

Release Notes

Hitachi HiCommand Tuning Manager 5.8.0-00

Sep. 14, 2007

- Preface -

This notice describes the revisions made in the recently released program product HiCommand Tuning Manager 5.8.0-00.

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This notice uses abbreviations for Hitachi and third party product. Following list shows correspondence between abbreviation and formal name.

Abbreviation on this notice	Formal name
Tuning Manager	HiCommand Tuning Manager
HTM - Agent	HiCommand Tuning Manager - Agent
HTM - Agent for Oracle	HiCommand Tuning Manager - Agent for Oracle
HTM - Agent for RAID	HiCommand Tuning Manager - Agent for RAID
HTM - Agent for SAN Switch	HiCommand Tuning Manager - Agent for SAN Switch
HTM - Agent for NAS	HiCommand Tuning Manager - Agent for Network Attached Storage

HTM - Agent for SQL	HiCommand Tuning Manager - Agent for Microsoft(R) SQL Server
HTM - Agent for DB2	HiCommand Tuning Manager - Agent for IBM(R) DB2(R) Universal Database(TM)
Device Manager	HiCommand Device Manager

HTM is used as a generic term for the following products:

- HiCommand Tuning Manager
- HiCommand Tuning Manager - Agent
- HiCommand Tuning Manager - Agent for Oracle
- HiCommand Tuning Manager - Agent for RAID
- HiCommand Tuning Manager - Agent for SAN Switch
- HiCommand Tuning Manager - Agent for Network Attached Storage
- HiCommand Tuning Manager - Agent for Microsoft(R) SQL Server
- HiCommand Tuning Manager - Agent for IBM(R) DB2(R) Universal Database(TM)

Agent is used as a generic term for the following products:

- HiCommand Tuning Manager - Agent
- HiCommand Tuning Manager - Agent for Oracle
- HiCommand Tuning Manager - Agent for RAID
- HiCommand Tuning Manager - Agent for SAN Switch
- HiCommand Tuning Manager - Agent for Network Attached Storage
- HiCommand Tuning Manager - Agent for Microsoft(R) SQL Server
- HiCommand Tuning Manager - Agent for IBM(R) DB2(R) Universal Database(TM)

Thunder 9000 Series is used as a generic term of following product:

- Thunder 9200

Thunder 9500V Series is used as a generic term for the following products:

- Thunder 9520V
- Thunder 9530V
- Thunder 9570V
- Thunder 9580V
- Thunder 9585V

TagmaStore AMS Series is used as a generic term for the following products:

- AMS200
- AMS500
- AMS1000

TagmaStore WMS Series is used as a generic term for the following product:

- WMS100

Lightning 9900 Series is used as a generic term for the following products:

- Lightning 9910
- Lightning 9960

Lightning 9900V Series is used as a generic term for the following products:

- Lightning 9970V
- Lightning 9980V

TagmaStore USP is used as a generic term for the following products :

- USP100
- USP600
- USP1100
- NSC55

Universal Storage Platform V is used as a generic term for the following product:

- USP V

Universal Storage Platform VM is used as a generic term for the following product:

- USP VM

This document uses the following abbreviations:

Abbreviation on this note	Full name or meaning
Windows Server 2003 (IPF)	64-bit version of Microsoft(R) Windows Server(R) 2003, Enterprise Edition Operating System (Itanium Processor Family)
1MB	1 megabyte is 1,048,576 bytes.
1GB	1 gigabyte is 1,073,741,824 bytes.

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1. Product Package Contents(HTM 5.8.0-00 includes the bolded new components below)

Medium	CD-ROM	Revision	Release Type	Target version of Service Pack
Software	HiCommand Tuning Manager	5.8.0-00	Full Package	-
	HiCommand Tuning Manager - Agent	5.8.0-00	Full Package	-
	HiCommand Tuning Manager - Agent for Oracle	5.7.0-02	Full Package	-
	HiCommand Tuning Manager - Agent for RAID	5.8.0-00	Full Package	-
	HiCommand Tuning Manager - Agent for Network Attached Storage	5.7.0-02	Full Package	-
	HiCommand Tuning Manager - Agent for SAN Switch	5.7.0-02	Full Package	-
	HiCommand Tuning Manager - Agent for Microsoft(R) SQL Server	5.7.0-02	Full Package	-
	HiCommand Tuning Manager - Agent for IBM(R) DB2(R) Universal Database(TM)	5.7.0-02	Full Package	-
Documents	HiCommand Tuning Manager Installation Guide	MK-96HC141-02		
	HiCommand Tuning Manager Server Administration Guide	MK-92HC021-14		
	HiCommand Tuning Manager Agent Administration Guide	MK-92HC013-12		
	HiCommand Tuning Manager Application Reports Reference	MK-95HC113-04		
	HiCommand Tuning Manager User's Guide	MK-92HC022-15		
	HiCommand Tuning Manager Hardware Reports Reference	MK-95HC111-04		
	HiCommand Tuning Manager Operating System Reports Reference	MK-95HC112-04		
	HiCommand Tuning Manager Messages Reference	MK-95HC114-04		
	HiCommand Tuning Manager Command Line Interface Guide	MK-96HC119-04		
	HiCommand Tuning Manager Getting Started Guide	MK-96HC120-02		

2. New Features and Enhancements

< At 5.8.0-00 Rev.0 >

#	New Features and Enhancements	Applied products	Applied OS
1	When the monitored storage subsystem is Thunder 9500V series or TagmaStore AMS/WMS series, performance values of the following fields can now be collected. Logical Device Summary(PI_LDS) record - Read Response Rate(READ_RESPONSE_RATE) - Read Total Response(READ_TOTAL_RESPONSE) - Total Response Rate(TOTAL_RESPONSE_RATE) - Write Response Rate(WRITE_RESPONSE_RATE) - Write Total Response(WRITE_TOTAL_RESPONSE)	HTM-Agent for RAID	Window, Solaris, HP-UX, AIX
2	USP VM is now supported as a monitored storage subsystem.	HTM-Agent for RAID HTM-Agent	All ^(Note)
3	The following OS is now supported.	HTM-Agent	Linux (IPF)

	Red Hat Enterprise Linux AS 4(IPF) 2.6.9-42.EL		
4	The following OS are now supported. - Red Hat Enterprise Linux AS 4(x86) 2.6.9-42.EL - Red Hat Enterprise Linux ES 4(x86) 2.6.9-42.EL - Red Hat Enterprise Linux AS 4(x64) 2.6.9-42.EL - Red Hat Enterprise Linux ES 4(x64) 2.6.9-42.EL	HTM-Agent	Linux
5	The operation on the virtual system that is virtualized by using VMware® ESX Server is now supported.	Tuning Manager, HTM-Agent for RAID	Windows
6	The operation of HTM - Agent on the virtual system that is virtualized by using Virtage is now supported.	HTM-Agent	Windows (IPF) Linux (IPF)
7	When the monitored storage subsystem is Thunder 9500V series or TagmaStore AMS/WMS series, performance values of the response time can now be displayed.	Tuning Manager	All ^(Note)

Note: Applies to all supported operating system.

