

# Oracle® Enterprise Manager

Release Notes for System Monitoring Plug-Ins

Release 10 (10.0)

**B28199-14**

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Oracle Enterprise Manager System Monitoring Plug-Ins (System Monitoring Plug-Ins) enhance the solutions offered by Enterprise Manager Grid Control by infusing additional capabilities to monitor for non-Oracle components, such as third-party databases, third-party middleware, storage, and network devices.

The System Monitoring Plug-Ins are developed by Oracle in partnership with third-party vendors. They offer a single, integrated monitoring solution for any application built on Oracle. If you have invested in other system management tools, then you can integrate System Monitoring Plug-Ins with Enterprise Manager Grid Control to monitor those third-party components, thereby reducing the total cost of ownership and increasing operational efficiencies.

This document is the Release Notes for System Monitoring Plug-Ins released as part of Release 10, in June 2009. You can find the following information in this document:

- [Documentation Description and Access](#)
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## Documentation Description and Access

This document contains release notes for the following System Monitoring Plug-Ins:

- Plug-in for HP Oracle Exadata Storage Server
- Plug-in for Microsoft Active Directory
- Plug-in for Microsoft Internet Information Services
- Plug-in for Microsoft .Net
- Plug-in for Microsoft SQL Server

You can access the latest documentation for System Monitoring Plug-Ins from Oracle Technology Network (OTN) available at:

<http://www.oracle.com/technology/documentation/oem.html>

Alternatively, if you have a DVD, navigate to a plug-in directory and access the Documentation subdirectory. You can also find data sheets, certification matrix, and other documentation on OTN under *Enterprise Manager*, and on *My Oracle Support*.

## Updates to Existing Plug-Ins

The following are the existing System Monitoring Plug-Ins re-released with updates. In addition to the updates mentioned in this section, the plug-ins may also have fixed bugs as described in [Issues Fixed](#).

### System Monitoring Plug-In for HP Oracle Exadata Storage Server

This release has the following changes:

- You can now use Agent user account to set up SSH connectivity between HP Oracle Exadata Storage Server and the computer running the Agent. As a result, after deploying the plug-in, when you add HP Oracle Exadata Storage Server target to Grid Control for central monitoring, you need not specify the Agent host user name and password.
- After you apply the required Oracle Exadata and Agent patches, you can view more meaningful alerts in the Enterprise Manager Grid Control.

### System Monitoring Plug-In for Microsoft Active Directory

This release supports monitoring of Microsoft Windows 2008 Active Directory.

### System Monitoring Plug-In for Microsoft Internet Information Services

This release supports monitoring of Microsoft Internet Information Services 7.0.x.

### System Monitoring Plug-In for Microsoft .Net

This release supports monitoring of Microsoft .NET Framework 3.0.x and 3.5.x running on Microsoft Windows Server 2003. This release also includes the following changes to the charts on the Reports page:

- The *.NET Framework Time-Series Report* category that was existing in the previous version has been divided into two different categories, mainly *.NET Framework Lock and Thread Metrics* and *.NET Framework Memory Metrics*. The *.NET Framework Lock and Thread Metrics* category includes a new chart titled **Current Physical Threads**.
- New categories such as *.NET Framework Data Metrics* and *.NET Framework Miscellaneous Charts* have been included.

### System Monitoring Plug-In for Microsoft SQL Server

This release has the following changes:

- Microsoft SQL Server plug-in version 4.0.3.1.0 is certified to monitor Microsoft SQL Server 2008.
- This release is certified to monitor SQL Server instances (SQL Server versions 2000 SP4, 2005, and 2008) through Windows-based authentication.

- This release introduces a metric *SQL Server Database Log* which contains the details of database transaction logs.
- This release introduces 'Space Available(%)' column in metric *SQL Server Database Log* to monitor the space usage of transaction logs.
- On the Enterprise Manager Console, the *DBVersion* column for a SQL Server target under **Databases** sub-tab (under **All Targets** tab) will display the version of Microsoft SQL Server.

## Installing a Plug-In

You can download the System Monitoring Plug-In archives from OTN by clicking **Downloads**, then **Enterprise Manager**. Alternatively, you can also obtain the archives from the product DVD.

