The CMS_UI-2018.08_Linux.zip includes the following files/components: <ul style="list-style-type: none"> ◦ CMS_UI-2018.08-all-in-one-standalone.tar.gz. Consists of the following: <ul style="list-style-type: none"> • ucmdb-browser.war • discovery-log.war • discovery.war • CMS UI configuration files <p>Use this format if you already have an Apache Tomcat Server installed, or you want to install the Tomcat server on your own.</p> ◦ CMS_UI-2018.08-tomcat-assembly-unix.tar.gz. Consists of the following: <ul style="list-style-type: none"> • A pre-configured Apache Tomcat server for Windows • ucmdb-browser.war • discovery-log.war • discovery.war • CMS UI configuration files ◦ CMS_UI-2018.08-standalone.zip. Consists of the following: <ul style="list-style-type: none"> • ucmdb-browser.war • CMS UI configuration files <p>Use this format if you have an Apache Tomcat sever installed and you want to upgrade UCMDB Browser version 11.0 (or earlier) to CMS UI version 2018.08.</p> |

| | Included Files |
|------------|---|
| | <ul style="list-style-type: none"> The CM-2018.08_Linux.zip includes the following files/components: <ul style="list-style-type: none"> CM-2018.08.bin. Launches the installation of the version 2018.08 UCMDB Configuration Manager for the Linux platform. |
| All | <ul style="list-style-type: none"> Read Me (Read_Me.pdf) |

Note: The updated full online help sets for UCMDB 2018.08, CMS UI 2018.08, and Content Pack 28 are available on the [Documentation Portal](#).

System Requirements

Note: Embedded PostgreSQL is only supported for small deployments of UCMDB.

The table below describes supported upgrade paths for the CMS products:

Supported Upgrade Paths

| Supported Upgrade Paths | CMS product supporting upgrades | | | |
|---|---------------------------------|---------------------------|-------------------------------|--|
| | UCMDB 2018.08 | Data Flow Probe 2018.08 | Configuration Manager 2018.08 | CMS UI Standalone 2018.08 ^[3] |
| 10.20 (with or without a CUP) → 2018.08 | Yes | No | Yes | Yes |
| 10.21 (with or without a CUP) → 2018.08 | Yes | No | Yes | Yes |
| 10.22 (with or without a CUP) → 2018.08 | Yes | Yes ^[1] | Yes | Yes |
| 10.3x → 2018.08 | Yes | Yes ^[1] | Yes | Yes |
| 11.0 → 2018.08 | Yes | Yes ^[1] | Yes | Yes |
| 2018.05 → 2018.08 | Yes | Yes ^[1] | Yes | Yes |
| 2018.08 full installer | Yes | Yes | Yes | Yes |

Note:

- Automatic upgrade of Data Flow Probe to version 2018.08 is supported on Windows platform only. For details, see "Data Flow Probe Upgrade Overview" in the *Data Flow Management* section of the *UCMDB Help*.

Note that automatic upgrade of Data Flow Probe to version 2018.08 is not applicable to the following:

- FIPS mode probes
 - Separate mode probes
 - Probes on Linux machine
 - Integration service
 - Two probes installed on a same Windows machine
2. Version 2018.08 does not support FIPS mode. Do not upgrade if your environment is in FIPS mode.
 3. Before upgrading UCMDB Browser version 11.0 (or earlier) or CMS UI 2018.05 to CMS UI version 2018.08, make sure you have already upgraded UCMDB server to version 2018.08.
 4. Downgrade of any of the above products is not supported.

CMS Deployment

The Micro Focus CMS installers are available on electronic media.

1. For deployment instructions, launch the interactive HTML document [Universal CMDB Deployment Guide](#).

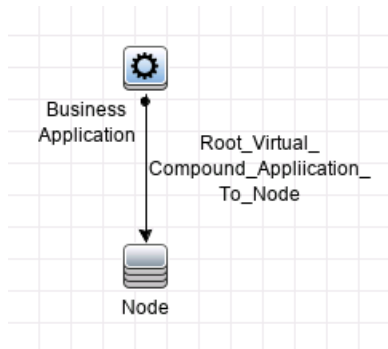
The interactive *Universal CMDB Deployment Guide* provides instructions for installing and upgrading Universal CMDB, Universal Discovery, and Universal CMDB Configuration Manager.

2. In the interactive document select the relevant product set, and select your deployment options.
3. Click the **View** button to view your customized Deployment Guide, or click the **Print** button to print the customized guide.

Note: If you have a PDF print driver installed on your computer, click **Print** to create PDF documents that are customized according to your selections. PDF print drivers are available from several open source and third-party providers.

Enhancements

The following table lists the enhancements that were implemented in CMS 2018.08.

| Global ID | Module | Enhancement request | Solution |
|--------------|------------------------------------|---|---|
| QCCR1H122036 | Integration - Integration Adapters | <p>This is a request for improving UCMDB to UCMDB data push for reconciliation when auto-deletion is enabled. When a CI is deleted from a TQL on the source UCMDB (for example, the Node CI in the following TQL), the UCMDB to UCMDB data push only deletes the target Node CI when Allow Deletion is enabled, instead of deleting the entire TQL query from the target UCMDB.</p>  <pre> graph TD BA[Business Application] -- "Root_Virtual_Compound_Application_To_Node" --> N[Node] </pre> | <p>Implemented the enhancement by applying a code change to the UCMDB to UCMDB data push logic. Now when Allow Deletion is enabled, only target CI is deleted during UCMDB to UCMDB data push if the CI in the TQL is deleted from the source UCMDB.</p> |
| QCCR1H121649 | CMS UI - Assisted | It is difficult to navigate complex models. | Added the possibility to group the CIs in a module by CI Type. |

| | | | |
|--------------|--|--|---|
| | Modeling | | |
| QCCR1H112257 | CMS UI - Assisted Modeling | This is a request to have the possibility to drill down to the related CIs in the Assisted Modeling module, and also to have the ability to edit an existing model in a user friendly way. | Added the possibility to view in the model only the CIs directly related to a selected CI (as defined by the selected template). |
| QCCR1H121039 | CMS UI - LDAP Manager | This is a request for adding chunking to support object limit retrieval in LDAP Manager. | When the LDAP server has a size limit configured for the search results, the two newly added LDAP server settings allow you to properly configure the LDAP sever so that all the LDAP entries can be successfully retrieved. For more information, see Number of users requested from the LDAP server in CMS UI Help. |
| QCCR1H120951 | CMS UI - LDAP Manager | This is a request for adding the ability for Search elements under LDAP Manager to look up objects not only by the 'CN' attribute but also by the 'UID' attribute. | Added the capability to search for an LDAP user by its user unique ID (UID). |
| QCCR1H119100 | CMS UI - Reports | This is a request for the possibility to view a scheduled report status in CMS UI. | Added the possibility to view the execution status, last execution time, and next execution time for a scheduled report. |
| QCCR1H102618 | Universal Discovery - Probe Framework CMS Idea Exchange | This is a request for having the LastDiscoveryTime or LastScanTime attribute which represents the last time a CI got discovered. | Added the following new attributes that will be assigned to any discovered CI: LastDiscoveredBy , LastDiscoveredByProbe , and LastDiscoveredTime . With these attributes you can know exactly when each device in your system was last detected by our discovery, and how it was detected, ensuring you are always compliant with your discovered data. For details, see Configuration Item Properties Dialog Box. |
| QCCR1E119548 | CM - SM Integration | CI relationship deletion is not been populated to UCMDB. | In the Adapter Mapping file (for example, SM Adapter), the relationshipuniqueName label must |

| | | | |
|--------------|-------------------------------------|---|--|
| | | | be added for relationship attribute. In upper case the value of relationshipuniqueName will uniquely identify this relationship. The format is <Upstream_CI_ID>_<RelationType>_<Downstream_CI_ID>, for example, CI1000313_Containment_CI10000316. |
| QCCR1H117931 | Enterprise Readiness - Installation | This is a request to avoid additional steps while installing new Inventory Discovery Knowledge packages and base SAI is required from most recent Content Pack. The one required file should be downloadable in conjunction with the package. | The full master SAIs are now provided with the Inventory Discovery Knowledge Packs starting from the July 2018 release. |

Fixed Issues

The following table lists the defects that were fixed in CMS 2018.08.

| ID | Component | Summary |
|--------------|---|---|
| QCCR1H115459 | Universal Discovery - Discovery Execution - Result Processing and Sending (Probe) | <p>Probe sends download request to UCMDB server when the server is still starting and not ready, causing many error messages logged in the server error.log. For example, "Asking for an instance [customerID=1] that doesn't exist"</p> <p>Fixed the issue by applying a code change. Now the exception will not be written into the logs during server startup.</p> |
| QCCR1H119822 | Platform - Wrapper | During the UCMDB server startup, the <code>ulimit</code> message will be written only if the OS platform is Linux, not for Windows. |
| QCCR1H120889 | Integration - Integration Adapters - Generic Push Adapter - AM - Mapping UI | <p>When using a customized AM Generic Adapter to push data to Asset Manager, the customized adapter is based on the out of the box (OOTB) Generic Adapter 1.2, but it does not have the OOTB "Ignored" column in the Statistics tab, though it is using the same jar files as the OOTB adapter.</p> <p>Now the Ignored column would be available for all adapters whose names contain AMPushAdapter or AMGenericAdapter.</p> |
| QCCR1H121265 | UCMDB | Changed the issuer for the out of the box (OOTB) certificates to Micro Focus. |

| ID | Component | Summary |
|--------------|--|--|
| QCCR1H121460 | UI - Schedulers | <p>Scheduling a report to run and save to file system fails with an error message: "...failed; cannot save file to disk; check path in infrastructure settings or OS permissions".</p> <p>Added a note in the documentation about the Save to File System option to indicate that the folder path value specified for the Report root folder infrastructure setting is relative to the <UCMDB_Server>/runtime folder.</p> |
| QCCR1H121544 | Universal Discovery | <p>The calculation for the license count is getting scheduled on the Reader system of an HA environment and then it cannot update the URM correctly.</p> <p>Now the calculation for the license count is scheduled only on the Writer system of an HA environment.</p> |
| QCCR1H121574 | Universal Discovery - Discovery Execution - Automatic Deletion | <p>Inventory Discovery deletes all Installed Software CIs that are discovered by the Host Applications by Shell job.</p> <p>Fixed the issue by adding a new isServerAutomaticDeletionOnlyForCurrentJob parameter to the adapter configuration. When this parameter is set to true, the automatic deletion on the server side only impacts the Installed Software CIs that are discovered by the current job.</p> |
| QCCR1H121589 | UI - Installation - Installer | <p>Trying to get the history for a resource of type Auth_USER in UCMDB JMX Console > URM services ends up being redirected to UCMDB landing page.</p> <p>Fixed the issue by applying a code change to the backup logic, so that the ucmdb/conf/esapi/ESAPI_validation.properties file will be backed up to ucmdb/old/conf/esapi during server upgrade.</p> |
| QCCR1H121604 | Integration - Integration Studio | <p>Data Push from UCMDB to UCMDB - push_back creates duplicate relationships in the source UCMDB.</p> <p>Fixed the issue by applying a code change to avoid executing the CI/link creation logic in the push back process.</p> |

| ID | Component | Summary |
|------------------|--|---|
| QCCR1H12163 1 | Server - REST API | <p>When using 'topology' (with the TQL name provided as a parameter in the POST content), the following error is logged in the UCMDBServer\runtime\log\rest-api.log:</p> <p>ERROR Failed to clean JSON object due to: Unexpected character (I) at position 0.</p> <p>However, the result of the REST API topology call is returned successfully to the REST client.</p> <p>Fixed the issue by applying a code to clean JSON object when sending REST API topology request.</p> |
| QCCR1H12189 6 | Integration - Integration Adapters - Cmdb 10.x Adapter | <p>Hosts are getting merged after OMi sync from UCMDB to OMi. The workaround provided for resolving this issue requires users to access JMX console and invoke the <code>removeIdMappingsOfDataStore</code> method every time before they run the sync push. This is a request to provide a permanent solution and <code>MappingsOfDataStore</code> should update automatically.</p> <p>The issue is now permanently fixed. Now you only need to set the force.remove.of.id.mapping setting to true in UCMDB JMX console (by invoking the setSettingValue method) and restart the UCMDB server before you run push. Then the script will remove the duplicate mappings from table, so the push result payload will not get duplicate <code>target_ids</code>, then all CIs can be pushed to the target system.</p> |
| QCCR1H12193 2 | Universal Discovery - Content - DNS | <p>The DNS Resolver job is not populating the PrimaryDnsName with DNS Name on some Net Printer CIs.</p> <p>Fixed the issue by modifying the if sentence of the script to add the <code>dnsName</code> into <code>primary_dns_name_candidates</code>. Now the DNS Resolver job can populate PrimaryDNSName properly.</p> |
| QCCR1H12200 1 | Universal Discovery - Content - Host Resources | <p>The Host Resources/Applications by Shell job reports the following error message:</p> <p>Failed executing script, details: Error in script TTY_HR_Main.py java.lang.ClassCastException</p> <p>The issue is now fixed. If the PortIndex attribute value of the Fibre Channel Port CIT is 0xffffffff in your environment, it will be reset to -99999999 in UCMDB as 0xffffffff is too large and not meaningful.</p> |
| QCCR1H12203 4 | CMS UI | <p>Splash screen does not display correctly when multiple web browser windows all click the OK button.</p> <p>Fixed the issue by adding the splash screen to <code>securityFilter</code>.</p> |