< From 5.8.0-00 Rev.0 to 5.8.0-00 Rev.1>

#	New Features and Enhancements	Applied products	Applied OS
1	The following EFCM is now supported. EFCM 09.01.00	HTM-Agent for SAN Switch	All ^(Note)
2	The following OSs are now supported to monitor Cisco switches: - Microsoft Windows Server 2003 R2, Standard Edition (No Service Pack, Service Pack 2) - Microsoft Windows Server 2003 R2, Enterprise Edition (No Service Pack, Service Pack 2) Notes: - The Windows 2003 R2 is supported when Agent for SAN Switch is used for monitoring Cisco switches.	HTM-Agent for SAN Switch	All ^(Note)
3	HTM - Agent for SAN Switch can now run on one of the guest operating systems on VMware® ESX Server. Notes: The VMware® ESX Server is supported when Agent for SAN Switch is used for monitoring Cisco switches.	HTM-Agent for SAN Switch	All ^(Note)

Note: Applies to all supported operating system.

3. Product Requirements

Please review the following manual references:

(1) Tuning Manager

Refer to Appendix A.3 "Prerequisite Software" and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(2) HTM-Agent

Refer to section 4.2.2 "HTM Agent" of the HiCommand Tuning Manager Installation Guide.

(3) HTM-Agent for RAID

Refer to section 4.2.1 "Agent for RAID" of the HiCommand Tuning Manager Installation Guide.

(4) HTM-Agent for SAN Switch

Refer to section 4.2.3 "Agent for SAN Switch" of the HiCommand Tuning Manager Installation Guide.

(5) HTM-Agent for Oracle

Refer to section 4.2.5 "Agent for Oracle" of the HiCommand Tuning Manager Installation Guide.

(6) HTM-Agent for NAS

Refer to section 4.2.4 "Agent for NAS" of the HiCommand Tuning Manager Installation Guide.

(7) HTM-Agent for SQL

Refer to section 4.2.6 "Agent for Microsoft SQL Server" of the HiCommand Tuning Manager Installation Guide.

(8) HTM-Agent for DB2

Refer to section 4.2.7 "Agent for DB2" of the HiCommand Tuning Manager Installation Guide.

3.1 Firmware Levels

(1) Supported Microcode versions for Storage Subsystems

Refer to Appendix A.2 "Monitoring Targets" of the HiCommand Tuning Manager Installation Guide.

Note: Before running HTM (especially for HTM-Agent for RAID), check the micro program version of the storage subsystem. Depending on the micro program version, some of the functionality of HTM - Agent for RAID cannot be used. For details about correspondence between micro program versions for storage subsystems and the functionality of HTM - Agent for RAID, refer to Section 2.7 "Records for Agent for RAID" of the HiCommand Tuning Manager Hardware Reports Reference.

(2) Function level requirement

For required micro code for launching to Storage Navigator from Tuning Manager, refer to Section 5.2 "Configuring Launch Settings for Storage Navigator" of the HiCommand Tuning Manager Server Administration Guide.

3.2 Prerequisite Programs

(1) Tuning Manager

For the prerequisite programs for Tuning Manager, refer to A.3 "Prerequisite Software" of the HiCommand Tuning Manager Installation Guide.

(2) HTM-Agent

For the prerequisite programs for HTM-Agent, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(3) HTM-Agent for RAID

For the prerequisite programs for HTM-Agent for RAID, refer to Appendix A.3, "Prerequisite Software" and A.4, "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

For the supported microcode versions for storage subsystems, refer to Appendix A.2, "Monitoring Targets" of the HiCommand Tuning Manager Installation Guide.

(4) HTM-Agent for SAN Switch

For the prerequisite programs for HTM-Agent for SAN Switch, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(5) HTM-Agent for Oracle

For the prerequisite programs for HTM-Agent for Oracle, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(6) HTM-Agent for NAS

For the prerequisite programs for HTM-Agent for NAS, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(7) HTM-Agent for SQL

For the prerequisite programs for HTM-Agent for SQL, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software

for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

(8) HTM-Agent for DB2

For the prerequisite programs for HTM-Agent for DB2, refer to Appendix A.2 "Monitoring Targets", Appendix A.3 "Prerequisite Software", and Appendix A.4 "Prerequisite Software for Specific Functions" of the HiCommand Tuning Manager Installation Guide.

3.3 Memory and Disk Space Requirements

(1) Tuning Manager

(a) Memory requirements

For the required memory of Tuning Manager, refer to Appendix D "Size of the Database Used by Tuning Manager" of the HiCommand Tuning Manager Installation Guide.

(b) Disk space requirements

For the required disk space of Tuning Manager, refer to Appendix D "Size of the Database Used by Tuning Manager" of the HiCommand Tuning Manager Installation Guide.

(2) Agents of HTM

(a) Memory requirements

For the required memory of Agents of HTM, refer to Appendix A "A.6 Estimating Memory Requirements" of the HiCommand Tuning Manager Installation Guide.

(b) Disk space requirements

For the required disk space of Agents of HTM, refer to Appendix A "A.7 Estimating Disk Space Requirements" and "A.8 Estimating Disk Space Requirements when Running in a Cluster System" of the HiCommand Tuning Manager Installation Guide.

4. Installation Precautions

Please review the following manual references for installation:

(1) Tuning Manager

Refer to Section 2.1 "Reviewing Database Migration Path Options", Section 2.2 "Overview of Cluster Environment Settings", and Section 2.3 "Reviewing Installation Notes" of the HiCommand Tuning Manager Installation Guide.

(2) HTM-Agent

Refer to Subsection 4.2.2 "HTM Agent" of the HiCommand Tuning Manager Installation Guide.

(3) HTM-Agent for RAID

Refer to Subsection 4.2.1 "Agent for RAID" of the HiCommand Tuning Manager Installation Guide.