To install a plug-in, do the following:

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

## Known Issues

This section describes the issues that exist for this release.

### Universal Bugs and Limitations

The following generic Grid Control bugs and limitations impact all System Monitoring Plug-Ins.

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

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

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

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

- **Cause** — Deployment of a plug-in fails on the first attempt on an Agent. Subsequent deployments, though reporting successfully, may not be fully successful. Configuration-related information on the View Configuration page and in reports will display an error.

- **Workaround** — Redeploying the plug-in resolves the problem. Clean up Enterprise Manager and remove all traces of the plug-in as follows:
  1. Delete all existing plug-in targets.
  2. Undeploy the plug-in.
  3. Delete the plug-in.
  4. Reimport the plug-in.
  5. Freshly deploy the plug-in on an Agent that satisfies all prerequisites.
- **Oracle Bug #5179581 — Error: Target in broken state - metric collection errors encountered**

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

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

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

OR

You can alternatively resubmit the target instance properties:

  1. Click on the Monitoring Configuration link (under the Related Links section on the plug-in target home page).
  2. Reenter the encrypted properties.
  3. Click **OK**.
- **Context-sensitive Help** — None of the System Monitoring plug-ins have context-sensitive online help. This feature will be supported in the future. Plug-in Installation Guides and Metric Reference Manuals available on Oracle Technology Network (OTN) provide all required information.
- If you use Enterprise Manager Grid Control 10.2.0.3 or lower, then while adding a plug-in target, you may encounter a warning message on the Add Targets Page even after providing the credentials. On this page, you can provide the credentials and click **Test Connection** to test the connection to the server. However, after successful testing of the connection, when you click **OK** to add the target, you may see a warning message.
  - **Cause** — This is because the page refreshes when **OK** is clicked, but the credentials are not cached and loaded on the page, though some encrypted values are displayed for those fields.
  - **Workaround** — To resolve this issue, re-enter the credentials and then click **OK**.

## Known Issues Specific to System Monitoring Plug-Ins

The following are the known issues specific to System Monitoring Plug-Ins.

## Known Issues in System Monitoring Plug-In for HP Oracle Exadata Storage Server

### Oracle Bug #8438862- Metric Collection Error for Cell Alert Metric

For HP Oracle Exadata Storage Server target monitored with HP Oracle Exadata Storage Server plug-in version 1.1.4.0.0, the plug-in reports the following metric collection error for Cell Alert metric:

Can't get query descriptor or execution descriptor

### Oracle Bug - Issue with Single IP Address

After successfully deploying the plug-in, while adding the HP Oracle Exadata Storage Server target to Grid Control for central monitoring, on the Add Oracle Exadata Storage Server page, you must specify the IP addresses of the HP Oracle Exadata Storage Server. However, if you have only one IP address and if you specify that only in the first field, that is, in **Management IP Address 1**, and leave the second field blank, then Grid Control will not be able to monitor HP Oracle Exadata Storage Server.

To resolve this issue, if you have only one IP address, then specify the same IP address in both the fields, that is, in **Management IP Address 1** and **Management Cell IP Address 2**. Do not leave the second field blank.

## Known Issues in System Monitoring Plug-In for Microsoft SQL Server

### Oracle Bug #8396602 - Fails to Monitor 32-Bit Copy of SQL Server Installed on 64-Bit Machine

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 4.0.3.1.0 or lower, the plug-in fails to monitor a 32-bit Microsoft SQL Server locally through a 64-bit agent installed on a X64 machine. To monitor 32-bit Microsoft SQL Server installed locally on a X64 machine, use 32-bit agent instead of 64-bit agent.

### Oracle Bug #7422618 - SQL Server 2000: If One Database is Set Offline, No Info About Other Even Online Databases

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 4.0.3.1.0 or lower, the plug-in fails to monitor Microsoft SQL Server 2000 target, if one or more databases in any instance (not necessarily in the same SQL Server instance which is desired to be monitored) is OFFLINE. This is due to failure in retrieving data through WMI.