| ID | Component | Summary |
|--------------|--|---|
| QCCR1H122038 | Platform - HA infrastructure | <p>The UCMDB Writer server restarts when the Reader server is in the process of starting its services and suddenly the Reader becomes the Writer.</p> <p>The issue is fixed, now the UCMDB cluster would keep stable and the Writer server would be elected properly.</p> |
| QCCR1H122189 | Universal Discovery - Content - Host Resources | <p>When DB2 server runs on AIX, during the discovery of DB2 databases, errors that resemble the following are generated in the Host Resources by Shell job:</p> <p>Error processing results, for more details please check UCMDB server log files Recommended log files on UCMDB: error.log, cmdb.reconciliation.log, mam.autodiscovery.log</p> <p>The issue is fixed. Now the Host Resources by Shell job can discover DB2 server properly.</p> |
| QCCR1H122245 | Platform - Security - Authentication | <p>The following error message occurs after a hotfix for RTSM memory leak was applied: "UCMDB Service is currently unavailable. Please try again in a few minutes".</p> <p>Fixed the issue by getting the serverId from the parent session to avoid memory leak.</p> |
| QCCR1H122269 | Platform - JMX Console | <p>RTSM UI and RTSM JMX are both inaccessible after the password for UISysadmin user is modified.</p> <p>Fixed the issue by adding the following three system properties to override UISysadmin credentials.: superIntegrationUserName, DsuperIntegrationUserPassword, and DoverrideSuperIntegrationUserFile.</p> <p>So you can update the super integration user credential or log in to UCMDB Server UI and reset the password of UISysadmin. Now RTSM works properly.</p> |
| QCCR1H122287 | Universal Discovery - Content - Host Resources | <p>When using Host resource and application job to discover a switch, apart from the switches themselves, the returned results for other part of the switches contain no dependencies and no serial numbers on switches.</p> <p>The issue is now fixed. The Host Resources/Applications job can now report the dependencies and serial number of switches properly.</p> |

| ID | Component | Summary |
|--------------|--|--|
| QCCR1H122339 | CMS UI - Reports | <p>Columns without data are not exported in the UCMDB Browser reports, by contrast they are exported in UCMDB Server reports.</p> <p>The issue is fixed, now empty columns can be displayed in exported reports.</p> |
| QCCR1H122393 | Integration - Integration Adapters - Cmdb 10.x Adapter | <p>When the UCMDB to UCMDB full pull integration job runs a second time, the CIs that were previously created will be deleted.</p> <p>The auto-deletion for cmdb10xadapter may cause the unexpected deletion of CIs due to TQL calculation issue, for example, when trying to delete a relationship, the related CIs are deleted as well.</p> <p>To resolve the issue, follow the workarounds below:</p> <ul style="list-style-type: none"> • Disable the auto-deletion setting on the cmdb10xadapter configuration. Use the job level Allow Integration Job to delete removed Data setting, and perform delta population to synchronize the CIs to be deleted. • Create the push job on source UCMDB server for the purpose of synchronizing the CI deletion. |
| QCCR1H122451 | Universal Discovery - Content - Host Connections | <p>In CMS UI Home, the WORKSTATIONS BY OS widget wrongly displays a Windows 2016 server as an OS, which should appear under the SERVERS BY OS widget.</p> <p>The issue is fixed, now Windows 2016 servers are listed in the SERVERS BY OS widget.</p> |
| QCCR1H122498 | Universal Discovery - Probe Framework - Database | <p>The clearProbeData.bat script keeps running on Data Flow Probes.</p> <p>The issue is fixed. Now the problematic log thread is handled separately and will exit upon main thread completion.</p> |

| ID | Component | Summary |
|------------------|---|---|
| QCCR1H12254 3 | Integration - Integration Adapters - Jython Based Integrations - NA Integration | <p>When customer attempts to run the Pull Topology from Network Automation by Java client job from NA 10.40 to UCMDB 10.33 CP26, the integration fails with the following error message:</p> <p>Failed to connect to remote process...</p> <p>Fixed the issue by applying a code change, the list device command parameter name should be double quoted.</p> |
| QCCR1H12254 4 | Platform - Licensing Infrastructure | <p>On CMS UI, the license Total Units usage shows "NaN%".</p> <p>The issue is fixed, now the Total Units usage of the License Information shows the right digital number or percent.</p> |
| QCCR1H12265 6 | Server - History | <p>The History widget displays "Loading ..." and is not showing data.</p> <p>The issue is fixed, now the server side exception is caught and not sent back to web browser directly. A warning will be displayed for this exception.</p> |
| QCCR1H12272 2 | UCMDB Server | <p>When the user repository is automatically selected, this information is logged on info level. This is causing too many user repository related logs.</p> <p>The fix includes a change in the log level for this event. Now user repository logs are visible only on debug level.</p> |
| QCCR1H12280 2 | CMS UI - Login | <p>After upgrading to version 2018.05, users fail to log in with LDAP with a supported character \$ in their password.</p> <p>The issue is fixed. Also, if the submit field is a password, it will not be printed into the error log.</p> |
| QCCR1H12280 8 | UCMDB Server - Server Framework | <p>Performance with discovery queues on data flow probes decrease a lot.</p> <p>Fixed the issue by improving the data-in performance.</p> |

Known issues

CMS 2018.08 contains the following known issues.

| ID | Module | Description |
|--------------|------------------------------------|---|
| QCCR1H120842 | UCMDB UI - Application Environment | <p>When "ucmdb-ui" is part of the UCMDB server FQDN, for example, https://ucmdb-ui.demo.com:8443/, then the ucmdb-ui component is not accessible with the following error:</p> <pre>java.net.UnknownHostException: ucmdb-ui</pre> <p>Workaround: Do not include "ucmdb-ui" in the UCMDB server FQDN.</p> <p>ucmdb-ui, ucmdb-browser and jmx-console are UCMDB reserved names and cannot be used as hostname in a FQDN, because they will be used by some web UI components after the root context.</p> |
| QCCR1H98842 | DDMI - Inventory Tools | <p>Importing a custom SAI file (for example, User.zsai) into the Software Application Index (SAI) Editor fails with a loading error.</p> <p>Workaround: To import the custom SAI file into the SAI Editor properly,</p> <ol style="list-style-type: none"> 1. Close the Software Application Index (SAI) Editor if it is open. 2. Navigate to the <DataFlowProbe>\runtime\probeManager\discoverySaiResources\saiRuntime directory, locate and remove the auto.zsai file. 3. Launch the Software Application Index (SAI) Editor again. 4. Import the customer SAI file (in this case, User.zsai). |
| N/A | Configuration Manager | <p>Configuration Manager adapters (CM KPI Adapter and CM New Policy Adapter) show "can't parse argument number" error. This is related to an authentication issue when checking the logs.</p> <p>Workaround: To resolve the issue, you may use one of the following workarounds:</p> |

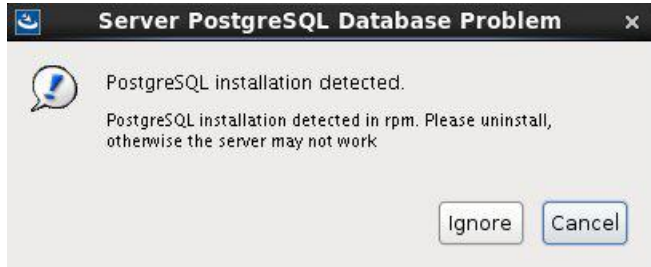
| ID | Module | Description |
|----|--------------------------------|--|
| | | <ul style="list-style-type: none"> • Use the admin or sysadmin user. • Go to UCMDB UI and manually set for CM integration user the tenant owner and consumers. • Go to the UCMDB server JMX Console, <ol style="list-style-type: none"> a. Locate the listResourceTypes operation in the UCMDB:service=URM Services category. b. Provide customer ID (default: 1) and click Invoke. c. On the returned page, select Auth_ROLE_ASSIGNMENT, then select the CM user. d. In the Resource XML field, add the following tags: <pre data-bbox="730 672 1665 1114"><xmlSecurityDomainType2Id> <xmlSecurityDomainType2IdAny> <xmlAccessLevel>FULL</xmlAccessLevel> <xmlTenantAssociationType>OWNED_BY</xmlTenantAssociationType> <name>Any Tenant Security Domain with Full permissions on Owned resources</name> </xmlSecurityDomainType2IdAny> <xmlSecurityDomainType2IdAny> <xmlAccessLevel>VIEW</xmlAccessLevel> <xmlTenantAssociationType>USED_BY</xmlTenantAssociationType> <name>Any Tenant Security Domain with View permissions on Used resources</name> </xmlSecurityDomainType2IdAny> </xmlSecurityDomainType2Id></pre> e. Click Save resource. |
| | Universal CMDB - General | <p>When you install PostgreSQL 9.6 with UCMDB version 10.30, then upgrade UCMDB to version 10.32 or later, UI login may not be possible. This is because UCMDB version 10.30 does not support PostgreSQL 9.6.</p> <p>Workaround: To use PostgreSQL 9.6 with UCMDB 10.32 (or later), follow the upgrade path below:</p> |

| ID | Module | Description |
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| | | <ol style="list-style-type: none"> 1. Install UCMDB version 10.30 with a supported database (for example, embedded PostgreSQL 9.4.8). 2. Upgrade UCMDB to version 10.32 (or later). 3. Reconfigure UCMDB to connect to PostgreSQL 9.6. <p>For detailed instructions, see "How to Reconfigure UCMDB to Use Another Schema/Database".</p> |
| | Universal CMDB - General | <p>Aging is not working on populated CIs. Though aging related attributes were set for the CIT, the Is Candidate for Deletion attribute is not changing to true for CIs that were populated.</p> <p>This is because when a CI is created, it will populate the Candidate For Deletion Time attribute with the value of the current day plus the number of days defined by the Deletion Candidate Period attribute. If the Deletion Candidate Period attribute is changed later, the Candidate for Deletion Time value will not be changed.</p> |
| | Universal CMDB - General | <p>When the Data Flow Probe remains connected to the UCMDB Server during server restart, exceptions will be thrown.</p> <p>Workaround: Stop the Data Flow Probe before restarting the UCMDB server. After the server is up, start the Data Flow Probe. The issue will not occur.</p> |
| | Universal CMDB - General | <p>The shortcut of Uninstall Universal CMDB Server or Uninstall Data Flow Probe may not appear on the Start menu of Windows Server 2016.</p> <p>Workaround: The shortcut problem is a Microsoft issue in Windows Server 2016. If you want to uninstall UCMDB server or Data Flow Probe, do the following:</p> <ul style="list-style-type: none"> • On UCMDB server, go to the <UCMDBServer>/UninstallerData folder, and run Uninstall_UCMDBServer.exe to uninstall the UCMDB server. • On Data Flow Probe server, go to the <DataFlowProbe/UninstallerData> folder, and run Uninstall_Discovery_Probe.exe to uninstall the probe. |
| | Universal CMDB - | <p>If calls are made to an instance that has been removed or is in process of deletion, exceptions will be thrown.</p> |

