

Oracle® Enterprise Manager

Agent Release Notes for Windows

10g Release 2 (10.2)

B25968-01

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These Release Notes identify differences between the delivered Oracle Enterprise Manager Management Agent Release 10.2.0.1 product and its documented functionality.

Note: To check for updates to this document and view other Oracle documentation, see the Documentation section on the Oracle Technology Network (OTN) Web site:

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

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1 Installation Issues

This section addresses installation issues.

1.1 Agent Config Assistant Failure

On Microsoft Windows, the Agent Config Assistant will fail if any directory or subdirectory in the installation path begins with the letter "u".

To avoid this problem, ensure that your directories and subdirectories in the installation path begin with letters other than "u".

(Bug 4879597)

1.2 Exceptions While Starting CMSDK Domain Controller

When 10.2.0.1 Management Agent and CMSDK's "ifsctl start" are installed on the same machine, if you run "ifsctl start" to start the CMSDK domain controller, you may encounter an exception. This is because the 10.2.0.1 Management Agent install prefixes its directories to the system environment variable's path.

To avoid this exception, manually remove \$AGENT_ORACLE_HOME related entries from the system environment variable "PATH", and then run "ifsctl start".

(Bug 4883113)

1.3 Issues While Discovering Targets

When Agent-only installation is performed on RAC, only Host and cluster targets get discovered on all the nodes. For discovering other targets, you have to manually perform the discovery on all the nodes. To do so, use the following command:

```
<ORACLE_HOME>/bin/agentca.bat -f -c "node1,node2..."
```

For example:

```
<ORACLE_HOME>/bin/agentca.bat -f -c "stai05,stai06"
```

(Bug 4766358)

1.4 Issues While Reconfiguring Secured Agents

In the NT Real Application Clusters (RAC) Agent install scenario, after you reconfigure a secured Management Agent using the "<AGENT_HOME>/bin/agentca -f" script, check its status. Ideally, the Management Agent should have regained its secured status in spite of being reconfigured. However, if the Management Agent is not secured, manually secure it by running this script:

```
<AGENT_HOME>/bin/emctl secure agent <PASSWORD>
```

(Bug 4912661)

1.5 Agent Cloning Installation Failure

When you try to clone the 10.2.0.1 Management Agent, if the installation process hangs at the configuration phase, run the agent cloning installation process in "noconfig" mode and then run the "agentca" script for "config and discovery".

First run the agent cloning installation process in "noconfig" mode from ORACLE_HOME:

```
<ORACLE_HOME>/oui/bin/setup.exe -clone -forceCLone ORACLE_HOME=<value of oracleHome> ORACLE_HOME_NAME=<oracle_home_name> -noconfig
```

After the installation, go to <ORACLE_HOME>/bin and run the "agentca" script:

```
<ORACLE_HOME>/bin/agentca -f
```

(Bug 4900980)

2 Upgrade Issues

This section addresses the upgrade issues.

2.1 Incomplete NT RAC Agent Upgrade

In the NT RAC agent upgrade scenario, even after the AgentOnly shiphome installer completes the upgrade and shows a success message, the Management Agent may not start on any of the nodes.

In order to complete all configurations and have the Management Agents start on any of the nodes, you have to execute the upgrade utility on every single node in the RAC. The executable is `<new_home>/oui/bin/<host_name>.upgrade.bat`, where `<host_name>` is the full-qualified host name.

For example:

```
<new_home>/oui/bin/chyu-pc.us.oracle.com.upgrade.bat
```

(Bug 4901299)

2.2 portlist.ini in Upgraded Agent Home May Not Contain Complete Information

After the Management Agent is upgraded, the port configurations are retained, and the user should keep using the same ports for all the agent functions. The `portlist.ini` may not contain the complete or correct port numbers.

(Bug 4889872)

2.3 Upgrading a Management Agent Will Not Move User-Defined Metrics to New Oracle Home

When the Management Agent is upgraded, a new Oracle Home directory is created for it. Any scripts referenced by OS-based User-Defined Metrics that are located in the 10.1.0.4 Management Agent's Oracle Home directory will not be copied into the newly created Oracle Home directory.

To ensure that OS-based User-Defined Metrics continue to work, the original Oracle Home directory of the 10.1.0.4 Management Agent must not be deleted unless all the User-Defined Metric scripts are copied into a new directory (preferably outside any existing Oracle Home) and the User-Defined Metrics definitions have been updated in the Enterprise Manager Console to reflect the new script locations.

(Bug 4768845)

3 Performance Issues

This section addresses performance issues.

3.1 High CPU Usage of NMUPM

If the process `nmupm` consumes too much CPU time, verify that the performance counters `perfDisk`, `perfProc`, and `perfOS` are not disabled. For example to check `PerfOS` service, go to the registry location:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PerfOS\Performance

Check if there is an entry 'DisablePerformanceCounters' with the value "1". If there is one, change the value of this entry to "0". Similarly check and set the entries for perfDisk and perfProc.

More information on how to set these entries can be found at:

<http://www.microsoft.com/resources/documentation/Windows/2000/server/reskit/en-us/Default.asp?url=/resources/documentation/Windows/2000/server/reskit/en-us/regentry/94214.asp>

(Bug 4894672)

3.2 Application Errors When Grid Agent Is Monitoring OCS Targets

On Microsoft Windows, when you run out of desktop heap, you may encounter errors similar to: "The application failed to initialize properly (0xc00000142)".