### Oracle Bug #7353745 - Metric Collection Error: If Metric Value Contains Character Pipe ("|")

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 4.0.3.1.0 or lower, the plug-in reports metric collection error for some metrics, if any of the following holds true:

- Database Name in the specific SQL Server instance to be monitored has a pipe ("|")
- Or, *Text/Performance Condition* metric in this metric group has a pipe ("|")

### Oracle Bug #6710365 - MS SQL Server Auto Growth Data Files are Still Triggering Alerts

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 4.0.3.1.0 or lower, the *Start* job fails with an error code for Cluster SQL Server targets, yet the Microsoft SQL Server instances start successfully.

### **Oracle Bug# 7626943 - Failure to Monitor/Add 32-Bit SQL Server 2005 on 64-Bit Windows 2000**

A 32-bit Microsoft SQL Server 2005 instance installed on 64-bit Microsoft Windows 2000 host cannot be monitored by the plug-in.

## **Issues Fixed**

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

### **Issues Fixed in System Monitoring Plug-In for Microsoft Internet Information Services**

#### **Oracle Bug #6668831 - Query on Table WIN32\_PERFFORMATTEDDATA\_MSFTPSVC\_FTPSERVICE Fails**

For Microsoft Internet Information Services target monitored with Microsoft Internet Information Services plug-in version 2.0.2.2.0 or lower, metric collection errors appear if SMTP, FTP, and NNTP services are not installed on the host where Microsoft Internet Information Services target is running.

#### **Oracle Bug #7831598 - Number Type Column Has Invalid Format Error**

For Microsoft Internet Information Services target monitored with Microsoft Internet Information Services plug-in version 2.0.2.2.0 or lower, the following exception error appears when configuration information such as Secure IP is collected.

```
Row(9): NUMBER type column SecureBindings_IP=141.254.106.30' has invalid format
```

### **Issues Fixed in System Monitoring Plug-In for Microsoft SQL Server**

#### **Oracle Bug # 8556800: java.lang.UnsatisfiedLinkError: impersonate\_x86.dll - Failed to Start App Config**

With Microsoft SQL Server plug-in version 4.0.3.0.0, you may encounter metric collection errors during target addition or discovery or post plug-in upgrade (from any lower version).

#### **Oracle Bug # 8603090: Metric Collection Error: Cannot get Query Descriptor or Execution Descriptor**

Upgrade to Microsoft SQL Server plug-in version 4.0.3.0.0 (from any of the lower versions) may result in metric collection errors for existing Microsoft SQL Server targets.

#### **Oracle Bug # 8209268 and 8198067 - MS SQL Server Result Has Repeating Key Value Errors for SQL Server Process Metrics**

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.4.3.1.0, *Database*, *MSSQL FileGroup*, *Database Lock*, *User Statistics*, *Index/Table Fragmentation*, and *MSSQL DatabaseFile* metrics fail with metric collection error - "Result has repeating key value".

### **Oracle Bug #6865962 - MS SQL Server Transaction Log Metric Does Not Show The Transaction File Name**

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.4.3.1.0 or lower, the transaction file path is not available. For version 4.0.3.1.0, the transaction file path is shown as part of MSSQL Database Log metric.

### **Oracle Bug 6417554 - WMI ERROR 0X80070005 For Remote Connection to SQL Server - Password with Uppercase Letters**

For Microsoft SQL Server 2005 target monitored with Microsoft SQL Server plug-in version 3.4.3.1.0 or lower, target discovery fails when the system password contains uppercase letters.

### **Oracle Bug #7449626 - Windows 2008- Processor Architecture (EM\_ERROR=COULD NOT SET PROXY BLANKET)**

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.4.3.1.0 or lower, discovery of SQL Server targets installed on Windows 2008 locally fails. Plug-in version 4.0.3.1.0 is certified to monitor instances residing on Windows 2008 platform locally as well as remotely.

## **Troubleshooting Plug-Ins**

For information about the troubleshooting scenarios that you might encounter while working with the System Monitoring plug-ins, see the *Enterprise Manager System Monitoring Plug-in Troubleshooting Guide* available on OTN at the following URL:

<http://www.oracle.com/technology/documentation/oem.html>

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