| ID | Module | Description |
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| | General | <p>Workaround: Restart the UCMDB server and the exceptions will disappear.</p> |
| QCCR1H106088, QCCR1H100903 | Universal CMDDB - General | <p>Displaying a specific view may crash the UCMDB server. This is because too many nodes were returned by the view that caused many more number of meta links generation and crashed the system with OutOfMemory error.</p> <p>Workaround: Fixed the issue by implementing a code change to calculate inter layer links only if the view's objects count is less then the maximum value that the map can show (Max Object Count GUI For TS). For views with huge number of nodes and relations, you may also increase the memory of the UCMDB server and the applet. For detailed instructions, see "How to Increase the Java Heap Memory Used by the UCMDB UI Java Applet".</p> |
| QCCR1H106754 | Universal CMDDB - General | <p>When LDAP is enabled, UCMDB should not require password change anymore. However, after logging into UCMDB, users receive a page with the following message requiring them to change password: "Default or expired password detected. Please change your password."</p> <p>Workaround: When LDAP authentication is enabled, users need to set the Passwords must use default policy infrastructure setting to False.</p> |
| | Universal CMDDB - General | <p>When uninstalling the UCMDB server, in the Uninstall Universal CMDDB Server dialog box, the following items cannot be removed:</p> <pre>Unable to remove directory: C:\UCMDB\UCMDBServer\solr\server\logs Unable to remove directory: C:\UCMDB\UCMDBServer\solr\server Unable to remove directory: C:\UCMDB\UCMDBServer\solr\bin Unable to remove directory: C:\UCMDB\UCMDBServer\solr</pre> <p>Workaround: Make sure that the Solr process, a Java process that points to <UCMDB_Server_Home>/bin/jre, is stopped before uninstalling the UCMDB server.</p> <p>To stop the Solr process,</p> <ol style="list-style-type: none"> 1. Access http://localhost:<port>/solr. |

| ID | Module | Description |
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| | | <ol style="list-style-type: none"> Go to <UCMDB_Server_Home>/bin, and then run solr.bat on Windows and solr.sh on Linux to stop the Solr server. If the Solr process is still available, <ul style="list-style-type: none"> Windows: End the Solr process in Task Manager. Linux: Use console/terminal to terminate the SOLR PID. |
| | Universal CMDB - General | <p>If the Solr index folder is empty at the UCMDB server startup, UCMDB deletes it and Solr will recreate it again with the default files, which causes server errors, such as <code>HttpSolrClient\$RemoteSolrException</code> and <code>NoSuchFileException</code>.</p> <p>Workaround: If the problem still appears, manually delete the index folder and restart the server.</p> |
| | Universal CMDB - General | <p>Saving or updating a perspective based view with several perspectives (for example, seven perspectives), may cause performance issues and it also may get the UCMDB server stuck.</p> <p>Workaround: In case you experience the above behavior and there is no other solution that can be used:</p> <ol style="list-style-type: none"> Go to the UCMDB JMX Console, locate the setGlobalSettingValue JMX method in the UCMDB:service=Settings Services category. Provide the following parameter values: <ul style="list-style-type: none"> name: pbv.max.perspectives.to.start.use.remove.on.update value: Specify the number of perspectives used in the perspective based view which crashed the system. Click Invoke. Restart the UCMDB Sever. |
| QCCR1H109216 | Universal CMDB - General | <p>When starting Solr manually on a Windows machine by running solr.bat start <port> from the command line using the script <UCMDB_Server_Home>\bin\solr.bat, if the command line from which the Solr was started is closed, the Solr process is stopped.</p> |

| ID | Module | Description |
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| | | <p>Workaround: This is a Windows OS platform behavior and it is not linked to Solr process or UCMDB. However, you can restart the UCMDB server, which will then start the Solr, and there will be no command line visible in Windows.</p> |
| QCCR1H104520 | Universal CMDB - General | <p>When trying to delete an attribute from a class which is used as key attribute on a descendent class, the Save button from UI shows an error that the action was not able to be performed, but actually the attribute will be removed from the list of key attributes for the descendent class. Clicking Save again will finally delete the attribute from the class.</p> <p>Workaround: When the attribute definition is overwritten in a descendent class, if you want to delete the attribute from the parent class, do the following:</p> <ol style="list-style-type: none"> 1. Remove all attribute overriding from the descendent classes. 2. Delete the attribute from the parent class. |
| QCCR1H98275, QCCR1H95041 | Universal CMDB - General | <p>The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance might be affected if the TQL queries under the pattern-based model are set to low/medium priority on UCMDB 10.xx. In this case, you might see that the locked gates and calculation for scheduled pattern-based model could take a couple of hours.</p> |
| QCCR1H120603 | Universal CMDB - General | <p>(High Availability environment only) Scheduler is not supported in High Availability environment.</p> <p>Workaround: None.</p> |
| QCCR1H98228 | Universal CMDB - General | <p>(High Availability environment only) Changes in Global Settings that require the server's restart to take effect may not take effect without restarting all nodes from a cluster.</p> <p>Workaround: In order for all changes in Global Settings that require the server's restart to take effect, you must restart all nodes from the cluster (one by one or with the restartCluster JMX method).</p> |
| QCCR1H101149 | Universal CMDB - General | <p>After upgrading UCMDB to version 10.21 (or later) successfully, some times users may encounter an internal error when trying to launch the UCMDB UI.</p> |

| ID | Module | Description |
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| | | Workaround: In case you encounter an internal error when trying to launch the UCMDB UI, delete the C:\Users\<user>\AppData\Local\Temp\UcmdbAppletJars folder and try to launch the UCMDB UI again. |
| QCCR1H98834 | Universal CMDB - General | The testDBConnection JMX method does not support PostgreSQL. |
| | UCMDB Installation | <p>(Linux only) When installing UCMDB server, the following warning message may pop up even you do not have any PostgreSQL database installed on the concerning machine:</p>  <p>Workaround: If you did not install any PostgreSQL database before, you can simply click Ignore to proceed. It is just a warning message that has no impact on the usage of UCMDB server and probes. The UCMDB server and probes can be normally used.</p> |
| | UCMDB Installation | <p>For machines where Russian, Korean or Japanese is set as the OS language, if users install UCMDB 10.31 or any other previous version, the language options in the installation wizard are English and the OS language. However, when users install UCMDB 10.32 on such machines, the installation wizard provides the following installation language options without Russian, Korean or Japanese:</p> <ul style="list-style-type: none"> • English • Brazilian Portuguese • French |

| ID | Module | Description |
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| | | <ul style="list-style-type: none"> • German • Italian • Netherlands • Spanish <p>Workaround: Select English or any other supported language provided in the installation wizard.</p> |
| QCCR1H103867 | UCMDB Installation | <p>The wrapper.log file is created in the bin folder when the log folder is missing.</p> <p>Workaround: If the log folder is missing (for example, it was deleted accidentally), before starting up the UCMDB server, make sure you create the log folder manually.</p> <p>Note: If you want to delete the logs, delete the content in the log folder only, and never delete the folder itself. Make sure the <UCMDBServer>\runtime\log folder always exists.</p> |
| QCCR1H122964 | UCMDB Upgrade | <p>After upgrading UCMDB to version 2018.05 (or later), a probe fails to run jobs due to failure with downloading a ZIP file.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • If the zip file mentioned in the WrapperProbeGw.log file (under C:\UCMDB\DataFlowProbe\runtime\log folder) is a server resource, for example, you see a message resembles the following: Failed to download server data (discoveryResources/probeUpdateXX.XX.XXX-linux.zip) Do the following: <ol style="list-style-type: none"> a. On the UCMDB server, access the JMX console. b. Search for and locate the deleteResource operation under the UCMDB:service=Packaging Services category. c. Invoke the deleteResource JMX method with the following parameters: |

| ID | Module | Description |
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| | | <p>customerID: <customer ID> (Default: 1)</p> <p>subsystem: discoveryResources</p> <p>resourceName: <zip package file name you found in the log></p> <p>d. Go to UCMDB server to run any job and check if the probe works.</p> <ul style="list-style-type: none"> If the zip file mentioned in mam.packaing.log (under <UCMDBServer>\runtime\log folder) is a Content Pack resource, for example, you see a message resembles the following: <p>... Content pack file D:\UCMDB\UCMDBServer\bin\..\content\content_packs\CP_20.00.78.zip is invalid. ...</p> <p>Do the following:</p> <ol style="list-style-type: none"> Stop the UCMDB_Server service. Delete the content package zip file mentioned in the log message. In this case, <UCMDBServer>\content\content_packs\CP_20.00.78.zip In UCMDB database, locate the content_packs table and delete the entry with version as 20.00.78. Start the UCMDB_Server service. On UCMDB server, go to UCMDB UI > Data Flow Management > Data Flow Probe Setup > Domains and Probes, locate the probe of your interest, and then edit and save the domain range configuration. (This can trigger a range update operation to the probe.) Check the mam.packaging.log file under the <UCMDBServer>\runtime\log folder to make sure there is no more content pack file related error messages. Wait for the probe to download the resources. It may take some time. <p>You can monitor the downloading process by checking the WrapperProbeGw.log file (in the <DataFlowProbe>\runtime\log folder).</p> <p>h. Run any job and check if the probe works.</p> |

| ID | Module | Description |
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| | | <p>i. If you still want to deploy the latest CP, you can copy the Content Pack file to the <UCMDBServer>\content\content_packs folder, and then go to UCMDB UI > Administration > Package Manager, and click Install Content Pack to install the new CP.</p> |
| QCCR1H122999 | UCMDB Upgrade | <p>Some modules from UCMDB UI cannot be accessed after UCMDB Server is upgraded from 11.0 to 2018.08 in Microsoft Azure.</p> <p>Workaround:</p> <p>Before the UCMDB upgrade, do the following:</p> <ol style="list-style-type: none"> 1. Stop UCMDB Server. 2. End the Java process that is from <UCMDB_Server_Home>\bin\jre\ to make sure that no UCMDB Server JRE is stuck. <p>After the UCMDB upgrade, do the following:</p> <p>Check if there are local_policy.jar and US_export_policy.jar files under <UCMDB_Server_Home>\bin\jre\lib\security. If yes, remove them.</p> |
| N/A | UCMDB Upgrade | <p>After upgrading UCMDB to version 11.0 (or later), and then restarting the UCMDB server, the UCMDB server fails to start.</p> <p>Workaround: To resolve this issue, follow these steps:</p> <ol style="list-style-type: none"> 1. Go to the UCMDB server JMX Console. 2. Locate the rebuildModelDBSchemaAndViews operation in the UCMDB:service=DAL services category. 3. Enter the following parameters: <ul style="list-style-type: none"> ◦ customer ID. Enter your customer ID (default: 1). ◦ previewMode. Select False. ◦ skipIndexRebuild. Select False. |

| ID | Module | Description |
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| | | <ul style="list-style-type: none"> ◦ skipColumnsUpdate. Select False. <p>4. Click Invoke.</p> |
| QCCR1H1179 37 | UCMDB Upgrade | <p>After upgrading UCMDB from version 10.31 (or earlier) to version 2018.08, the search functionality does not work in UCMDB Browser.</p> <p>Workaround: The SOLR version in UCMDB 10.31 is upgraded from 5.2.1 to 7.2.1. When you upgrade UCMDB from version 10.31 (or earlier) to version 2018.08, the Solr version used in old UCMDB does not upgrade automatically, and the configuration files do not match anymore. Therefore, to resolve the issue, do one of the following depending on the Solr edition in your environment:</p> <ul style="list-style-type: none"> • Embedded Solr. After the upgrade, make sure you manually remove the search folder under the <UCMDB_server> directory. • Standalone Solr. <ol style="list-style-type: none"> Upgrade Solr to version 7.2.1. Manually remove the search folder under the <UCMDB_server> directory. |
| QCCR1H1201 20 | UCMDB Upgrade | <p>After upgrading UCMDB from version 10.33 (or earlier) to version 2018.08, the following Windows services still contain "HP" in their names or descriptions:</p> <ul style="list-style-type: none"> • UCMDB_Probe • UCMDB_Probe_DB • HP Universal Discovery XML Enricher <p>Workaround: None.</p> |
| | UCMDB Upgrade | <p>Opening or accessing (for example, accessing through command) any of UCMDB server folders or files during the upgrade may result in upgrade failure. During the upgrade, UCMDB server folders and files will be modified or overwritten by the installer wizard.</p> |