(4) HTM-Agent for SAN Switch

Refer to Subsection 4.2.3 "Agent for SAN Switch" of the HiCommand Tuning Manager Installation Guide.

(5) HTM-Agent for Oracle

Refer to Subsection 4.2.5 "Agent for Oracle" of the HiCommand Tuning Manager Installation Guide.

(6) HTM-Agent for NAS

Refer to Subsection 4.2.4 "Agent for NAS" of the HiCommand Tuning Manager Installation Guide.

(7) HTM-Agent for SQL

Refer to Subsection 4.2.6 "Agent for Microsoft SQL Server" of the HiCommand Tuning Manager Installation Guide.

(8) HTM-Agent for DB2

Refer to Subsection 4.2.7 "Agent for DB2" of the HiCommand Tuning Manager Installation Guide.

4.1 Installation Precautions

(1) Tuning Manager

#	Installation Precautions	Applied products	Applied OS
1	When new installation of Tuning Manager fails, uninstall Tuning Manager. After the uninstallation, remove the cause of the failure and install Tuning Manager again.	Tuning Manager	Applies to all supported operating systems
2	When installing Device Manager and Tuning Manager on the same server, Hitachi recommends that you apply certain kernel parameter settings. Please reference these settings in the related HiCommand documentation for version 5.8: - For Tuning Manager, please refer to the <i>HiCommand Tuning Manager Installation Guide</i> . - For Device Manager, please refer to the <i>HiCommand Device Manager Server Installation and Configuration Guide</i> .	Tuning Manager	Solaris
3	The following messages may be displayed on the screen during the	Tuning Manager	Solaris

	installation of the CD "Srver Part2". When the messages were displayed, some inputs ("y", "n", "?", or "q") are required to continue the installation process. <Message> The selected base directory </TuningService> must exist before installation is attempted. Do you want this directory created now [y,n,?,q] In this case, type always "y" to continue the installation of the CD "Server Part2". If a character other than "y" is typed, Tuning Manager may not run properly because the installation of the CD "Server Part2" becomes incomplete. This phenomenon occurs when the directory "/TuningService" does not exist on the server. If the installation of the CD "Server Part2" became incomplete with typing a character other than "y", recover with the following steps: Note: If the above Solution is implemented, the data (the performance information, the system information, etc.) stored before uninstalling "Server Part2" cannot be left. (1) Execute the following command to uninstall the "Server Part2". (a) Change the current directory to the directory where the uninstall scripts are located: <pre>----- cd /opt/HiCommand/TuningManager/uninstall -----</pre> (b) Start the uninstall script for "Server Part 2": <pre>----- ./uninstall-ServerPart2.sh -----</pre> The following message is displayed: Uninstalling HiCommand Tuning Manager - Server Part 2 Do you wish to start the uninstallation? To continue, enter Y. (Default Y) Y/N > (c) Type "Y" to remove the package. (d) Confirm that the following message is displayed on the screen after the uninstallation is completed. Done uninstalling HiCommand Tuning Manager - Server Part 2 To complete uninstall, uninstall HiCommand Tuning Manager - Server Part 1 (2) Install the "Server Part2" again.		
4	If you want to install Tuning Manager version 5.7.0-00 or later and Agents version 5.7.0-00 or later into the same server, install Tuning Manager before installation of any Agent. For details, refer to "1.4 Checking Items when Installing/Uninstalling Tuning Manager and an Agent (Same Host)" in the HiCommand Tuning Manager Installation Guide.	Tuning Manager	Applies to all supported operating systems
5	When Tuning Manager is installed from the CD-ROM drive of the remote client device of VMware® on the virtual machine, this installation may fail. In this case, revise the setting (*1) of the CD-ROM drive of the remote client device of VMware®, or install Tuning Manager from the CD-ROM drive of the physical machine which has the virtual machine.	Tuning Manager	Windows

	*1: Select the "Passthrough IDE (recommended)" in the "Mode" for the "CD/DVD Drive" of the "Hardware"		
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(2) Agents of HTM

#	Installation Precautions	Applied products	Applied OS
1	When new Agents are installed, the single-instance agents are installed as Store database version 2.0. Additionally, the Store database version of the multi-instance agents is configured during the creation of the instance environment. After the instance environment is created, you can convert the Store database from version 1.0 to version 2.0 by using the "jpcdbctrl setup" command: * To estimate the required disk space before converting the Store database, refer to section A.7.2.4 "Disk Space Requirements for the Store Database (For Store Database Version 2.0)" of the HiCommand Tuning Manager Installation Guide. * For information about converting the Store database by using the "jpcdbctrl setup" command, refer to section 5.1.22 "jpcdbctrl setup" of the HiCommand Tuning Manager Command Line Interface Guide.	Agents of HTM	All ^(Note)
2	When you execute the installation shell to install Agents of HTM on an UNIX host, you must specify full path. Example: <code>/cdrom/HP-UX/Agent_for_RAID/install.sh*1</code> *1: This example assumes that the installation CD-ROM for Agent for RAID is mounted on the /cdrom directory on a HP-UX host.	Agents of HTM	UNIX
3	If HTM for Windows/Solaris and Agents of HTM coexist in the same machine, you need to install HTM for Windows/Solaris 5.8.0-00 or later so that the latest bug fix can be applied.	Agents of HTM	All ^(Note)

Note: Applies to all supported operating systems

4.2 Upgrade Precautions

(1) Tuning Manager

#	Upgrade Precautions	Applied products	Applied OS
1	Make sure that the polling was successfully completed before upgrading the HiCommand Products (also HTM for Windows/Solaris) to the version which treats the new DST rules in the United States and Canada.	Tuning Manager	All ^(Note)
2	Save the Database of the Tuning Manager with the hcmdsbackups command before beginning upgrade of the HTM for Windows/Solaris.	Tuning Manager	All ^(Note)
3	The following messages may be displayed on the screen during the installation of the CD "Srver Part2". When the messages were displayed, some inputs ("y", "n", "?", or "q") are required to continue the installation process. <Message> The selected base directory </TuningService> must exist before installation is attempted. Do you want this directory created now [y,n,?,q] In this case, type always "y" to continue the installation of the CD "Server Part2". If a character other than "y" is typed, Tuning Manager may not run	Tuning Manager	Solaris