Click **OK** to terminate the application. This sometimes makes the machine unusable.

To circumvent this issue, you need to increase the desktop heap size. To do this, open the registry key:

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Session Manager\SubSystems\Windows

Look at the entry SharedSection. It usually has three values separated by commas. To increase the desktop heap size for non-interactive desktops, the third value needs to be modified. Change its value to "3072", and reboot the machine for the changes to take effect.

More detailed information about this can be found at:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;184802>

A related Microsoft KB article:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;824422>

(Bugs 4867529, 4768354, and 4765172)

4 Application Server Instance Status Issues

This section addresses application server status issues.

4.1 "Up Since" Field Is Displayed As "Unavailable"

Using Enterprise Manager Grid Control 10.1.0.x (10.1.0.4, 10.1.0.5), if you visit the home page of an OC4J, Oracle HTTP Server, or OracleAS Web Cache target that is being monitored by a 10.2 Management Agent, the "Up Since" value in the General Section will always be "Unavailable".

(Bug 4882496)

5 Backup and Recovery Issues

This section addresses backup and recovery issues.

5.1 Application Server Recovery Displays Error Though Backup Is Available on the Disk

On Microsoft Windows, while recovering application server targets, you may see the message "Backup you selected does not exist". This message is valid when backup is not available in the backup directory. However, sometimes this message is displayed even when backup is available on Oracle Management Service.

To fix this issue, apply ARU patch 8108087 to the Management Service, and then recover the application server targets. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8108087.

(Bug 4639053)

5.2 Temp Files Cannot Be Removed After 9.2 DB Backup Is Completed

The output of the offline backup job on Microsoft Windows databases will have extra lines at the end with errors for removing temporary files and directories. These errors have no influence on the job status. They can be ignored.

(Bug 4716400)

6 Web Cache Management Issues

This section addresses web cache management issues.

6.1 Two "Administer" Links on Web Cache Home Page in 10.1.0.4 Enterprise Manager Grid Control

Using Enterprise Manager Grid Control 10.1.0.x (10.1.0.4, 10.1.0.5), if you visit the home page of a 10.1.2 OracleAS Web Cache, there will be two "Administer" links displayed in the Related Links section.

(Bug 4882466)

7 Data Guard Management Issues

This section addresses data guard management issues.

7.1 ORA-16826 When Adding Standby Redo Log Files To a Logical Standby Database

When using the Data Guard Verify Configuration function to add standby redo log files to a logical standby, an ORA-16826 warning may be encountered.

To clear the warning, select the logical standby database in the Data Guard overview page, then click **Edit**. On the General Properties page, click **Reset** to clear the warning.

(Bug 4652272)

8 Oracle Collaboration Suite Management Issues

This section addresses Oracle Collaboration Suite (OCS) management issues.

8.1 Internal Server Error While Configuring Oracle Collaboration Suite Services

You may encounter an internal server error when you define a generic aggregate service (or system target), and add the OCS sub-component service as one of its members. This is because an OCS sub-component service (e.g. Email User Access Service, Calendar User Access Service) cannot have multiple parent services associated with it.

To fix this issue, apply ARU patch 8107532 to the Management Service, and then configure the OCS services. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8107532.

(Bug 4890876)

8.2 Internal Server Error If Component Service Name Contains Multibyte Characters

You may encounter an internal server error when you add a new OCS sub-component service (e.g. Email User Access service, Calendar User Access service, etc) from the Configure Component service page. This may happen if the OCS component service name contains multibyte characters.

To fix this issue, apply ARU patch 8111452 to the Management Service, and then configure the OCS services. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8111452.

(Bug 4860550)

8.3 Error Displayed If the Number of Discovered Targets Exceeds 100

You may see error messages while adding OCS component services (e.g. Email Service, Calendar Service, etc). This may happen if the number of discovered agent monitored targets exceeds 100.

To fix this issue, apply ARU patch 8107532 to the Management Service, and then configure the OCS services. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8107532.

(Bug 4758081)

8.4 System/Services Test Properties Page Displays Incorrect Data

On Microsoft Windows, while configuring Real-Time Collaboration Service and Calendar Service, you may see incorrect data displayed on the System/Services Test Properties page. This is because the test properties are not discovered correctly for these services.

To fix this issue, apply ARU patch 8107532 to the Management Service, and then configure the OCS services. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8107532.

(Bug 4758013)

8.5 Patching Ultrasearch at the Instance Level Not Supported

You cannot patch Ultrasearch at the instance level from Enterprise Manager Grid Control. However, you can still use Enterprise Manager Grid Control to apply Ultrasearch patches at the Oracle Home or host level.

(Bug 4904980)

9 Documentation Issues

This section addresses documentation issues.

9.1 New Licensing Pack Information Unavailable

The help system does not have information about the new licensing packs and plug-ins.

(Bug 4686894)

9.2 Long Initial Load Time for Online Help System

After the Oracle Management Service is started or restarted, it may take a long time for the help browser to display the online help system the first time it is invoked. For all subsequent help use, topics display immediately.

To fix this performance problem, apply ARU patch 8083686 to the Management Service. This patch fixes the problem with help browser performance and provides the full set of online help files. To obtain the patch, access the Automated Release Updates (ARU) site at <http://aru.us.oracle.com>, click **Patches**, and search for patch request number 8083686.

(Bug 4865772)

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