| ID | Module | Description |
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| | | <p>Workaround: Close all UCMDB Server folders and files before the upgrade, and DO NOT open or access any of those folders and files during the upgrade.</p> <p>In case of such upgrade failure, to restore the server, copy the entire content of the C:\UCMDB\UCMDBServer\old folder into the C:\UCMDB\UCMDBServer folder. Then you can continue to use the server or perform another upgrade.</p> |
| QCCR1H104381 | UCMDB Upgrade | <p>Resource string files added in the basic package AutoDiscoveryInfra are not updated during UCMDB upgrade.</p> <p>Workaround: After upgrading UCMDB to version 10.22 (or later), manually re-deploy the AutoDiscoveryInfra package.</p> |
| QCCR1H104015 | UCMDB Upgrade | <p>Login fails after recreating a database schema after upgrading UCMDB from version 10.21 to version 10.22 or later.</p> <p>Workaround: After upgrading UCMDB from version 10.21 to 10.22 (or later), and you have created and changed the database schema, perform the following to align the password from the database with the one from the super integration credentials file. This requires calling two JMX methods.</p> <ol style="list-style-type: none"> Reset the DB password. <ol style="list-style-type: none"> On the UCMDB server, go to JMX console > UCMDB-UI:name=UCMDB Integration > setCMDBSuperIntegrationUser. In the User Name field, enter UISysadmin, and in the Password field, enter the desired password value. Click Invoke Reset the super integration user credentials file. <ol style="list-style-type: none"> Go to JMX console > UCMDB:service=Authorization Services > resetPassword. In the Value box for customerID enter 1, in User Name field enter UISysadmin, and in the Password field, enter the password value to match the one you entered in step 1. |

| ID | Module | Description |
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| | | <p>c. Click Invoke</p> |
| QCCR1H91974 | UCMDB Upgrade | <p>After upgrading from earlier versions to 10.20 or later, instances of the Tags business service attribute and element may not be searchable.</p> <p>Workaround: In order to find instances of the Tags business service attribute when searching, you must change the indexer and ranking configuration in the JMX console.</p> <ul style="list-style-type: none"> • In UCMDB:Service=Topology Search Services. Method: editIndexerConfiguration, for the business_element class, the Tags attribute must be lower case in order to be searchable. • In UCMDB:Service=Topology Search Services. Method: editRankingConfiguration, the Tags element should be tags in order to be searchable. |
| QCCR1H96681 | UCMDB Upgrade | <p>When upgrading both UCMDB and Content Pack from previous versions to the latest versions, from example, upgrade UCMDB from 10.11 to 10.20 and Content Pack from CP14 to CP15, if you have customized any Content Pack files, deployment of some Content Pack class model files may fail during the upgrade.</p> <p>Workaround: Reinstall the latest Content Pack manually after the upgrade.</p> |
| QCCR1H97159 | UCMDB Upgrade | <p>If you have created custom class models on UCMDB version 9.05, after upgrading UCMDB from version 9.05 to 10.20 or later, you might find that your custom class models are not available. For example, when you create a new activity for a management zone, you might find that the Protocol pane in the Define Credentials tab page is empty.</p> <p>Workaround: Invoke the JMX method updateClassModel to upgrade custom class models. To do so,</p> <ol style="list-style-type: none"> 1. Launch the Web browser and enter the following address: http://<machine name or IP address>.<domain_name>:1977/ where <machine name or IP address> is the machine on which the Data Flow Probe is installed. You may have to log in with the user name and password. 2. In the Search field, type updateClassModel and press Enter. |

| ID | Module | Description |
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| | | <p>3. Locate the updateClassModel method, in the customerID Value field, type 1, and click Invoke.</p> |
| | UCMDB Upgrade | <p>After upgrading UCMDB to version 10.20 or later, you may encounter some credentials related issues. (97159)</p> <p>Workaround: To resolve the credentials related issues, do the following:</p> <ul style="list-style-type: none"> • key.bin file. Check and make sure that the new probe uses the same key.bin file as the UCMDB server. • Time. Check and make sure that the probe time is the same as the UCMDB server time. If the probe time is different, it may cause credentials error. • Credentials fail on the upgraded environment. Install a new probe and copy specified files to override problematic files. To do this: <ul style="list-style-type: none"> a. Install a clean probe on the same machine of UCMDB server, connect it to UCMDB server. Make sure that the new probe can get credentials normally. b. Go to the clean probe, copy the Cmcache.bin and secured_storage.bin files from <DataFlowProbe>\conf\security directory. c. Go to the probe that has get credentials errors, override the two files with yours. d. Restart the probe and try to get credentials again. • Export credentials from the upgraded environment and import them to the fresh install environment, the JMX operation fails. When the exported credential xml file contains customized class models, or the customized class models are not defined on the UCMDB server that you upgraded, you may encounter credentials import issue. <ul style="list-style-type: none"> ◦ Remove the customized protocol from the exported credential xml file. ◦ Add the customized class models on the UCMDB server manually via CIT. <p>Note: Make sure that the export CIT or import CIT works well. Otherwise it may cause the workaround not working.</p> |

| ID | Module | Description |
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| | | <p>Note: To upgrade customized class models, invoke the JMX method updateClassModel. For details, see Invoke JMX Method updateClassModel.</p> |
| QCCR1H93868 | UCMDB Upgrade | A user with “create user” permissions loses permission after upgrading the UCMDB from version 9.0x. |
| QCCR1H75574 | UCMDB Upgrade | When upgrading from a previous version to 10.20 or later, the user preferences of a deleted user are not deleted. Warnings appear in the log and the upgrade completes successfully. |
| QCCR1H99001 | UCMDB Upgrade | <p>After upgrading UCMDB to a newer version (including CUP), the Normalization rules do not work.</p> <p>Workaround: To fix the issue, perform either of the following:</p> <ul style="list-style-type: none"> • Deploy a new Content Pack package. • Manually delete the <Data Flow Probe Installation>\runtime\probeGateway\maxupdatetime.txt file and then restart the Data Flow Probe. |
| | UCMDB Upgrade | <p>(Automated Service Modeling only) When performing ASM service discovery from the UCMDB Browser, all the errors from the ASM service discovery are not assigned to the correct categories. They are assigned to the Other category.</p> <p>Workaround: If you use ASM, to workaround this issue, make sure you upgrade both your UCMDB Server and Content Pack to the latest versions, that is to upgrade UCMDB Server to version 10.21 (or later) and Content Pack to version 16.00 (or later).</p> |
| QCCR1H104783 | UCMDB Downgrade | <p>Automatic upgrade of data flow probes in the following scenario is not supported: Upgrade UCMDB server (for example, from version 10.20 to 10.21), then downgrade UCMDB to the previous version (in this example, from 10.21 to 10.20), and then after that, upgrade UCMDB server back again (in this example, from 10.20 to 10.21).</p> <p>Workaround: Manually upgrade data flow probes using the deployProbePatch JMX method. To do so,</p> <ol style="list-style-type: none"> 1. Launch the Web browser and navigate to: https://<server_name>:8443/jmx-console, where <server_name> is the name of the machine on which Universal CMDB is installed. |

| ID | Module | Description |
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| | | <ol style="list-style-type: none"> 2. Go to UCMDB:service=Discovery Manager. 3. Locate deployProbePatch. 4. In the Value box for the parameter customerId, enter the <customer id>. The default value is 1. 5. In the Value box for the parameter filePath, enter the full file path of the patch file. 6. Click Invoke. |
| QCCR1H114244 | Universal CMDB - Reconciliation | <p>Short leased IP addresses get merged incorrectly.</p> <p>Workaround: If you use Cisco VPN switches, make sure you configure one of the following:</p> <ul style="list-style-type: none"> • Exclude these VPN MACs from the arp_mac attribute of IP Address and connected interface to IP of interface with that MAC in reconciliation auto exclude. • Exclude these VPN MACs from the arp_mac attribute of IP Address and connected interface to IP of interface with that MAC in the reconciliation rule of IP Address. |
| QCCR1H119040 | Universal CMDB - UI | <p>When logging in to UCMDB with a long username (exceeding 50 characters), creating views may fail.</p> <p>Workaround: Currently UCMDB only supports users with a maximum username length of 50 characters.</p> |
| QCCR8D42154 | Universal CMDB - UI | <p>UCMDB does not support running UCMDB UI from an internet browser started remotely, for example, Firefox.</p> <p>Workaround: You can use UCMDB Local Client available with version 2018.05 or later.</p> |
| | Universal CMDB - UI | <p>After downloading the localized online help from Micro Focus Software Support site (SSO), and replacing the files under <UCMDB_Server>\deploy\ucmdb-docs\docs\eng\doc_lib folder with the localized version and restarting the UCMDB server, the localized online help does not load properly because of the web browser cache.</p> <p>Workaround: Make sure you clear your web browser cache, or use the UCMDB Local Client available in</p> |

| ID | Module | Description |
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| | | 2018.05 (or later) as an alternative option. For more details, see How to Launch UCMDB Server Admin UI as a Desktop Application from UCMDB Local Client. |
| | Universal CMDB - UI | In UCMDB UI > Modeling > Reports > Custom Reports > Custom > Compliance , when running Compare Archives Report or Compare Snapshots Report , if the number of CIs from the report is huge, it may require a very long time to generate the report, sometimes more than 10 hours. |
| | Universal CMDB - UI | (Firefox only) When launching UCMDB UI from Firefox with JNLP enabled, make sure the Firefox version is 52 (or lower), because Firefox support for NPAPI plug-in is removed for version 52 and later. Workaround: Make sure to use Firefox version 51 or lower, or use the UCMDB Local Client available in 2018.05 as an alternative option. For more details, see How to Launch UCMDB Server Admin UI as a Desktop Application from UCMDB Local Client. |
| | Universal CMDB - UI | When a TQL is used by both a pattern-based model (PBM) and a view, the PBM becomes inconsistent with the TQL if the TQL is updated from the view. This issue is caused by the fact that Package Manager Resource Selector becomes inaccessible while a new package is being created or an existing package is open. The following error message is displayed in the logs: "Caused by: java.lang.IllegalStateException: EnrichmentBusinessViewDefinition <i>ModelName</i> is not synchronized with its pattern. Element number 12 does not exist in pattern graph." <i>ModelName</i> and 12 in the error message could be different values. Workaround: Pattern-based models must be created or edited only from the model instead of from the TQL query. The same TQL query cannot be used by both the model and the view. To fix a corrupted PBM, use one of the following two ways: <ul style="list-style-type: none"> • Delete the model and then recreate it <ul style="list-style-type: none"> a. Log in to UCMDB JMX Console and URM Services. |

| ID | Module | Description |
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| | | <ul style="list-style-type: none"> b. Run method listResources for Resources of type: Topology_ENRICHMENT_BUSINESS_VIEW. c. Locate the EnrichmentBusinessView that is mentioned in the error message and delete it. Then the model is deleted. d. Recreate the model from Modeling Studio using the same TQL. • Edit the unsynchronized resources of the problematic model <ul style="list-style-type: none"> a. Log in to UCMDB JMX Console and URM Services. b. Run method listResources for Resources of type: Topology_ENRICHMENT_BUSINESS_VIEW and Topology_TQL. c. Retrieve the xml definition of the Topology_ENRICHMENT_BUSINESS_VIEW and Topology_TQL of the problematic model. d. Open the EnrichmentBusinessView and locate the ID that is mentioned in the error message. <pre><CmdbProperty> <Key>nodeNumberEnd2</Key> <Type>integer</Type> <Value>12</Value> </CmdbProperty></pre> e. Do one of the following: <ul style="list-style-type: none"> • Change the missing ID in the EnrichmentBusinessView with an existing one from the Topology_TQL definition and save the resource. • Add the missing ID in the Topology_TQL definition by replacing an existing one and then save the resource. <p>Here is an example:</p> <pre><tql:node class="node" name="Node" id="19"></pre> |