	properly because the installation of the CD "Server Part2" becomes incomplete. This phenomenon occurs when the directory "/TuningService" does not exist on the server. If the installation of the CD "Server Part2" became incomplete with typing a character other than "y", recover with the following steps: Note: If the above Solution is implemented, the data (the performance information , the system information, etc.) stored before uninstalling "Server Part2" cannot be left. (1) Execute the following command to uninstall the "Server Part2". (a) Change the current directory to the directory where the uninstall scripts are located: <pre>----- cd /opt/HiCommand/TuningManager/uninstall -----</pre> (b) Start the uninstall script for "Server Part 2": <pre>----- ./uninstall-ServerPart2.sh -----</pre> The following message is displayed: <pre>Uninstalling HiCommand Tuning Manager - Server Part 2 Do you wish to start the uninstallation? To continue, enter Y. (Default Y) Y/N ></pre> (c) Type "Y" to remove the package. (d) Confirm that the following message is displayed on the screen after the uninstallation is completed. <pre>Done uninstalling HiCommand Tuning Manager - Server Part 2 To complete uninstall, uninstall HiCommand Tuning Manager - Server Part 1</pre> (2) Install the "Server Part2" again.		
4	In the environment where both Tuning Manager earlier than version 5.7.0-00 and Agents earlier than version 5.7.0-00 were installed in the same server, if you want to upgrade Tuning Manager to the version 5.7.0-00 or later, upgrade Tuning Manager before upgrade of any Agent. For details, refer to "1.4 Checking Items when Installing/Uninstalling Tuning Manager and an Agent (Same Host)" in the HiCommand Tuning Manager Installation Guide.	Tuning Manager	All ^(Note)
5	When the HTM for Windows is upgraded from the version earlier than 5.1.0-01 to the version 5.1.0-01 or later, change the settings after the installation by the following procedures. [Procedure to change the settings] 1. Stop the services of all the HiCommand products. 2. Stop the HiCommand Suite common components. 3. Edit the pdsys file and def_pdsys file. Change the value of -x option of the pdunit parameter to the loop back address 127.0.0.1. The pdsys file and def_pdsys file are located in the following folder: <HiCommand-Suite-common-component-install-folder>\HDB\CONF\pdsys <HiCommand-Suite-common-component-install-folder>\database\work\def_pdsys 4. Edit the pdutsys file and def_pdutsys file.	Tuning Manager	Windows

	Change the value of the pd_hostname parameter to the loop back address 127.0.0.1. If the pd_hostname parameter does not exist, add the pd_hostname parameter and set the loop back address 127.0.0.1. The pdutsys file and def_pdutsys file are located in the following folder: <HiCommand-Suite-common-component-install-folder>\HDB\CONF\pdutsys <HiCommand-Suite-common-component-install-folder>\database\work\def_pdutsys 5. Edit the HiRDB.ini file. Change the value of PDHOST parameter to the loop back address 127.0.0.1. The HiRDB.ini file is located in the following folder: <HiCommand-Suite-common-component-install-folder>\HDB\CONF\emb\HiRDB.ini 6. Reboot the server machine. 7. Confirm that the services of all the HiCommand products are started.		
6	When Tuning Manager is upgraded from the CD-ROM drive of the remote client device of VMware® on the virtual machine, this upgrade may fail. In this case, revise the setting (*1) of the CD-ROM drive of the remote client device of VMware®, or upgrade Tuning Manager from the CD-ROM drive of the physical machine which has the virtual machine. *1: Select the "Passthrough IDE (recommended)" in the "Mode" for the "CD/DVD Drive" of the "Hardware"	Tuning Manager	Windows

Note: Applies to all supported operating systems

(2) Agents of HTM

#	Upgrade Precautions	Applied products	Applied OS
1	When upgrading to version 5.7 or later, the Store database version does not automatically change; that is, the Store database version remains at 1.0 (this is the same design with the database provided in HTnM 5.5 or earlier). Before converting the Store database version to 2.0, estimate the disk space that is required. Afterward, convert the Store database version from 1.0 to 2.0 by using the "jpcdbctrl setup" command. * To estimate the required disk space before converting the Store database, refer to section A.7.2.4 "Disk Space Requirements for the Store Database (For Store Database Version 2.0)" of the HiCommand Tuning Manager Installation Guide. * For information about converting the Store database by using the "jpcdbctrl setup" command, refer to section 5.1.22 "jpcdbctrl setup" of the HiCommand Tuning Manager Command Line Interface Guide.	Agents of HTM	All ^(Note)

Note: Applies to all supported operating systems

4.3 Uninstallation Precautions

(1) Tuning Manager

#	Uninstallation Precautions	Applied products	Applied OS
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1	If you uninstall Tuning Manager from a host on which Tuning Manager and an Agent are installed, uninstall all the installed Agents, and then Tuning Manager. For details, refer to "1.4 Checking Items when Installing/Uninstalling Tuning Manager and an Agent (Same Host)" in the HiCommand Tuning Manager Installation Guide.	Tuning Manager	Applies to all supported operating systems
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(2) Agents of HTM

#	Uninstallation Precautions	Applied products	Applied OS
1	In the environment where both of Agents earlier than version 5.7.0-00 and Agents version 5.7.0-00 or later were installed in the same server, if you want to uninstall Agents version 5.7.0-00 or later, perform either of the following steps: - First uninstall all of Agents earlier than version 5.7.0-00, then uninstall Agents version 5.7.0-00 or later. - Uninstall target Agents after upgrading all of Agents earlier than version 5.7.0-00 to the version 5.7.0-00 or later. For details, refer to "1.4 Checking Items when Installing/Uninstalling Tuning Manager and an Agent (Same Host)" in the HiCommand Tuning Manager Installation Guide.	Agents of HTM	Applies to all supported operating systems

5. Usage Precautions

5.1 Precautions for the automatic polling about Daylight Saving Time(DST) (the United States and Canada only)

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	If automatic polling is configured as described in <Conditions> below, polling or Full Aggregation at the starting/ending time of the DST may not be executed as configured. In this case, perform <Temporary Solutions> below. This symptom occurs only at the starting/ending time of the DST. After the starting/ending time of the DST, automatic polling will be executed accordingly even if <Temporary Solutions> are not performed. <Conditions> Condition 1 Only one of the following times is selected in the [Polling Times]. - The starting time of the DST (Example 03:00 in the United States and Canada of 2007) - One hour before the starting time of the DST (Example 02:00 in the United States and Canada of 2007) Condition 2 Only one of the following times is selected in the [Polling Times]. - The ending time of the DST (Example 02:00 in the United States and Canada of 2007) - One hour before the ending time of the DST (Example 01:00 in the United States and Canada of 2007)	Tuning Manager	Applies to all supported operating system

<Temporary Solutions>

In case of performing the following solutions, the polling settings must be changed at least 24 hours in advance the starting/ending time of the DST. Furthermore, restore the settings after an hour of the starting/ending time of the DST, if necessary.

