

Oracle® Enterprise Manager

Release Notes for System Monitoring Plug-Ins

Release 12 (12.0)

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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 12, in November 2010. 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:

- Plug-in for IBM DB2 Database
- Plug-in for Microsoft SQL Server
- Plug-in for Sybase Adaptive Server Enterprise (ASE)
- Plug-in for Apache Tomcat

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

<http://www.oracle.com/technetwork/oem/grid-control/documentation/oem-091904.html>

Note: On the OTN page, click **View Library**. Then, in the Enterprise Manager documentation library, click the **Plug-ins** tab, and look for the document you want.

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*.

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**

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

There are no known issues specific to the System Monitoring Plug-Ins.

Issues Fixed

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

Fixed Issues for Apache Tomcat

Oracle Bug # 9725172 - Metric Collection Error

While monitoring Apache Tomcat targets with earlier releases of the Apache Tomcat plug-in, the *Applications* metric used to fail with a metric collection error. This issue has been fixed in the latest release of the Apache Tomcat plug-in.

Oracle Bug # 10111757 - Incorrect Status and Lack of Notification When Apache Tomcat Is Down

While monitoring Apache Tomcat targets with earlier releases of the Apache Tomcat plug-in, you used to see incorrect status and you never used to receive a notification whenever Apache Tomcat went down. This issue has been fixed in the latest release of the Apache Tomcat plug-in.

Fixed Issues for IBM DB2 Database

Oracle Bug # 6829278 - Product Metric Error

While monitoring IBM DB2 targets with earlier releases of the IBM DB2 plug-in, you used to see a product metric error when there were multiple IBM DB2 products installed on the same host. This issue has been fixed in the latest release of the IBM DB2 plug-in.

Fixed Issues for Microsoft SQL Server

Oracle Bug #9928696 - 'Page Life Expectancy' Metric Displays Incorrect Information

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see incorrect and misleading information for the *Page Life Expectancy* metric. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #9915245 - 'Microsoft SQL Server Space Usage' Report Displays Incorrect Values for Some Columns

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see incorrect values for columns *Available(MB)* and *Maximum Size* in the *Microsoft SQLServer Space Usage* report. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #9824738 - Per Second Metrics Display Incorrect Information

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see incorrect information for *Per Second* metrics. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #10082838 - Alert Messages Related to the Space Available Display Incomplete Information

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see incomplete and incorrect information for alert messages related to the space available for a particular file. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #10098835 - Microsoft JDBC Driver Fails When Configured to Use SSL with a Certificate Greater Than 4 KB

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see messages stating that the Microsoft JDBC Drivers (less than V2.0) could not establish a secure connection to Microsoft SQL Server by using SSL encryption, especially when the Microsoft SQL Server is configured to use SSL with a certificate greater than 4KB. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #9328617 - Metric Collection Error (Repeating Key Value)

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, you used to see a metric collection error stating that the result has repeating key values. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #10059750 - Notification about a Failed SQL Server Database Job Displays the SQL Server Job ID Instead of the Job Name

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, whenever a SQL Server job failed, you used to see a notification with the job ID instead of the job name, and the job ID was in raw, internal format that was incomprehensible. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Oracle Bug #10226608 - Latch Waits/Sec Metric Value Continuously Increases

While monitoring Microsoft SQL Server targets with earlier releases of the Microsoft SQL Server plug-in, the Latch Waits/Sec metric could sometimes show an incorrect continuously increasing value.. This issue has been fixed in the latest release of the Microsoft SQL Server plug-in.

Fixed Issues for Sybase Adaptive Server Enterprise (ASE)

Oracle Bug #9827551 - monSysStatement and monSysSQLText Metrics Display Large Quantity of Data

While monitoring Sybase ASE targets with earlier releases of the Sybase ASE plug-in, you used to see large quantity of data for the metrics *monSysStatement* and *monSysSQLText*. This issue has been fixed in the latest release of the Sybase ASE plug-in.

Oracle Bug #10062043 - Data Space Utilization Graph Displays Incorrect Information

While monitoring Sybase ASE targets with earlier releases of the Sybase ASE plug-in, you used to see incorrect information in the *Top 5 Databases by Data Space Utilization* graph of the *Sybase ASE Databases Space Statistics* report. This issue has been fixed in the latest release of the Sybase ASE plug-in.

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/technetwork/oem/grid-control/documentation/oem-091904.html>

Note: On the OTN page, click **View Library**. Then, in the Enterprise Manager documentation library, click the **Plug-ins** tab, and look for the troubleshooting guide.

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