| ID | Module | Description |
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| | | <pre> <tml:where> <tml:data-stores> <tml:data-store>UCMDB</tml:data-store> </tml:data-stores> </tml:where> </tml:node> </pre> <p>If you do not have id 12 in the TQL query, you can change it in the following way:</p> <pre> <tml:node class="node" name="Node" id="12"> </pre> |
| | Universal CMDB - UI | Only HTTP protocol is supported when launching UCMDB UI from any web browser running on Mac OS X with JNLP enabled. |
| | Universal CMDB - UI | <p>UCMDB UI loads properly with HTTP, but it may not load with Safari on Mac OS when HTTPS is enabled.</p> <p>Workaround: Switch the UCMDB Server back to HTTP protocol by changing the following setting in the <code>\UCMDBServer\conf\settings.override.properties</code> file to true and then restart the UCMDB server:</p> <pre> jetty.connections.http.enabled=true </pre> |
| | Universal CMDB - UI | <p>(Chrome only) UCMDB UI applet cannot work in Chrome version 42 or later, because starting from Chrome 42, NPAPI plugins are disabled by default. Chrome displays a gray screen with the following error message when users try to access the UCMDB UI: This site uses a plugin (Java(TM)) that is unsupported.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Use the UCMDB Local Client available in 2018.05 (or later). UCMDB Local Client can be downloaded from the UCMDB splash screen. For details, see How to Launch UCMDB Server Admin UI as a Desktop Application from UCMDB Local Client. • If you still want to resolve the issue with Chrome, you need to enable NPAPI manually and keep Chrome below version 45 to make UCMDB UI client applet work properly. For details, see How to Enable NPAPI in Chrome. |

| ID | Module | Description |
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| | | <p>KM01656540.</p> <p>To launch UCMDB UI from Chrome version 45 (or later), follow the instructions in "How to Launch UCMDB UI from Chrome 43+, Firefox 48+, IE 12+, Microsoft Edge, or Safari 10+".</p> |
| QCCR1H99579 | Universal CMDB - UI | <p>Cannot upload a zip package if the zip file size exceeds the applet available memory.</p> <p>Workaround:</p> <ul style="list-style-type: none"> You can deploy larger packages from the UCMDB Local Client with increased memory parameters. You can deploy larger packages using the deployPackages JMX method (go to the JMX Console > UCMDB:service=Packaging Services > deployPackages). You can also control the maximum size of the packages to be uploaded by setting the value of the infrastructure setting File upload maximum file size for archive type to a larger value (default value: 200 MB). |
| | Universal CMDB - Server | <p>When importing data packages into UCMDB through Package Manager, some data packages may fail to be imported.</p> <p>Workaround: Check and make sure that the files you import into UCMDB are using the same encoding as defined in the XML. For example, if you export the XML files in UTF-8 encoding, then you should import files encoded in UTF-8 as well. The problem would occur if you import files encoded in UTF-8 BOM and the XML content specifies it is UTF-8.</p> |
| QCCR1H121483 | Universal CMDB - Server | <p>(Internet Explorer only) Sometimes the Quick Search functionality with the JMX console does not work on IE.</p> <p>Workaround: In case the JMX console Quick Search does not work on IE, do either of the following:</p> <ul style="list-style-type: none"> On IE, go to Tools > Compatibility View settings. If the Display intranet sites in Compatibility View setting option is selected, clear the checkbox. Use Firefox as an alternative web browser. |
| | Universal | If the Solr search functionality is not enabled, even when https://localhost:8983/solr can be accessed or |

| ID | Module | Description |
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| | CMDB - Server | <p>started from command line, any search activity from UCMDB Browser or JMX console may fail.</p> <p>Workaround: If UCMDB server cannot start Solr for some reason after the server starts, just stop the UCMDB server, start Solr manually and start the UCMDB server again.</p> |
| QCCR1H102136 | Universal CMDB - Server | <p>(Linux only) OpenJDK may create a wrong server name on the status page if the machine hosting UCMDB Server is in a certain domain environment.</p> <p>Workaround: If the problem appears, modify the wrapper.conf file as follows:</p> <ol style="list-style-type: none"> 1. Open the <UCMDB_Server_Home>\bin\wrapper.conf file using a text editor. 2. Uncomment the line with wrapper.java.additional.46, and specify a server name or simply use the localhost name. <p>To find the localhost name in console, simply enter hostname.</p> |
| | Universal CMDB - Server | <p>(Linux only) Statistics data collection does not work for Linux (program "ps" cannot run due to too many open files and failed to fetch statistics), which would create a lot of threaddump.txt files, and then failed to run other applications, like applying a content pack or running license utility.</p> <p>Workaround: In order to change the Linux Max Open files, you will have to increase the maximum number of open files system-wide and per process of a specific user:</p> <ul style="list-style-type: none"> • System-wide: <p>Set system-wide file descriptors (FD) limits by editing the /etc/sysctl.conf file, so that after reboot the setting will remain as it is:</p> <ol style="list-style-type: none"> a. Locate and open the /etc/sysctl.conf file. b. Append a config directive as follows: <pre>fs.file-max = 100000</pre> c. Save and close the file. |

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| | | <p>d. Users need to log out and log back in again for the changes take effect, or just type the following command: # sysctl -p</p> <ul style="list-style-type: none"> • User Level FD Limits: <p>After setting system-wide FD limits, you can still limit httpd user (or any other users) to specific limits by editing the /etc/security/limits.conf file.</p> <p>a. Set httpd user soft and hard limits as follows:</p> <pre>httpd soft nofile 4096 httpd hard nofile 10240</pre> <p>b. Save and close the file.</p> <p>To view limits, enter:</p> <pre># su - httpd \$ ulimit -Hn \$ ulimit -Sn</pre> <p>To check the limits of a process:</p> <ol style="list-style-type: none"> 1. Get the PID number by entering: <pre>ps aux grep <process-name></pre> <ol style="list-style-type: none"> 2. Check the limits of a process: <pre>cat /proc/<PID>/limits</pre> |
| QCCR1H106209 | Universal | After adding a new UCMDB server to an High Availability (HA) cluster that has been reinstalled on a fresh operating system, the new server does not register as a cluster node. |

| ID | Module | Description |
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| | CMDB - Server | <p>Workaround: Manually set the network interface in the wrapper.conf file when you have more than 1 network interface. To do so,</p> <ol style="list-style-type: none"> 1. On a UCMDB server instance in the HA cluster, open the <UCMDBServer>\bin\wrapper.conf file in a text editor. 2. Add a wrapper.java.additional.nn entry into the file, which looks similar to the following: <pre>#wrapper.java.additional.27=-Djava.compiler=NONE #wrapper.java.additional.28=-Xrunjdwp:transport=dt_ socket,server=y,suspend=n,address=5005 wrapper.java.additional.30=-Djgroups.bind_addr=<ip-address></pre> <p>where <ip-address> is the IP of the right interface to be used.</p> 3. Save the file. 4. Repeat the above steps on each of the remaining UCMDB servers in the cluster, and use for each the right IP/Interface assigned for that server. 5. Restart all UCMDB servers. |
| QCCR1H1003 29 | Universal CMDB - Server | <p>The Writer server becomes unresponsive which schedules a restart of the entire HA infrastructure. This impacts the load balancing URL, causing all probes to disconnect. This is caused by the existing Garbage Collector algorithm used in UCMDB.</p> <p>Workaround: The problem can be resolved by improving the performance of the Garbage Collector by using G1 algorithm for the Garbage Collector. For enterprise environments where you have more than 16 GB of RAM allocated just for UCMDB (see the wrapper.java.maxmemory property value in the ..\UCMDB\UCMDBServer\bin\wrapper-platform.conf file), check and make sure you add the following settings to the wrapper-custom.conf file if they are not present:</p> <pre>#Enable the following parameters for JVM G1 garbage collector in enterprise environments wrapper.java.additional.54=-XX:+ParallelRefProcEnabled</pre> |


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| | | <pre>wrapper.java.additional.55=-XX:G1HeapRegionSize=32 wrapper.java.additional.56=-XX:InitiatingHeapOccupancyPercent=70</pre> |
| | Universal CMDB - Server | You cannot not use the status page when the URM resources are not deployed at the first time a schema is created or modified. |
| QCCR1H104733 | Universal CMDB - Server | <p>Can not save the enrichment rule when adding the customer relationship. This is caused by the fact that the TQL query behind the enrichment is not connected. When there is no existing relation between two CI types, it is not possible to create an enrichment which will add the relation just by entering enrichment manager and by adding the relation that is needed.</p> <p>Workaround: Create a joinf link in the TQL query between the concerning two CI Types by joining them on an attribute value. This way the enrichment manager will know how to perform correctly the enrichment actions.</p> |
| | Universal CMDB - Topology | <p>After updating a non-key attribute of a CI with enrichment rule, an unexpected new CI instance is created. This is only happening when populating attributes having a constant part and a dynamic part, in this case CDoc+<node:name>.</p> <p>Workaround: The first time the enrichment is executed, it will have a full TQL query layout. If the enrichment rule is active and it is notified of a change, it will run on a partially TQL query layout. This is designed so for performance reasons.</p> <p>To workaround the issue, you may take either of the following:</p> <ul style="list-style-type: none"> • Run enrichments on a scheduled notice. Nowadays it is not recommended to have many active enrichments. • Split the enrichment into two parts, one does the CREATE of new CIs which will run periodically, one does the UPDATE which is active. |

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| QCCR1H99954 | Universal CMDB - Topology | Currently the Perspective views are not displayed in the Reports module in UCMDB. |
| QCCR1H95041 | Universal CMDB - Topology | The priority for TQL queries under the pattern-based model are changed from medium on UCMDB 9.05 to inactive on UCMDB 10.xx. The performance may be affected if the TQL queries under the pattern-based model are set to low or medium priority on UCMDB 10.xx. In this case, you can see that the locked gates and calculation for scheduled pattern-based model can take a couple of hours. |
| | Universal Discovery - General | The Smart Software Analytics (SSA) server cannot respond to any API calls when processing scan files. Operations on the SSA UI are not supported if SSA server is teaching. |
| | Universal Discovery - General | <p>When running the JEE Weblogic by JMX job, all the CIs were reported normally; however in the end an error occurs to the job: "Failed to connect to remote process".</p> <p>Workaround: To resolve the issue,</p> <ol style="list-style-type: none"> 1. On the probe machine, open the java.policy file (in the <DataFlowProbe>\bin\jre\lib\security directory) using a text editor. 2. Add the following permission: <pre>javax.management.MBeanTrustPermission "register"</pre> 3. Save the file. 4. Restart the probe. |
| | Universal Discovery - General | <p>Dispatch might fail when users activate a discovery activity involving a data flow probe that has the same name as a domain.</p> <p>Workaround: For successful dispatch, make sure either of the following:</p> <ul style="list-style-type: none"> • When naming a data flow probe, do not use the same name as that of any domain; or • Use the same domain name for a probe under the conditions that: |

| ID | Module | Description |
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| | | <ul style="list-style-type: none"> ○ The probe is the only probe contained in the domain ○ The probe does not share the same name with any other domain |
| | Universal Discovery - General | <p>If there is a Linux probe connected to the UCMDB server, when running ASM, it would try to detect an available probe. If it finds the Linux probe, an ASM dispatch issue could occur, because Linux probe is capable of running integration jobs only.</p> <p>Workaround: Right-click an adapter and select Go to Adapter, then go to the Adapter Configuration tab, in the Trigger Dispatch Options section, select the check box for Override default probe selection, and in the value field specify the target probe you want to use.</p> |
| | Universal Discovery - General | <p>After upgrading UCMDB server to version 10.31, and setting the setDomainEncrypt JMX method to true, if you start some old version 10.30 probes which were not upgraded to the latest version because they were down before the server upgrade, when they connect to the UCMDB server and you run discovery jobs, the discovery jobs would fail with error. This is because these old probes do not have the updated domainScopeDocument.xml and domainRangesDocument.xml (DSD/DRD) files that contain the new domain_encrypt attribute. The DSD/DRD files were downloaded to probes before server upgrade. After server upgrade, probes would not download the DSD/DRD files again.</p> <p>Workaround: To resolve this issue, the easiest way to modify any IP range or credentials (such as a protocol) from UCMDB server, which will trigger the automatic upgrade process for the probes. As a result, the updated DSD/DRD files as well as the upgrade packages are downloaded to the probes, then the probes are upgraded to the latest version automatically.</p> |
| QCCR1H112324 | Universal Discovery - General | <p>Data Flow Probe JMX Console is fully accessible without providing any credentials.</p> <p>Workaround: To fix this issue, do the following:</p> <ol style="list-style-type: none"> 1. Stop Data Flow Probe. 2. Add <code>wrapper.java.additional.58=-XX:+DisableAttachMechanism</code> into <DataFlowProbe_Home>\bin\WrapperGateway.conf and <DataFlowProbe_Home>\bin\WrapperManager.conf. |