1) Solution for the Condition 1

Select both of the following times in the [Polling Times] and the [Aggregation Times].

Configuration of automatic polling for the Condition 1

Time	Polling Times	Aggregation Times Note
One hour before the starting time of the DST	Selected	selected
The starting time of the DST	Selected	selected

Note: If the Full Aggregation is not needed, do not select the times.

2) Solution for the Condition 2

Select both of the following times in the [Polling Times] and the [Aggregation Times].

Configuration of automatic polling for the Condition 2

Time	Polling Times	Aggregation Times Note
One hour before the ending time of the DST	Selected	selected
The ending time of the DST	Selected	selected

Note: If the Full Aggregation is not needed, do not select the times.

(2) Agents of HTM

None

5.2 Precautions for direct execution of the htm-db-cleanup command from CD-ROM

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	The htm-db-cleanup command is applicable only to a version 4.0.0-00 or later of the HiCommand Tuning Manager for Windows/Solaris. In an Windows environment, the htm-db-cleanup command fails with the following inappropriate message, if the htm-db-cleanup command is executed to a version earlier than 4.0.0-00 of the HiCommand Tuning Manager for Windows. <i>cli-ERROR-2001 Tuning Manager is not installed.</i> In this case, the following message should be displayed as specification. In the case of a Solaris environment, the following appropriate message is displayed. <i>cli-ERROR-2301 The installed Tuning Manager version is not supported.</i> Note: In an Windows environment, when this inappropriate message is displayed, the htm-db-cleanup command fails. However, there is no	Tuning Manager	Windows

	problem about behavior of the HiCommand Tuning Manager for Windows because the database of the HiCommand Tuning Manager for Windows is not modified.		
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(2) Agents of HTM

None

5.3 Precautions for setting the automatic name generation (NTFS8.3) of files and folders in an Windows environment

(1) Tuning Manager, and Agents of HTM

#	Usage Precautions	Applied products	Applied OS
1	Do not disable the automatic name generation (NTFS8.3) of files and folders in an Windows environment. If the automatic name generation (NTFS8.3) of files and folders is disabled, an initial installation, an upgrade installation, a repair installation, and an uninstallation of HiCommand products may fail or HiCommand products can not be used correctly. Keep the registry for the automatic name generation (NTFS8.3) of files and folders enabled. For the automatic name generation (NTFS8.3), confirm the value of the following registry is set to 0. <i>HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\FileSystem\NtfsDisable8dot3NameCreation</i> Note: - Windows generates the NTFS8.3 when the value of the registry above is "0". - Windows does not generate the NTFS8.3 when the value of the registry above is "1". If the NTFS8.3 of files and folders is lost or is not generated, the NTFS8.3 is not restored and is not generated even if the setting mentioned above is set to "enable the automatic name generation (NTFS8.3) of files and folders". Moreover, therefore, when the account of Windows that is generated with the automatic name generation (NTFS8.3) of files and folders disabled is used, an initial installation, an upgrade installation, a repair installation, and an uninstallation of HiCommand products may fail similarly. Perform an initial installation, an upgrade installation, a repair installation, and an uninstallation of HiCommand products after confirming that the account of Windows that is generated with the automatic name generation (NTFS8.3) of files and folders enabled is used. How to confirm the account of Windows: Execute the following command in the command prompt and confirm that the name (NTFS8.3) of the folder is displayed. <pre>dir /x /a- "<system drive>:\Documents and Settings\<Windows account name>" find "Local Settings"</pre> (a) The execution result in the account that is generated with the automatic name generation (NTFS8.3) of files and folders enabled:	Tuning Manager, Agents of HTM	Windows

	yyyy/mm/dd hh:mm <DIR> LOCALS~1 Local Settings Note: "LOCALS~1" is the NTFS8.3 of the folder. (b) The execution result in the account that is generated with the automatic name generation (NTFS8.3) of files and folders disabled: yyyy/mm/dd hh:mm <DIR> Local Settings Note: The NTFS8.3 of the folder ("LOCALS~1") is not displayed.		
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5.4 Precautions for displaying a list of installed programs

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	When the "Add or Remove Programs" dialog box is opened, the displayed icon of this product might switch from an icon displayed initially to the other icon (*1). *1: Any of the icons registered in Windows This is an issue of only a display of the icons, and does not affect product operation.	Tuning Manager	Windows

(2) Agents of HTM

None

5.5 Precautions for using the online help

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	The online help of Tuning Manager is developed by using RoboHelp of Adobe Systems Incorporated. Therefore, the behavior complies with the RoboHelp specifications. Note the following if you use the online help: (1) Printing the content of a pop-up window To print the content of a pop-up window, right-click on the pop-up window, and then choose Print. If you click the Print icon in the upper-right corner, the contents of the pop-up window and the background window are printed on top of each other. (2) About fuzzy search The online help uses fuzzy search. The results of fuzzy search include the singular form of a noun even if you specify the plural form of a noun and the past form of a verb even if you specify the present form of a verb. For example, if you search for the word "appeared", then "appear" and "appears" might be found. (3) About searching for more than 30 words Specify less than 29 words when you search. Searches on more than 30 words may not run correctly. (4) About Help system operation with Internet Explorer 7.0 Correct operation with Internet Explorer 7.0 is guaranteed within the same usage range as Internet Explorer 6.0. Correct operation of functions such as tab browsing is not guaranteed.	Tuning Manager	Applies to all supported operating system

(2) Agents of HTM

None

5.6 Precautions for port performance information collected by HTM - Agent for RAID

(1) Tuning Manager

None

(2) Agents of HTM

#	Usage Precautions	Applied products	Applied OS
1	Incorrect values*1 may be displayed for the port performance information of TagmaStore USP/NSC55 collected by HTM-Agent for RAID. *1: Port performance information may become as follows: - The value is always 0 even though read or write operations are generated on the port - The value is too small. - The displayed values of minimum, average, and maximum are not in "minimum ≤ average ≤ maximum" order. This problem occurs when both of the following conditions are met: 1) The microprogram version of the monitored storage subsystem is either of the followings: - TagmaStore USP (microprogram version between 50-00 and 50-09-12) - TagmaStore NSC55 (microprogram version between 50-03 and 50-09-12) 2) The Monitoring Switch in Monitoring Options for Performance Monitor has never been set to Enable after the operation of the storage subsystem started. To avoid this problem, set the Monitoring Switch to Enable in Monitoring Options for Performance Monitor of TagmaStore USP or TagmaStore NSC55. Note that once Monitoring Switch is set to Enable, the correct port performance information can still be obtained even if it is subsequently set to Disable.	HTM-Agent for RAID	Applies to all supported operating system

