



Release Notes

BMC[®] Performance Manager Express for Hardware by Sentry Software[™]

Version 2.3.09

August, 2007

Sentry Software is releasing version 2.3.09 of the BMC[®] Performance Manager Express for Hardware. These release notes provide basic information about the new product.

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What's New?

These topics describe the major new features of this product.

New Metrics collected for Dell servers

ControllerStatus and *BatteryStatus* are now collected for disk controllers in Dell servers using the Dell OpenManage agent (when the information is available).

What's Changed

These topics describe what has changed in this product release.

Monitoring Fans Voltage and Temperature on DELL

The *Status* parameter of Fan, Voltage and Temperature objects now directly reflects the status as reported by the Dell OpenManage agent on Dell servers.

Earlier, *Status* reflected the overall status of the other metrics for the monitored instance. For example: If the *Speed* metric for Fan was in "Warning", *Status* would reflect the warning. Now onwards, *Status* will collect and reflect the values/condition reported by the *Status* metric of the Dell OpenManage agent.

Activation of IntrusionStatus and BatteryStatus parameters

Alert thresholds of the parameters *IntrusionStatus* (Enclosure class) and *BatteryStatus* (DiskController class) have been activated.

Migrating from BPM Express for Hardware v2.3.x to v2.3.09

BPM Express for Hardware includes the automatic migration feature. In order to upgrade to a newer version, all you need to do is import the new version, and the Portal will migrate all the elements from the previous version, to the upgraded version of the BPM Express for Hardware application class. There will be no loss of any customized thresholds set in the previous version.

Given that version 2.3.09 has enabled thresholds of the parameters *IntrusionStatus* and *BatteryStatus* under Enclosure and Disk Controller application classes respectively; migrating to this new version through the above-mentioned method will not automatically activate the two parameters. (This is done to safe-guard against loss of previous customization- if any.) Therefore, to activate these parameters the two options are:

- A. Manual activation: Go to the **Configure tab > Edit Thresholds** > select *IntrusionStatus* and *BatteryStatus* parameters. You could do this either for each element or, easier still through the Element Profile route – if the elements have been created that way.
- B. The other option is to completely remove the BPM Express for Hardware application class, and reload (import) it again, just as one would load a new Performance Manager. This undoubtedly entails loss of any customized settings, if any.

Migrating from BPM Express for Hardware v2.2

Due to structural changes made in BMC® Portal version 2.3, BMC Performance Manager Express for Hardware version 2.3.00 upwards is not compatible with any version of the Portal prior to v2.3.

All customers, whether existing or new, are first required to upgrade to Portal v2.3 and then install BPM Express for Hardware v2.3.

Migrating from BPM Express for Hardware v2.0 / v2.1

Customers who have purchased v2.0 or v2.1 of BPM Express for Hardware and are covered by a maintenance contract can migrate to the much more versatile v2.3.x at no additional cost. However, there is no configuration to automatically migrate your monitored elements from the 2.0/2.1 versions of BPM Express for Hardware to v2.3.x

This migration has to be manually done just like a first-time installation, which is, rapid, simple and does not require many operations. Please bear in mind that for BMC Performance Manager Express for Hardware v2.3.x, the minimum version of BMC® Portal is v2.3.

Migrating from Hardware Sentry KM for PATROL® to BMC Performance Manager Express for Hardware v2.3x

Existing customers of Hardware Sentry KM for PATROL® can avail of BPM Express for Hardware for free, *if* they choose to use the BMC® Portal environment.

Support Status

For more information about the latest Support policies, see the Customer Support page on the BMC Software Web site at http://www.bmc.com/support_home

Corrected Problems

Tracking number	Description
N/A	At times, alerts were not cleared when a disk recovered from a failure. This has been fixed and alerts are cleared if the disk recovers from the failure.
N/A	On IBM servers (Windows), a WBEM issue prevented retrieval of correct values for the FAN and Temperature classes. This has been fixed and both these hardware components are now correctly monitored.
N/A	At times, SSH connections froze and prevented further monitoring of the system.
N/A	Under the Disk Controller class, the alert thresholds were not activated for the parameter “ <i>BatteryStatus</i> ”. Now it has been activated.

Tracking number	Description
N/A	There was a problem in establishing a SSH connection due to SSH key exchange and SSH algorithm negotiation failure. Now the SSH client supports and explicitly accepts all algorithms during key exchange and algorithm negotiation.
N/A	There was a problem in automatic re-initialization of the parameter value “ <i>ErrorCount</i> ” to zero after a specified amount of time.
N/A	The RSM crashed due to an exception thrown while using the WMI class of Portal SDK (bpmwmi.dll). This crashed was mainly related to a RSM overload which reflected on the bpmwmi.dll file. This dll file is replaced by Sentry’s “sen_hw_wmiQuery.vbs” script to avoid the RSM overload issue.
N/A	The SSH and Telnet client of BPM Express for Hardware tried to establish a connection with “Root credentials” even though root credentials were not provided. In certain cases, this consumed lots of processes. Now the SSH and Telnet clients will try to establish a connection with “Root credentials” <i>only</i> if the Root credentials are provided.

Product Documents

The following documents support the product:

- *BMC® Performance Manager Express for Hardware* – [Installation Guide](#)
- *BMC® Performance Manager Express for Hardware* – [User Guide](#)
- *BMC® Performance Manager Express for Hardware* – [Reference Guide](#)

To view the latest BMC Software books and release notes, visit the Customer Support Web page at http://www.bmc.com/support_home.

Customer Support

If you have problems with or questions about a BMC Software product, go to the BMC Software Customer Support page at http://www.bmc.com/support_home. You can view and download product documents, release notes, frequently asked questions, and related information from the Customer Support Web site. If you do not have access to the Web and you are in the USA or Canada, contact BMC Software Customer Support at 800 537 1813. Outside the USA or Canada, contact your local BMC Software office or agent.

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