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| | | <p>3. Restart Data Flow Probe.</p> |
| | Universal Discovery - General | <p>On a Windows machine where two Data Flow Probes are installed, both with Inventory Tools, after uninstalling one probe, the following three file types (.xsf, .aws, and .awcs files) lose their default opening programs and cannot be opened.</p> <p>Workaround: Manually re-associate default opening programs for the three file types: Inventory Tools Viewer for .xsf files, and Inventory Tools Analysis Workbench for .aws files and .awcs files.</p> |
| | Universal Discovery - General | <p>When more than 1500 IP ranges are configured on each Data Flow Probe, the following performance issues might occur:</p> <ul style="list-style-type: none"> • Memory usage is huge on the UCMDB server side, which may cause OutOfMemoryError and the writer server restart. • Modifying the IP ranges could take a while. <p>Workaround: Do not configure too many IP ranges and always keep the total number of IP ranges below 1500 per probe.</p> <p>In the UCMDB UI > Data Flow Management > Data Flow Probe Setup pane, below each probe there is a color coded count for the IP addresses defined for each probe. Green is good, yellow is medium and red will indicate too many IPs and IP ranges.</p> |
| | Universal Discovery - General | <p>When application names of existing records are changed in master.zsai, the records in auto.zsai are not updated automatically.</p> <p>Workaround: Delete the auto.zsai file on all remote servers directly so that it will be automatically regenerated:</p> <ol style="list-style-type: none"> 1. Delete the auto.zsai file on all of the remote servers. 2. Restart the XML Enricher. |
| QCCR1H1077 | Universal | (Universal Discovery protocol only) When running a discovery job that uses the Universal Discovery protocol |

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| 94 | Discovery - General | <p>to push a large amount of CIs into another UCMDB server, the job fails with timeout errors, which causes data inconsistency issue and performance impact.</p> <p>Workaround: The default connection timeout value of the Universal Discovery protocol is 20 seconds. If the command execution in your organization's discovery job takes some time, to ensure that the job runs successfully, increase the timeout value in both of the following places, for example, to 45 seconds:</p> <ul style="list-style-type: none"> • The Connection Timeout parameter value in the Universal Discovery Protocol Parameters dialog (go to UCMDB UI > Data Flow Management > Data Flow Probe Setup > Domains and Probes > DefaultDomain(Default) > Credentials > Universal Discovery Protocol) • The shellGlobalCommandTimeout property value in the globalSettings.xml file (go to UCMDB UI > Data Flow Management > Adapter Management module, under Resources > Packages > AutoDiscoveryContent > Configuration Files) |
| QCCR1H105604, QCCR1H105110 | Universal Discovery - General | <p>Version 10.1x (and later) probes appear to corrupt the PostgreSQL database under normal discovery loads. The root cause is that when Anti-Virus is scanning the PostgreSQL data folder, it could cause PostgreSQL tables to corrupt.</p> <p>Workaround: To resolve the issue, perform the following:</p> <ul style="list-style-type: none"> • Always make sure that the PostgreSQL install directory is added into the anti-virus software exclusion list. The exclusion of data files will not introduce any potential security risk. • If you need to run weekly-based scan, monitor the probeerror.log file, and if a database error shows up (for example, a database error related to the Discovery_result table), do the following: <ul style="list-style-type: none"> a. Clean the probe log folder. b. Run Clear Probe Results Cache from UCMDB UI > Data Flow Management > Universal Discovery > Discovery Modules/Jobs to clean the problematic table. <p>This should resolve the issue.</p> |
| QCCR1H104758 | Universal Discovery - | <p>After upgrading UCMDB from version 10.21 + CP15 to version 10.22 (or later)+ CP18 (or later), the ASM for BSM functionality does not work anymore.</p> |

| ID | Module | Description |
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| | General | <p>Workaround: Re-deploy the ASM_Enhanced.zip package after upgrade as follows:</p> <ol style="list-style-type: none"> 1. Unzip the CP18 package and locate the ASM_Enhanced.zip package in the packages folder. 2. In UCMDB UI, navigate to Administration > Package Manager, and click the Deploy packages to server  button. 3. Select the ASM_Enhanced.zip package and import it. |
| QCCR1H101769 | Universal Discovery - General | <p>(PostgreSQL only) Some SQL statements are observed running more than 30 minutes, which causes Probe database to crash. The root cause is that the default value of the statement_timeout setting in the postgresql.conf file is 0.</p> <p>Workaround: To workaround the issue, locate and open the <DataFlowProbe>\pgsql\data\postgresql.conf file in a text editor, and then modify the default value of the statement_timeout setting from 0 to 3600000.</p> |
| QCCR1H104012 | Universal Discovery - General | <p>(Service Discovery) The modified IsofPath parameter value in the ASM template fails to load properly.</p> <p>Workaround: To modify the parameters in the service discovery activity template successfully, select a different row or click Enter to complete the change you made in the Value field of parameters. After that, click OK to save the changes. This ensures that the parameters values are saved successfully and the communication log reflects the change properly, then the new parameter value can be used in discovery jobs correctly.</p> |
| QCCR1H100855 | Universal Discovery - General | <p>When you have many environments, note that it is not supported to update the domainScopeDocument.xml and domainRangesDocument.xml files on all environments by building a package and importing it to all other environments.</p> <p>Workaround: The only way to update these files is to call the editResource JMX method (from the UCMDB:service=Packaging Services or UCMDB:service=URM Services category).</p> <p>If you want to update IP Ranges and Credentials, you can also use the importCredentialsAndRangesInformation and exportCredentialsAndRangesInformation JMX</p> |

| ID | Module | Description |
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| | | <p>methods. For details, see Hardening section of the UCMDB Help or JMX Reference section of the UCMDB Help.</p> |
| | Universal Discovery - General | <p>When changing the LW-SSO initString from UCMDB UI or via JMX, the probe side fails to synchronize the credentials from Configuration Manager. (QCCR1H100746)</p> <p>Workaround: To resolve the issue, do the following:</p> <ul style="list-style-type: none"> If the value of initString is changed from UCMDB UI, regardless whether the probe is connected to or disconnected from the UCMDB server, you can use the setLWSSOInitString JMX method on the probe side to keep the same initString value as on the UCMDB server side, then credentials from CM can be successfully synchronized. <p>To do so,</p> <ol style="list-style-type: none"> On the Probe machine, launch the Web browser and enter the following address: https://localhost:8453. <p>Note: If the Probe Manager and the Probe Gateway are running as separate processes, the address should be entered on the machine that is running the Probe Manager as follows: https://localhost:8454.</p> <ol style="list-style-type: none"> Click type=CMClient to open the JMX MBEAN View page. Locate the setLWSSOInitString method and provide the same init string that was provided for UCMDB's LW-SSO configuration. Click the setLWSSOInitString button. <ul style="list-style-type: none"> If the value of initString is changed from JMX on the UCMDB server side, and <ul style="list-style-type: none"> the probe is disconnected from the UCMDB server, use the setLWSSOInitString JMX method on the probe side to resolve the issue. For detailed instructions, see steps above. the probe is connected to the UCMDB server, invoke the setInitString JMX method on the UCMDB server side to enable automatic synchronization of the initString value. |

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| | | <p>For instructions on how to invoke the setInitString JMX method, see JMX Reference section of the UCMDB Help.</p> |
| QCCR1H104153 | Universal Discovery - General | <p>Probe discovery will result in duplicate node CIs (Windows/Unix) if re-imaging the Virtual Machine system with the same template, IP address, and hostname. This is because the unique calculation logic for the node is different between the UCMDB server and the probe.</p> <p>Workaround: As a workaround you can use the VMware discovery jobs to update the VM topology, the node will be deleted or left to age out. If UDA was deployed on that machine and if you follow procedure to have a different UD unique ID then there will not be duplicates.</p> |
| | Universal Discovery - General | <p>If a Management Zone inherits the IP range from a bound probe, after the probe is added to or removed from a probe cluster, the Management Zone loses the IP range setting and the following operations have unexpected results:</p> <ul style="list-style-type: none"> • Move this Management Zone from one folder to another folder. This operation results in an error message and the Management Zone remains in the original folder. • Move the folder that contains this Management Zone to another folder. This operation moves the folder to the target folder successfully. However, an error message appears and this Management Zone is moved to the Root folder. If there are other Management Zones after this Management Zone in the tree, these Management Zones are also moved to the Root folder. • Rename the folder that contains this Management Zone. This operation renames the folder successfully. However, an error message appears and this Management Zone is moved to the Root folder. <p>Workaround: To work around this issue, manually set the IP range for the problematic Management Zone, and then move the Management Zone(s) to the target folder.</p> |
| QCCR1H97710 | Universal Discovery - | <p>The WebSphere to Web Server Dependencies job is causing OutOfMemoryError on the probe side.</p> |

| ID | Module | Description |
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| | General | <p>Workaround: The probe requires at least 4G memory to run the WebSphere to Web Server Dependencies job. Therefore, allocate at least 4G memory for the probe.</p> |
| QCCR1H9827 1 | Universal Discovery - General | <p>When the probe is in Separate Mode, the default credentials for basic authentication are not updated automatically.</p> <p>Workaround: Update the default credentials for basic authentication manually. To do so,</p> <ol style="list-style-type: none"> 1. Open the JMX Console of the UCMDB Server side, enter changeBasicAuthenticationCredential in the quick search field and click the link that appears. 2. Specify values for userName and password. <p>Note: Password must contain at least six characters.</p> 3. Click Invoke. 4. Encrypt the password by using the JMX Console of the probe side as follows: <ol style="list-style-type: none"> a. Open the JMX Console of the probe side, enter getEncryptedKeyPassword in the quick search field and click the link that appears. b. Enter the password that you specified. c. Click Invoke and then the encrypted password is generated. 5. Copy the encrypted password. 6. Edit the DataFlowProbe.properties file as follows: <pre> appilog.agent.Probe.BasicAuth.User = <the user name that you specified> appilog.agent.Probe.BasicAuth.Pwd = <the encrypted password that you just copied> </pre> 7. Save the change and then restart the probe. |


| ID | Module | Description |
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| | Universal Discovery - General | <p>When working in a High Availability environment, if there is a failover to the other UCMDB Cluster, you must first clear the data of the Integration Service before running it.</p> <p>Workaround: To clear the data, run the following:</p> <pre>..\UCMDB\UCMDBServer\integrations\tools\clearProbeData.bat</pre> |
| | Universal Discovery - General | <p>When using the network ping options available in the new Check Network Availability dialog box to troubleshoot network connection issues and/or credential related issues against a node type inventory CI in IT Universe Manager, you selected a different credential in the Choose Credential dialog box but changed your mind and clicked the Cancel button, All credentials show up in the Credential field, instead of keeping the original value in the Credential field unchanged.</p> |
| QCCR1H101777 | Universal Discovery - General | <p>When the UD probe compiles a list of CIs to be scanned, it does not add CIs that are connected through VPN. This happens when there are two UCMDB servers available handling the discovery of the client environments, but there is only one agent package with the same call home configured.</p> <p>Workaround:</p> <ul style="list-style-type: none"> Set up a DNS alias, such as UDCallHome, that in each network resolves to a local (for that region) UD probe to receive the agent call home event. This way the same initial agent call home configuration could be used throughout. Use agent driven discovery which overcomes this old limitation. |
| QCCR1H105398 | Universal Discovery - Probe Framework | <p>Probe database (PostgreSQL) size grows quite big (36 GB). Clearing probe cache resolves the issue, but it reoccur at regular interval. This issue is caused by the biggest table ddm_discovery_results, which is the main table that controls the result of all CIs discovered by the probe, but the table is used by multiple features.</p> <p>Workaround: To resolve the issue, use the <DataFlowProbe>\pgsql\bin\pgAdmin3.exe GUI to perform DB dump. Just right click the Data Flow Probe DB, and choose backup.</p> <p>For example, from the <DataFlowProbe>\pgsql\bin directory, execute the following command:</p> <pre>psql.exe --username=postgres --command</pre> |