5.7 Precautions for setting up the timezone setting

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	Do NOT change the timezone-setting of the server in which the Tuning Manager was installed after the operation of the Tuning Manager has been started. If a time zone needs to be changed by server move etc., uninstall Tuning Manager and install Tuning Manager newly. If the above Solution is implemented, the data (the performance information, the system information, etc.) stored before uninstalling Tuning Manager cannot be left.	Tuning Manager	Applies to all supported operating system

(2) Agents of HTM

None

5.8 Precautions for displaying records by Performance Reporter

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	The maximum number of records which can be displayed by Performance Reporter is 1440 by default. For displaying more than 1440 records, specify/change the value to the "maxFetchCount" in the initialization setting file (config.xml). For more information of the "config.xml", refer to "5.3 Configuring Initial Settings for Performance Reporter" in the HiCommand Tuning Manager Server Administration Guide. Note: If the file "config.xml" has been modified, restart a service of Performance Reporter to apply settings.	Tuning Manager	Applies to all supported operating system

(2) Agents of HTM

None

5.9 Precautions for operation of GUI of Tuning Manager

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	When users try to display the Resource-information, a display process may take very long time in displaying the Resource-information. (Ex. A blank-screen is continuously displayed for 10 minutes.) The time required for display process in the GUI of Tuning Manager varies with various factors as follows: a) The hardware spec of the server in which Tuning Manager is installed (Such as CPU, Amount of memory, HDD, ...) b) Some processes of Tuning Manager other than GUI/CLI executing at the same time c) Some programs other than Tuning Manager executing at the same time on the same server (Ex. A virus-scan software) Especially, in the "(b)" above, the polling process requires very large resources such as CPU, amount of memory, and HDD. Therefore, note that very long time may be required to display Resource-information in GUI of Tuning Manager.	Tuning Manager	Applies to all supported operating system

(2) Agents of HTM

None

5.10 Precautions for monitoring of midrange-storage-subsystem

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	If the monitored target is changed from the current monitoring storage subsystem to another subsystem in the environment that each targets are connected to the same Agent instance of Agent, perform the procedure as follows:	Tuning Manager	Applies to all supported operating system

	<Procedures to change a monitoring target> 1) Stop the Agent instance of HTM-Agent for RAID that needs to change the current monitored storage subsystem. [Windows] <HTM-Agent for RAID-installation-folder>\jp1pc\tools\jpcstop agtd inst=<Instance name> [Solaris] /opt/jp1pc/tools/jpcstop agtd inst=<Instance name> 2) Select the Agent instance mentioned in 1) from the list of connected agent in [Connected Agents] screen of Tuning Manager, and with clicking [Disconnect] button, disconnect this Agent instance. 3) Select the Agent instance mentioned in 1) from the list of available Agent in [Available Agents] screen of Tuning Manager, and with clicking [Remove] button, remove the information on this Agent instance which Tuning Manager has. 4) Delete the Agent instance mentioned in 1). [Windows] <HTM-Agent for RAID-installation-folder>\jp1pc\tools\jpcinsunsetup agtd -inst <Instance name> [Solaris] /opt/jp1pc/tools/jpcinsunsetup agtd -inst <Instance name> 5) Setup the Agent instance of HTM-Agent for RAID that is monitoring the storage subsystem after changing. [Windows] <HTM-Agent for RAID-installation-folder>\jp1pc\tools\jpcinssetup agtd -inst <Instance name> [Solaris] /opt/jp1pc/tools/jpcstop agtd -inst <Instance name> 6) Start the Agent instance mentioned in 5). [Windows] <HTM-Agent for RAID-installation-folder>\jp1pc\tools\jpcstart agtd inst=<Instance name> [Solaris] /opt/jp1pc/tools/jpcstart agtd inst=<Instance name> 7) Select the Agent instance mentioned in 5) in the list of available agent in [Available Agents] screen of Tuning Manager, and after click [Connect] button, reconnect this Agent instance.		
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(2) Agents of HTM

None

5.11 Precautions for performing the polling by Tuning Manager

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS		
1	(1) When a polling is performed by Tuning Manager, modify the value of [Maximum Polling Backdate Offset] in the [Polling Times] screen to values described below.	Tuning Manager	Applies to all supported operating system		
	OS			Database scale of Tuning Manager	Value
	Windows			"Small" or "Medium"	24 or less
				"Large"	9 or less
	Solaris			"Small" or "Medium"	24 or less
				"Large"	12 or less

	(2) Tuning Manager cannot collect the performance information which satisfies both of the following conditions(*1). Therefore, select polling times in the [Polling Times] screen so that Tuning Manager collect performance data without fail by the value of [Maximum Polling Backdate Offset]. *1 <Conditions>: - The performance information of the time dated backward the specified hours that is set in the [Maximum Polling Backdate Offset] when a polling is performed - The performance information of Agents which have not been collected by Tuning Manager		
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(2) Agents of HTM

None

5.12 Precautions when setting the filter conditions for a report in Performance Reporter

(1) Tuning Manager

#	Usage Precautions	Applied products	Applied OS
1	In Performance Reporter, when you specify a character string for [Value] in [Filter Conditions] for a report, keep in mind that the characters are case-sensitive.	Tuning Manager	Applies to all supported operating system

(2) Agents of HTM

None

5.13 Notes for trouble on an operation of HTM-Agent for SAN Switch

(1) Tuning Manager

None

(2) Agents of HTM

#	Usage Precautions	Applied products	Applied OS
1	When HTM - Agent for SAN Switch causes trouble while monitoring CISCO switches, we may ask to gather material for investigation with the packet capture tool etc.	HTM-Agent for SAN Switch	Applies to all supported operating system

6. Software Manuals and Documents

6.1 Software Manuals and Documents

Manual Name	Manual No.	Issue Date
HiCommand Tuning Manager Installation Guide	MK-96HC141-02	August, 2007
HiCommand Tuning Manager Server Administration Guide	MK-92HC021-14	August, 2007
HiCommand Tuning Manager Agent Administration Guide	MK-92HC013-12	August, 2007
HiCommand Tuning Manager Application Reports Reference	MK-95HC113-04	August, 2007

