

Oracle® Enterprise Manager

Release Notes for System Monitoring Plug-Ins

Release 8 (8.0)

B28199-09

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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 8, in August 2008. You can find the following information in this document:

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Documentation Description and Access

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

- IBM DB2 Database
- Microsoft SQL Server
- Sybase Adaptive Server Enterprise (ASE)
- VMware ESX 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, launch the index.htm file from a browser. You can find data sheets, certification matrix, and other documentation on OTN under *Enterprise Manager* and in *OracleMetalink*.

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](#)" on page 4.

System Monitoring Plug-In for IBM DB2 Database

This release has the following changes:

- **IBM DB2 Database Tablespace Statistics Report** - This is a new report that has been added in this release. The report provides tablespace summary and shows the top five tablespaces based on the percentage of space available.
- **Data Used by DB2 Diag Log File Monitoring Metric** - The *DB2 Diag Log File Monitoring* metric parses the DB2 diag log file and uses only those entries that were logged after the target was added to Enterprise Manager Grid Control for monitoring.

System Monitoring Plug-In for Microsoft SQL Server

This release provides support for local monitoring of Microsoft SQL Server 2005 Cluster (Active-Passive) by an Oracle Management Agent installed on the cluster nodes. The host name to be provided in the JDBC URL is the virtual host name of the Windows cluster.

Installing a Plug-In

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

To install a plug-in, do the following:

1. Copy or Save the desired plug-in archive to your desktop.
2. Launch the 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**

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

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

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

OR

You can alternatively resubmit the target instance properties:

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

3. Click **OK**.

- **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 Microsoft SQL Server

Oracle Bug #6710365 - Jobs Not Working for Clustered SQL Server Targets

In Enterprise Manager Grid Control (Microsoft SQL Server plug-in), using job type templates packaged with the plug-in, you cannot start and stop SQL Server and SQL Agent services for cluster instances .

Issues Fixed

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

Issues Fixed in System Monitoring Plug-In for IBM DB2 Database

Oracle Bug #6966342 - Top SQL Report Does Not Show the SQL Statement

For IBM DB2 Database target monitored with IBM DB2 Database plug-in version 3.2.1.0.0 or lower, in the *IBM DB2 Database SQL Statement Performance* report, you will not see the SQL statement along with the application name. (Note: This bug has been fixed in this plug-in release, but the SQL Statement will appear in this release only if the instance configuration parameter `DFT_MON_STMT` is enabled[ON]).

Oracle Bug #6969340 - Ignore Patterns Case Sensitive, Match Patterns Not Case Sensitive

For IBM DB2 Database target monitored with IBM DB2 Database plug-in version 3.2.1.0.0 or lower, the ignore patterns (or no-match patterns) specified in the `Diag_log_file_no_match_pattern_file.txt` file were case sensitive. However, the match patterns specified in the `Diag_log_file_match_pattern_file.txt` file were NOT case sensitive. This bug has been fixed in this plug-in release, and the fix allows a case-insensitive search for both Match and No Match (or ignore) patterns.

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

Oracle Bug #7018514 - MS SQL Server Result Has Repeating Key Value Errors

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.2.3.1.0 or lower, you might see duplicate rows for *MSSQL File Group* metric.

Oracle Bug #6215134 - SQL Server Test Connection Fails - MSSQL_DATABASE Results in Repeating Key Value

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.2.3.1.0 or lower, you might see duplicate rows for *Database* metric.

Oracle Bug #6375851 - SQL Server Metric DATABASE_LOCKS Fails with Repeated Key Values

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.2.3.1.0 or lower, you might see duplicate rows for *Database Locks* metric.

Oracle Bug #7259818 - Metric and Policy Settings Page Shows "Status" for Metrics

For Microsoft SQL Server target monitored with Microsoft SQL Server plug-in version 3.2.3.1.0 or lower, in the Metric and Policy Settings page, in the Metric Thresholds table, you may see four metrics titled "Status", that is, all of them having the same metric name and making it difficult for you to understand what each metric represents.

The following describes what these metrics represent:

- The Status metric that has the collection frequency 5 minutes shows the warning and critical thresholds based on status of the target.
- The Status metric that has the collection frequency 24 hours shows the warning and critical thresholds based on status of the user.
- The Status metric that has the collection frequency 15 minutes shows the warning and critical thresholds based on the status of database locks and database sessions.

Issues Fixed in System Monitoring Plug-In for Sybase Adaptive Server Enterprise (ASE)

Oracle Bug #7043727 — Sybase ASE Target Status Shows Pending After Target Reboot

For Sybase ASE target monitored with Sybase Adaptive Server Enterprise (ASE) plug-in version 1.1.1.0.0 or lower, when the target is restarted, although the target is up and running, you may see the status "Status Pending" (with the clock icon next to it).

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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Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, seven days a week. For TTY support, call 800.446.2398.

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