| ID | Module | Description |
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| | | <pre>"VACUUM full verbose" --dbname=dataflowprobe</pre> |
| QCCR1H98264 | Universal Discovery - Probe Framework | <p>When the appilog.collectors.storeDomainScopeDocument property in the DataFlowProbe.properties file is set to false, some jobs which run in the remote process mode may fail, because the remote process cannot read the probe memory, thus having no access to the domainScopeDocument file stored in the memory. When the setting is false, the file is only stored in the probe memory.</p> <p>Workaround: If some jobs run in the remote process mode, make sure that you set the value of the appilog.collectors.storeDomainScopeDocument property in the DataFlowProbe.properties file to true.</p> |
| QCCR1H98262 | Universal Discovery - Probe Framework | <p>When using PostgreSQL as your database on the Windows platform, the UCMDB_Probe_DB service is not starting as a non-system user. This is a third-party product limitation, because PostgreSQL is able to "irrevocably give up administrative rights at startup". For details, see this PostgreSQL wiki page.</p> <p>Workaround: In order for the UCMDB_Probe_DB service to start properly, you may configure the Log On options for the UCMDB_Probe_DB service as follows:</p> <ol style="list-style-type: none"> 1. Locate the UCMDB_Probe_DB service in the Services window. 2. Right-click UCMDB_Probe_DB and select Properties. 3. In the UCMDB_Probe_DB Properties window, go to the Log On tab, and do either of the following: <ul style="list-style-type: none"> ◦ (Recommended) Select the Local System account option. <p>Note: This is the recommended option, because the SYSTEM account has access to all necessary folders according to the default settings on Windows.</p> ◦ Select This account, and specify the account name and password. <p>Note: This option is NOT recommended. Even if you specify an administrator account, it will be treated as a common user account by PostgreSQL, because PostgreSQL is able to "irrevocably give up administrative rights at startup".</p> |

| ID | Module | Description |
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| | | <p>If you DO need to specify a different account, make sure that the USERS group on your Windows platform has:</p> <ul style="list-style-type: none"> • Read and Write access to the C:/UCMDB/DataFlowProbe/pgsql folder. • Read access to the files in system library (for example, the C:/Windows/System32 folder) that PostgreSQL needs to access. <p>For the list of files that PostgreSQL needs to access, see PostgreSQL documentation.</p> <p>4. Click OK.</p> |
| QCCR1H98897 | Universal Discovery - Probe Framework | Java API setDiscoveryConfigurationXML does not support cluster. |
| QCCR1H120762 | Universal Discovery - Probe Upgrade | <p>After upgrading a probe from version 10.22 to version 11.0 (or later), the data in the ddm_discovery_results and ddm_discovery_touch_results tables are removed. This is the designed behavior as the new Universal Discovery licensing model is introduced in version 11.0.</p> <p>Note: After upgrading a probe from version 10.22 to version 10.33, the data in the ddm_discovery_results and ddm_discovery_touch_results tables are kept.</p> |
| | Universal Discovery - Probe Upgrade | <p>After the installation, there are two entries in the control panel with the same name for both of Data Flow Probe and UCMDB Server. Both entries refer to the same installation. Uninstall any of them will uninstall the referenced product. They have no impact for your normal use.</p> <p>Workaround: If you want to remove one of the entries,</p> <ol style="list-style-type: none"> 1. Go to Start > Run, enter regedit and click OK to open the Registry Editor. 2. Navigate to HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall, and locate the entry you want to remove. |

| ID | Module | Description |
|--------------|-------------------------------------|---|
| | | <p>Note: The registry path may vary with Windows operating systems, make sure you locate the entry for your OS.</p> <p>3. Delete the selected entry.</p> |
| QCCR1H99342 | Universal Discovery - Probe Upgrade | <p>Linux does not support automatic upgrade of probes.</p> <p>Workaround: To perform manual upgrade of probes on Linux, run the <DataFlowProbe Installation Folder>/tools/upgrade/extractUpgradePackage.sh script.</p> |
| | Universal Discovery - Probe Upgrade | <p>Deploying probe update manually failed with an "Out of memory" error.</p> <p>Workaround:</p> <ul style="list-style-type: none"> When you deploy a probe update manually via UCMDB UI, the maximum package size allowed is 200 MB. If the package size is greater than 200 MB, deploy it via JMX console using the deployProbePatch JMX method from the UCMDB:service=Discovery Manager category. <p>Also, note that the UCMDB UI client for applet requires 1280 MB memory at least.</p> <ul style="list-style-type: none"> You can also overcome this issue using the UCMDB Local Client with increased memory settings. |
| N/A | Integrations | <p>LW-SSO does not work if you go from HTTPS to HTTP with an integration of UCMDB with another product. For example, when integrating with another product, if UCMDB is configured to work on HTTPS, and the other product is on HTTP (for example BSM), then even if you use the same LW-SSO configuration on both environments, BSM will not open based on LW-SSO, because the LW-SSO cookie was created on UCMDB which is on HTTPS. If you first open BSM which is on HTTP, and then you want to open UCMDB, UCMDB will open with no additional authentication based on LW-SSO.</p> |
| QCCR1H105818 | Integrations | <p>SiteMinder with AJP does not work any more starting from UCMDB 10.21, because Jetty does not support it. That is why after upgrading to UCMDB version 10.21, the UCMDB integration with SiteMinder with IIS as front-end will fail.</p> |
| QCCR1H107699 | Integrations | <p>Java adapters do not support the remote process feature. An integration job will fail with an error when the</p> |

| ID | Module | Description |
|--------------|--------------|--|
| | | "Run as Separate JVM" option with the Java adapter is set to TRUE. |
| QCCR1H101184 | Integrations | <p>(UCMDB version 10.20 and later) UCMDB to BSM push integration does not work if attributes sizes is different. In UCMDB version 10.20 and later, the size for some OOTB attributes is 250, but in RTSM or BSM 9.05, the size is 100. Therefore, when trying to push CIs with large value from UCMDB to BSM, the integration does not work.</p> <p>Workaround: Check and make sure that the sizes of attributes between UCMDB and RTSM/BSM are synchronized before pushing CIs with large values.</p> |
| QCCR1H104603 | Integrations | <p>When creating an integration point using the Cmdb 9.x Adapter, the integration point does not work on HTTPS protocol.</p> <p>Workaround: To make the connection work, add the certificate of the remote machine into the cacert file in the <code>\DataFlowProbe\bin\jre\lib\security\cacert</code> directory.</p> |
| QCCR1H98251 | Integrations | <p>After upgrading from 10.20 to 10.21, manually redeploy the UCMDB 9.x integration adapter package located in the <code><UCMDBServer>\content\adapters</code> directory.</p> <p>If the package is not redeployed, the integration adapter still works, but the reconciliation issue fixed in QCCR1H92320 will re-occur.</p> |
| QCCR1H91379 | Integrations | <p>When creating an integration point using the Cmdb 9.x Adapter, after clicking the OK button to save the integration point, the saving operation may fail after working for some time. This is caused by the long-running task <code>DataAccessAdapterQueryGetSupportedClassConfigs</code>.</p> <p>Workaround: Whenever you encounter a similar timeout issue and see <code>DataAccessAdapterQueryGetSupportedClassConfigs</code> in the log, you can go to the JMX console and increase the values for the following two settings:</p> <ul style="list-style-type: none"> • task.DataAccess.Manager.getAdapterClassesConfig.timeOut. Default value for the setting is 20000. • configuration.remote.action.timeout. Default value for the setting is 35000. |

| ID | Module | Description |
|-------------|--------------|--|
| QCCR1H98068 | Integrations | <p>You cannot create one integration point for both data push and population.</p> <p>Workaround: To create an integration point for both data push and population, do the following:</p> <ol style="list-style-type: none"> 1. Update the value for Object Root from managed_object to root. <ol style="list-style-type: none"> a. Log in to UCMDB with an administrator account and go to Administration > Infrastructure Settings Manager. b. From the Filter by column drop-down list, click Name, type Object Root in the text box and double-click the Object Root entry that is displayed. c. In the Properties dialog box, go to the Current Value field, change managed_object to root, and then click Save. d. Log out of UCMDB and log in to UCMDB again for the change to take effect. 2. Add the discoverypattern_mdr_type attribute to Auto Discovery Pattern definition. <ol style="list-style-type: none"> a. Go to Modeling > CI Type Manager > CI Types pane > Root tree > Data > Object > Configuration, and click Auto Discovery Pattern definition. b. In the right pane, click the Attributes tab and click the Add  button. c. In the Add Attribute dialog box, type discoverypattern_mdr_type in the Attribute Name and Display Name fields, and click OK. 3. If you already create an integration point, delete it and create it again. 4. Open the Adapter Source Editor dialog box and click Save. <ol style="list-style-type: none"> a. Go to Data Flow Management > Adapter Management > Resources pane, select the adapter that is related to your integration point. b. Right-click the adapter, select Edit adapter source. c. In the Adapter Source Editor dialog box, click Save. |
| QCCR1H92081 | Integrations | <p>When creating a new inherited CI Type in which the parent has identification based on key attributes, it will be by default inherited by the child CI Type, without the possibility of changing it. For example, creating an</p> |


| ID | Module | Description |
|--------------|--------------|---|
| | | <p>inherited CI Type from Person will inherit its identification by key attribute by default. So if you choose to change the identification with reconciliation rule, the whole identification will be the Person identification by key + identification by rule.</p> <p>Workaround: When creating the new CI Type inherited from Person, change first the identification of Person by removing all attributes conditions, so the new identification of the newly created CI Type will be empty.</p> |
| QCCR1H101639 | Integrations | <p>When trying to run a remote process using the Integration Service, the following error is returned: Failed to connect to remote process.</p> <p>Workaround: If you want to use the Integration Service to run a remote process, add the following jars to the basic_discovery_minimal_classpath setting in the <UCMDB_Server_Home>\integrations\conf\DataFlowProbe.properties file manually:</p> <pre>../lib/cryptojce.jar;../lib/cryptojcommon.jar;../lib/jcmFIPS.jar;</pre> |
| QCCR1H102098 | Integrations | <p>The Integration Service cannot start due to a failure to connect to the database after you change the master key on the UCMDB server.</p> |
| | Tenant Owner | <p>After switching to Tenant aware reconciliation, the OwnerTenant attribute becomes read-only in the Configuration Item Properties dialog.</p> <p>Workaround: Use Assign Tenants functionality from the CI's context menu.</p> |
| | Tenant Owner | <p>After removing the Key Attributes qualifier from the OwnerTenant attribute of the Managed Object, sometime no properties are displayed for the CIs in UI.</p> <p>Workaround: If you want to switch back (to disable Tenant aware reconciliation), do the following:</p> <ol style="list-style-type: none"> 1. Remove the ID_ATTRIBUTE qualifier for the TenantOwner attribute on the managed_object CIT. 2. Remove the value of the reconciliation.tenantaware.cotypes setting. 3. Reload the class model from persistency (go to the JMX console > UCMDB:service=Class Model |


| ID | Module | Description |
|--------------|-------------------------|---|
| | | <p>Services, and invoke the reloadClassModelFromPersistency method).</p> <ol style="list-style-type: none"> Go to JMX console > UCMDB:service=Model Services, invoke the recalculateID method with classname field empty. Go to JMX console > UCMDB:service=Model Services, invoke the updateClasModel method. |
| | Tenant Owner | Enrichment is not invoking the Reconciliation on Update OwnerTenant via Associate Tenant Rule . As a result, you may have duplicated data in the system in case if you update the OwnerTenant 's CI to a tenant that already has this CI. |
| | Tenant Owner | CIs with Identification rule would be duplicated in case if the user is updating the OwnerTenant CI to a tenant that already has this CI from Update OwnerTenant in the Assign Tenants module. |
| | Tenant Owner | <p>When removing all Consumer Tenants from a CI (from the IT Universe), an error is thrown and the Owner Tenant is overwritten with the System Default Tenant.</p> <p>Workaround: To avoid removing the System Default Tenant from the Consumer Tenants list, make sure you set the System Default Tenant as consumer.</p> <p>Only when the System Default Tenant is not set as consumer, the Owner Tenant will be overwritten with the System Default Tenant when trying to save.</p> |
| QCCR1H104949 | Tenant Owner | <p>Error message received when setting up a tenant aware environment, for the OOTB enrichments which are adding CIs.</p> <p>Workaround: If there are enrichments which are creating new CIs, after setting the environment as tenant aware, the attribute Owner tenant should be set for those CI Types which are being created through enrichments.</p> |
| QCCR1H116188 | Universal CMDB - Server | After you delete some historic tables, there is no history available for nodes which were created before historic tables were deleted, even if they are modified by hand or through a Discovery job. |

Known issues in CMS UI

This release has the following known issues and limitations.