HiCommand Tuning Manager User's Guide	MK-92HC022-15	August, 2007
HiCommand Tuning Manager Hardware Reports Reference	MK-95HC111-04	August, 2007
HiCommand Tuning Manager Operating System Reports Reference	MK-95HC112-04	August, 2007
HiCommand Tuning Manager Messages Reference	MK-95HC114-04	August, 2007
HiCommand Tuning Manager Command Line Interface Guide	MK-96HC119-04	August, 2007
HiCommand Tuning Manager Getting Started Guide	MK-96HC120-02	Dec, 2006

6.2 Manual Corrections

None

6.3 Documentation notice for a future release

None

7. Corrected Problems and Known Issues

7.1 Corrected Problems

< From 5.7.0-01 to 5.8.0-00 >

#	Corrected Problems	Applied products	Applied OS												
1	Backup files cannot be created when executing the "jpcctl backup" command to perform a partial backup of an HTM Agent Store database, if the version of the Store database is 2.0 and the storage directory of the Store database has been changed from the default setting. This problem has been corrected. This problem occurs when all of the following conditions are met: (1) The version of the HTM Agent Store database is 2.0. (See Note 1) (2) The storage directory of the HTM Agent Store database has been changed from the default setting. (See Note 2) (3) The "-partial" option is specified when executing the "jpcctl backup" command for a partial backup of the Store database described in (1) and (2). Note 1: Method for checking the Store database version ("jpcdbctrl display" command) jpcdbctrl display -key <service-key> -inst <instance-name> Output example when the Store database version is "2.0": <table> <tr> <th>Key</th><th>Instance Name</th><th>DataModel Ver</th><th>Store Ver</th></tr> <tr> <td>-----</td><td>-----</td><td>-----</td><td>-----</td></tr> <tr> <td>agtd</td><td>inst1</td><td>7.1</td><td>2.0</td></tr> </table> For details on service-key, see "Appendix C. Specifying a Service Key" in the manual HiCommand Tuning Manager Command Line Interface Guide.	Key	Instance Name	DataModel Ver	Store Ver	-----	-----	-----	-----	agtd	inst1	7.1	2.0	Tuning Manager, HTM-Agent, HTM-Agent for RAID, HTM-Agent for Oracle, HTM-Agent for SAN Switch, HTM-Agent for NAS, HTM-Agent for SQL, HTM-Agent for DB2	All ^(Note)
Key	Instance Name	DataModel Ver	Store Ver												
-----	-----	-----	-----												
agtd	inst1	7.1	2.0												

	Note 2: The default storage directory of the Store database When the system is running in a non-cluster system: - In Windows HTM installation-folder\xxxx\store\[instance-name] (See Note 3 and Note 4) - In UNIX /opt/jp1pc/xxxx/store/[instance-name] (See Note 3 and Note 4) When the system is running in a cluster system as a logical host: - In Windows environment-directory\jp1pc\xxxx\store\[instance-name] (See Note 3 and Note 4) - In UNIX environment-directory/jp1pc/xxxx/store/[instance-name] (See Note 3 and Note 4) Note 3: xxxx indicates the service key of each Agents of HTM. Note 4: [instance-name] is created when Agents of HTM is a multiple-instance agent.		
2	If the description "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node" exists in the registry of the 32-bit environment of Windows 2003 Server, the Agent Collector service fails to start and the KAVL12009-W message appears. This problem has been corrected. This problem occurs when both of the following conditions are met: (1) When you are in the 32-bit environment of Windows 2003 Server. (2) When the software that creates the description "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node" in the registry is used.	HTM-Agent	Windows

Note: Applies to all supported operating systems

7.2 Known Issues

(1) Tuning Manager

None

(2) Agents of HTM

None

7.3 Released Known Issues

(1) Tuning Manager

None

(2) Agents of HTM

None

8. Temporary Restrictions

(1) Tuning Manager

#	Temporary Restrictions	Applied products	Applied OS
1	The "jpcctrl dump" or the "jpcctrl backup" command executed to the HTM-Agent for RAID that is in "Connected" or "Available" status displayed in Tuning Manager may terminate abnormally with outputting the following messages: [The jpcctrl dump command] KAVE05234-E The communication time-out occurred. KAVE05028-E Dump processing of the Store database terminated abnormally. (service=service-id, dbid=database-id) [The jpcctrl backup command] KAVE05234-E The communication time-out occurred. KAVE05026-E Backup processing of the Store database terminated abnormally. (service= service-id) Please avoid this problem by executing the "jpcctrl dump" or the "jpcctrl backup" command with "-direct" or "-alone" option, because the heartbeat signal between the "jpcctrl" command and the Agent does not pass through Tuning Manager with these options. The "-direct" and "-alone" options of the "jpcctrl" command are supported in HTM version 5.0.0-01 or later and HTM-Agent for RAID version 5.0.0-00 or later. Please recover this problem by performing the following procedure: When this problem occurs, check the appropriate log file that is created under the destination directory for each command. When executing the "jpcctrl backup" command, check the "BACKUP.LOG" file. When executing the "jpcctrl dump" command, check the "DUMP.LOG" file. If the log files for each command contain the message "Ended normally.", the processing is successful. (Release plan: Middle of October, 2007)	Tuning Manager	All ^(Note)
2	The message "Internal Server Error" may be displayed in the navigation area, if a tree is displayed or updated in the navigation area, or a resource on the tree is selected during the polling execution. The errors occur on the trees that are displayed when the following items are selected from the Explorer menu: • Resources • Hosts • Storage • Fabrics • Applications • Alerts Note: This symptom does not occur if a NASs/Other Apps tree is displayed. Please recover this problem by performing the following procedure: (1) Select [Administration] – [Polling Status] – [Reports] and click the running polling process displayed in the Polling Times column. (2) Confirm that the time is displayed in the [Resource-axis Aggregation] on the screen. (3) Select the item from the Explorer menu to display the navigation area again. (Release plan: End of September, 2007)	Tuning Manager	All ^(Note)

