

EMC[®] Watch4net SolutionPack for Converged Infrastructure

Version 1.0

Release Notes

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Rev 01

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These release notes contain supplemental information about EMC[®] Watch4net SolutionPack for Converged Infrastructure. Topics include:

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Revision history

Table 1 on page 2 lists the revision history of this document.

Table 1 Revision history

Date	Rev	Description of Change
September 2013	01	Release 1

Environment and system requirements

Adhere to the following environment and system requirements when to or installing SolutionPack for Converged Infrastructure. Also refer to EMC Watch4Net documentation, available on the EMC Support website.

The SolutionPack for Converged Infrastructure requires the following base software:

EMC Watch4net version 6.2u4 and above.

Product and release compatibility

You must have United Infrastructure Manager /Provisioning (UIM/P) and Unified Infrastructure Manager/Operations (UIM/O) virtual appliances installed in your environment with appropriate connectivity before deploying the SolutionPack for Converged Infrastructure.

The SolutionPack for Converged Infrastructure is compatible with the versions of UIM listed in Table 2 on page 2.

Table 2 Interoperability chart

Product	Version
UIM/P	4.0 or later
UIM/O	4.0 or later

- ◆ One instance of UIM/P and one instance of UIM/O should be used as a set. Add UIM/P to UIM/O as a data source.
- ◆ If you use UIM's default Self Signed SSL Certificates, then they must be installed or added to the exception in the browsers prior to using this Solution Pack. Otherwise, you cannot view reports from UIM.

For additional details on SSL Certificates and Trouble Shooting please refer ["Troubleshooting and getting help" on page 4.](#)

Browser Support

Supported Browsers for SolutionPack for Converged Infrastructure:

- ◆ Internet Explorer
- ◆ Firefox

User experience

Since the Dashboard and Topology reports shown on Watch4Net are from UIM, they need authentication into UIM. Therefore, you must log in into UIM (using UIM credentials) from within Watch4Net. The credentials will be re-used in the form of a Ticket Granting Ticket (CAS TGT) until it expires. This expiration interval is configurable on the UIM server by the administrator. The default duration period is 2 hours.

To generate reports for **Converged Infrastructure >Topology** you need UIM/O credentials.

To generate reports for **Converged Infrastructure >Dashboard >{UIM/P hostname/ip}** you need UIM/P credentials.

Known problems and limitations

At the time of release, UIM/O 4.0 has the known problems and limitations listed in [Table 3 on page 3](#). When applicable, a workaround for the issue is documented.

Table 3 Known problems and limitations

CQ	Issue/Diagnosis	Resolution/Workaround
	Ticket Granting Ticket - (CAS TGT) expiration prevents map from being rendered. Details for UIM/O: When trying to view a report under Converged Infrastructure->Topology, if you receive the following error: Error getting a handle to AdminViewPage AppContentPage - from RoleUpdaterService only the Administration page loads. This issue occurs if the CAS TGT expires due to: - CAS ticket expired due to inactivity for 2 hours - TGT expires after the pre-configured time Note: When trying to view a report under Converged Infrastructure->Dashboard->{UIM/P hostname/ip}, this error is not prevalent and the Dashboard usually loads normally.	To work around this issue you can perform either of these procedures: - Client side: This procedure is non-disruptive; you do not need to exit the browser: While you are still within the report, delete the UIM cookies from the Browser that are listed under the UIM hostname/ip and refresh the report again (needs re-login). - Client side: These two procedures require browser restart or clearing the cache: Method I: Configure your browser to delete the cookies when the browser window/tab is closed. Restart the Browser log in and continue. Method II: Clear the browser cache and login again. Make sure you are running a supported browser, refer to "Browser Support" on page 2. If the issue occurs when trying to view a report under Converged Infrastructure->Dashboard->{UIM/P hostname/ip}, restart the browser.

Documentation

The most current documentation is available on the EMC Online Support website: <https://support.emc.com/>

Installing Watch4net Solution Pack for UIM

For information on installing this solution pack, refer to the latest *EMC Watch4net 6.2 Installation Guide*.

Troubleshooting and getting help

Troubleshooting

SSL certificate error examples

With Watch4net, an SSL certificate error can appear, because the certificate is self-signed and was not added as an exception or into the truststore. For example, if you are attempting to access content served by UIM in Watch4net, when selecting **Views** under **Converged SolutionPack**, you can receive the following errors, depending on your browser:

- ◆ Firefox
This Connection is Untrusted
- ◆ Internet Explorer:
There is a problem with this website's security certificate.
Content was blocked because it was not signed by a valid security certificate.

If any of these errors occur, install the SSL certificates or add to exceptions before viewing the reports.

Getting Help

EMC support, product, and licensing information can be obtained, as follows:

Product information — For documentation, release notes, software updates, or for information about EMC products, licensing, and service, go to the EMC Online Support website (registration required) at:

<https://support.emc.com/>

Technical support — For technical support, go to EMC Customer Service on the EMC Online Support site. To open a service request through EMC Online Support, you must have a valid support agreement. Contact your EMC sales representative for details about obtaining a valid support agreement or to answer any questions about your account.

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