Important: CMS UI 2018.08 works only with UCMDB server 2018.08.

| ID | Issue |
|--------------|--|
| N/A | <p>(Google Chrome only) Sometimes, the Get Related map exported to SVG is empty.</p> <p>Workaround: Position your topology map on the top left side of the screen, and then click Export to SVG ().</p> |
| N/A | <p>(Mozilla Firefox only) When trying to export all widgets to PDF, multiple blocked pop-up windows are created.</p> <p>Workaround: To view the PDF file, check the available options for the pop-up windows, and then select Allow pop-ups for <UCMDB_URL>.</p> |
| N/A | <p>(Mozilla Firefox only) When you log in to CMS UI and choose to save the password for this site, other password fields are auto-filled with your saved password.</p> <p>Workaround: To avoid this issue, when the Remember Password prompt is displayed, click Don't Save.</p> |
| QCCR1H120605 | <p>After UCMDB server is restarted, scheduled report is still sent even after the scheduler is deleted.</p> <p>Workaround: Restart CMS UI.</p> |
| QCCR1H114723 | <p>The notification message from the CMS UI module Package Manager may display date time format incorrectly on non-English UI. This is a third-party limitation as date time is formatted by the Notification component from Grommet.</p> |
| N/A | <p>(Internet Explorer 11 only) When using Internet Explorer 11, only one UCMDB Browser widget can be added to the Home page. Otherwise, CMS UI might get stuck due to memory leaks.</p> |

| ID | Issue |
|--------------|--|
| | Workaround: To add more than one UCMDB Browser widget to the Home page, use a different supported web browser. |
| N/A | <p>When hovering the mouse over the label of a CI in the Topology Map, the tooltip with the full name of the Display Label attribute is not displayed.</p> Workaround: Hover the mouse over the icon of a CI. |
| N/A | <p>After grouping the CIs in the Topology Map by CI Type, the magnification level of the Topology Map cannot be changed. Also, this applies to the dragging option too.</p> Workaround: To change the magnification level of the Topology Map, or to be able to drag the view, make sure that the Layout Settings () is closed. Otherwise the view is set to Fit to screen . |
| QCCR1H116886 | In certain non-English environments of CMS UI, some strings on the Home page are not translated into proper languages. |
| QCCR1H118145 | The date and time format is incorrect on the page where you edit UCMDB integration point population jobs in non-English versions of Integration Studio in CMS UI. |
| QCCR1H118146 | The date and time format is incorrect on the page where you edit the details of UCMDB integration point population jobs in non-English versions of Integration Studio in CMS UI. |
| QCCR1H120235 | The text string "Total" is displayed in English in some modules in Korean versions of CMS UI. |
| QCCR1H120506 | In Brazilian Portuguese versions of CMS UI, the localized name of the Smart Software Analytics module is displayed incorrectly on the UI. |
| QCCR1H120514 | The final warning message that is displayed when a non-root user installs a Probe in non-English versions of CMS UI on Linux is not translated. |
| QCCR1H120545 | The warning message that is displayed when you try to create an integration job with a name that includes special characters in non-English versions of CMS UI is not translated. |

| ID | Issue |
|--------------|---|
| QCCR1H120491 | <p>CMS UI does not work properly in a multi-customer environment.</p> <p>Workaround: None for this release.</p> |
| QCCR1H119301 | <p>"There is no data available for this report" message is displayed for individual default report widgets (such as Installed Software) on the Home page. It is highly possible that the reports are querying over a large amount of data from the UCMDB server which exceeds the maximum number of elements allowed in view, and you may find "server view query over limit" error in log.</p> <p>Workaround: To resolve the display issue, go to UCMDB UI > Administration > Infrastructure Settings Manager, locate the Maximum number of elements (nodes) in TQL result for view setting (default value: 30000) and increase its value to meet your need.</p> |
| QCCR1H104135 | <p>On Mozilla Firefox, the plug-in container for Firefox stops working and sometimes, when clicking Logout, nothing happens. This is a known issue with Mozilla Firefox ESR 38.4 (JavaScript garbage collection crash with Java applet).</p> <p>Workaround: Use a different supported Firefox version.</p> |
| QCCR1H113157 | <p>The language of the system categories is the one used when the CMS UI is deployed. This is because the system categories are deployed only once, on the first login, using the current locale. On subsequent logins, the system categories are not re-deployed, so the name is not updated either.</p> <p>Workaround: To change the language of the system categories:</p> <ol style="list-style-type: none"> 1. Stop the Tomcat. 2. Change the locale. 3. Restart the Tomcat. <p>Note: If you change the language, all the users that are connected to the same CMS UI instance will view the system categories with the updated language.</p> |
| QCCR1H114520 | <p>LW-SSO fails to work with CMS UI.</p> |

| ID | Issue |
|--------------|---|
| | <p>Workaround: If you deploy CMS UI in your own Tomcat, for Tomcat 8 the following line should be added to the <code><Tomcat_installation_folder>/conf/context.xml</code> file:</p> <pre><CookieProcessor className="org.apache.tomcat.util.http.LegacyCookieProcessor" /></pre> |
| QCCR1H111354 | <p>(Safari only) The export of reports/CIs/widgets in the PDF format does not work on Safari.</p> <p>Workaround: Check the address bar and if it is marked with Pop-ups blocked, allow the pop-ups for this site.</p> |
| QCCR1H112827 | <p>When a UCMDB server is reconfigured to use a new schema, the new schema has the OOTB packages deployed at the UCMDB server startup. If a standalone CMS UI is already connected to the UCMDB server, the CMS UI's packages are not present in the new schema.</p> <p>Workaround: Restart the CMS UI Tomcat in order for the CMS UI's packages to be redeployed on the new schema.</p> |
| QCCR1H113171 | <p>Sometimes, when SSL is configured and OpenJDK is used, the CMS UI may become unresponsive. This is because the hand shake between the CMS UI server and the browser client fails due to unnamed elliptic curve algorithm.</p> <p>Workaround: Follow these steps to resolve the issue:</p> <ul style="list-style-type: none"> If Tomcat is started by invoking <code>.\ucmdbbrowser\bin\startup.bat</code>: <ol style="list-style-type: none"> Create the setenv.bat file (if one has not already been created). Type the following line in the setenv.bat file: <pre>set CATALINA_OPTS=-Dcom.sun.net.ssl.enableECC=false</pre> <p>Caution: Do not use a copy-and-paste operation to add the above line to the file. Type every character one by one.</p> <p>Note: If the variable CATALINA_OPTS already exists, just append the <code>-Dcom.sun.net.ssl.enableECC=false</code> value to the variable.</p> |

| ID | Issue |
|--------------|---|
| | <ul style="list-style-type: none"> c. Restart the Tomcat server. • If Tomcat is started as a service: <ul style="list-style-type: none"> a. Run the CMS-Browserw.exe file (or the tomcat7w.exe file). b. In the dialog box that opens, go to the Java tab, and add -Dcom.sun.net.ssl.enableECN=false in the Java Options container. c. Restart the Tomcat server. |
| QCCR1H107689 | Currently it is not possible to load the federated CITs' icons from the remote server. |
| QCCR1H110354 | <p>On Internet Explorer 11, sometimes the loading animations get stuck.</p> <p>Workaround: Restart Internet Explorer.</p> |
| QCCR1H111026 | <p>The port number of CMS UI URL changes to 8143 when Configuration Manager 10.22 is connected to UCMDB Server 10.30, resulting that the CMS UI is no longer available.</p> <p>After Configuration Manager is installed, CMS UI URL becomes https://<server name or IP address>.<domain name>:8143/ucmdb-browser/, which is the URL of the CMS UI embedded in CM.</p> <p>Workaround: After Configuration Manager is installed, make sure you change the port number of CMS UI URL from 8143 back to 8443 (go to UCMDB UI > Administration > Infrastructure Settings Manager, locate the UCMDB Browser URL setting by searching Name with a keyword Browser, and then change the port number from 8143 to 8443 and save the change.</p> |
| QCCR1H111352 | <p>Sometimes, the export of a report fails with the following error message: "Cannot initialize class net.sf.jasperreports.engine.util.JRStyledTextParser".</p> <p>Workaround: Restart the CMS UI server.</p> |
| QCCR1H110609 | The View Discovery Log action in the Discovery Progress Widget is supported only with one of the following web browsers: Microsoft Internet Explorer 11 or later versions, Google Chrome latest versions, and Mozilla Firefox latest |

| ID | Issue |
|--------------|---|
| | versions. This is because Grommet does not provide support for other web browsers. |
| QCCR1H111482 | <p>CMS UI does not support the Platform for Privacy Preferences Project (P3P) header in Internet Explorer for the widgets that can be directly embedded into Micro Focus Service Manager.</p> <p>Workaround: Follow these steps to open in the Internet Explorer the widgets that can be directly embedded into Micro Focus Service Manager:</p> <ol style="list-style-type: none"> 1. Assign the CMS UI and the Service Manager to the same domain. 2. Add the CMS UI and the Service Manager in the hosts file. 3. Configure the CMS UI URL with a fully qualified domain name (FQDN). |
| QCCR1H106412 | Currently, in the Get Related Map, the double relations between two related CIs are displayed as a single relation. |
| QCCR1H108187 | Currently, when more than 1000 CIs are displayed in the Get Related Map, you might encounter a performance issue. |
| QCCR1H107420 | To view the TQLs for SM widgets (Defects widget, Incidents widget, and Change Request widget) in UCMDB, go to the JMX console, set the value of the ucmdb_browser.query_services JMX method to true , and then restart the CMS UI. |
| QCCR1H104887 | To view the error messages related to probe's issues under Probe Errors discovery issues type in the UCMDB Browser module, after upgrading UCMDB to version 10.22, manually redeploy the AutoDiscoveryInfra package located in the <UCMDBServer>\content\basic_packages directory. |
| QCCR1H104553 | There are times when a CI that is not visible in the Service Modeling map, has a Discovery Indicator. When this happens, the indicator appears on all the CIs that are in the map and have a direct or indirect link to the CI that is not visible. |
| N/A | Currently it is not possible to create two service models with the same name in the UCMDB Browser module, even if different tenants are used. This is because the Views that the service models use as resources must have a unique name. |
| QCCR1H99251 | If accessing the UCMDB Browser module from Configuration Manager, you might not be able to use a lot of features like Notification and Reports. |
| QCCR1H92299 | For exporting the Stakeholder widget, when the Person CIT has an avatar image set and the CMS UI is behind a proxy, the exported document will not contain the avatar image, instead the default image is used for that person. |

| ID | Issue |
|-------------|---|
| | This is because the Java Environment on which the server runs cannot access the image. On the Web Browser, the configurations are set inside the LAN Settings, so the link can be accessed. |
| QCCR1H99461 | <p>UCMDB Browser 4 may not load on Internet Explorer 9 or 10 when Check for newer versions of stored pages is set.</p> <p>Workaround: In case you use Internet Explorer 9 or 10, set Check for newer versions of stored pages to Automatically. To do that, in the Internet Explorer window, go to Tools > Internet Options > General, and then in the Browsing history section, go to Settings.</p> |
| QCCR1H94718 | Browser CI Access Control permissions only apply when a user is connected in Actual state. |
| N/A | <p>If many users run reports simultaneously, and those reports contain many results, there will be increased memory usage on the CMS UI web server (Tomcat or Jetty).</p> <p>Workaround: To decrease the load on the web server, do one of the following:</p> <ul style="list-style-type: none"> • Increase the maximum heap memory size on the web server. • Decrease the session timeout specified in the web.xml file. • Set up high availability to spread the load over multiple CMS UI instances. For more information, see "Configure High Availability Mode" in the CMS UI Help. • Instruct users to log out after finishing to work with the CMS UI. |

Deprecations

The following table lists all items that were deprecated or fully removed, together with any items that are no longer supported, since the last release.

| Item | Deprecated since version | Notes |
|------|--------------------------|---|
| DDMI | 10.32 | <p>The committed support for DDMI ended on December 31, 2016. Therefore, 10.31 is the last version of UCMDB to support the DDMI migration. Starting with version 10.32, the DDMI migration functionality is no longer supported and in version 10.33 it is officially removed.</p> <p>Important: Before upgrading to version 2018.08, make sure you remain at version 10.31/CP22 (or earlier) while you finish migrating DDMI to Universal Discovery. Do not upgrade to version 2018.08 until after you have completed your DDMI migration. If you need the DDMI Migration tools, they are still included and supported in 10.31/CP22.</p> |

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