3	When executing the htm-db-setup command on Windows to change Tuning Manager to the large-scale database configuration, the command fails with the following error message: <i>KAPM06324-E An attempt to execute the "pdstart" command has failed.</i> After the command fails, HiRDB becomes unable to restart. Please avoid this problem by performing the following procedure to change the database scale, instead of using the htm-db-setup command: The procedure differs depending on the version of HTM for Windows and Windows on which HTM for Windows is installed. When performing the repair or the upgrade installation, be sure to take over the existing database and specify "Large" for the database scale. a) If HTM for Windows is installed on Windows Server 2003 Service Pack 1: i) If HTM for Windows from 4.0.0-00 to 5.1.0-00 is installed: Change the scale to "Large" in the upgrade installation to HTM for Windows 5.1.0-02 or later. ii) If HTM for Windows 5.1.0-01 or later is installed: Change the scale to "Large" in the repair installation. b) If HTM for Windows is installed on Windows other than Windows Server 2003 Service Pack 1: i) If HTM for Windows from 4.0.0-00 to 5.1.0-xx is installed: Change the scale to "Large" in the upgrade installation to HTM for Windows 5.5.0-00 or later. ii) If HTM for Windows 5.5.0-00 or later is installed: Change the scale to "Large" in the repair installation. For more details on repair and upgrade installation, see "<i>HiCommand Tuning Manager Installation Guide</i>". Please recover this problem by performing the following procedure to change the database scale, instead of using the htm-db-setup command: The procedure differs depending on the version of HTM for Windows and Windows on which HTM for Windows is installed. When performing the repair or the upgrade installation, be sure to take over the existing database and specify "Large" for the database scale. a) If HTM for Windows is installed on Windows Server 2003 Service Pack 1: i) If HTM for Windows from 4.0.0-00 to 5.1.0-00 is installed: (1) Change the Startup Type (E) of HiCommand Suite TuningManager services to "Manual" from the Windows Services applet, and press the [OK] button. (2) Restart Windows. (3) Execute the hcmdssrv command to stop all the services of HiCommand Suite products: <Installation-folder>\HiCommand\Base\bin\hcmdssrv /stop (4) Perform the upgrade installation to HTM for Windows 5.5.0-00 or later. (5) Perform the repair installation of HTM for Windows 5.5.0-00 or later again. At this time, the screen to select the scale of the database is not displayed. (6) Change the Startup Type (E) of HiCommand Suite TuningManager services back to "Automatic" from the Windows Services applet, and press the [OK] button.	Tuning Manager	Windows
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	ii) If HTM for Windows 5.1.0-01 or later is installed: (1) Change the Startup Type (E) of HiCommand Suite TuningManager services to "Manual" from the Windows Services applet, and press the [OK] button. (2) Restart Windows. (3) Execute the hcmdssrv command to stop all the services of HiCommand Suite products: <Installation-folder>\HiCommand\Base\bin\hcmdssrv /stop (4) Perform the repair installation of HTM for Windows. Although the error dialog of "Unable to install the Performance Reporter" is displayed, end the installation by pressing the [OK] button. (5) Perform the repair installation of HTM for Windows again. (6) Change the Startup Type (E) of HiCommand Suite TuningManager services back to "Automatic" from the Windows Services applet, and press the [OK] button. b) If HTM for Windows is installed on Windows other than Windows Server 2003 Service Pack 1: i) If HTM for Windows from 4.0.0-00 to 5.1.0-xx is installed: Perform the same procedure described in a)(i). ii) If HTM for Windows 5.5.0-00 or later is installed: Perform the same procedure described in a) (ii). For more details on repair and upgrade installation, see "<i>HiCommand Tuning Manager Installation Guide</i>". (Release plan: End of September, 2007)		
4	When a report is exported by Performance Reporter, the exported report may be opened on the window of a browser directly. Therefore, the export of the report fails with the following message. - KAVJS0065-E(PR0135) This problem occurs when all of the following conditions are met: (1) Windows XP(Service Pack 2) is installed on a server. (2) Use Internet Explorer 6 on the server (3) Microsoft Excel is installed on the same server. (Release Plan: End of December, 2007)	Tuning Manager	All ^(Note)
5	In an environment where Storage Navigator is launched from Tuning Manager, Storage Navigator cannot be launched, even if users select the "Storage Navigator"(*1) in a pull-down menu for selecting Storage Navigator applications and click the [launch] button. If users select the "Storage Navigator"(*1) in a pull-down menu for selecting Storage Navigator applications and click the [launch] button, the following message is displayed on the screen. *1: The "Storage Navigator" is selected by default. web-ERROR-4002: Storage Navigator is not a valid applicatioin. To launch Storage Navigator from the menu for launching Storage Navigator applications, select a appropriate application, and click the [launch] button. (Release Plan: End of September, 2007)	Tuning Manager	All ^(Note)

6	If Tuning Manager monitors HTM-Agent for RAID which monitors two or more storage-subsystems described below, the "Internal Server Error" may be displayed on the Application Area. - Lightning 9900V series - TagmaStore USP series - Universal Storage Platform V series - Universal Storage Platform VM series This problem occurs when all of the following conditions are met: (1) Tuning Manager monitors agents which monitor two or more storage-subsystems described below: - Lightning 9900V series - TagmaStore USP series - Universal Storage Platform V series - Universal Storage Platform VM series (2) Perform all of the following operation on the GUI of Tuning Manager (a) Disconnect agents described in (1) from [Administration]-[Agents]-[Connected Agents] so that one or more agents described in (1) remain One or more agents described in (1) are displayed on [Administration]-[Agents]-[Available Agents] by this operation. (b) Select the resource monitored by an agent disconnected by (a) from the Resource Tree (Release Plan: End of September, 2007)	Tuning Manager	All ^(Note)
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Note: Applies to all supported operating system.

(2) Agents of HTM

#	Temporary Restrictions	Applied products	Applied OS
1	The following field of PD record may be wrongly shown. • firmware version (Release plan: End of October, 2007)	HTM-Agent for SAN Switch	All ^(Note)
2	The following field of PD/PI_SWS/PI_SWES records may be wrongly shown. • Switch Model Name (Release plan: End of October, 2007)	HTM-Agent for SAN Switch	All ^(Note)
3	The following field of PD_DEVD record may be wrongly shown as blank. • Node Name (Release plan: End of October, 2007)	HTM-Agent for SAN Switch	All ^(Note)
4	The following switches are not supported by HTM-Agent for SAN Switch. • Cisco MDS 9506 • Cisco MDS 9509 • Cisco MDS 9513 (Release plan: End of October, 2007)	HTM-Agent for SAN Switch	All ^(Note)

Note: Applies to all supported operating system.

9. Released Temporary Restrictions

(1) Tuning Manager

None

(2) Agents of HTM

None

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