CA *e*Health®

Release Notes

r6.1

CA Product References

This document may reference the following CA products:

- CA *e*Health® AdvantEDGE View
- CA *e*Health® Application Response
- CA *e*Health® Business Service Console (eHealth BSC)
- CA *e*Health® Distributed eHealth
- CA *e*Health® Fault Manager
- CA *e*Health® Live Health® Application
- CA *e*Health® Response
- CA *e*Health® Service Availability
- CA *e*Health® SystemEDGE
- CA *e*Health® TrapEXPLODER
- CA *e*Health® Voice Quality Monitor (VQM)
- CA *e*Health® AIM for Apache
- CA *e*Health® AIM for Microsoft Exchange
- CA *e*Health® AIM for Microsoft IIS
- CA *e*Health® AIM for Microsoft SQL Server
- CA *e*Health® AIM for Oracle
- CA Insight AIM for CA *e*Health®
- CA Insight™ Database Performance Monitor for Distributed Databases (CA Insight DPM for Distributed Databases)
- CA *e*Health® Integration for Alcatel (eHealth - Alcatel)
- CA *e*Health® Integration for Cisco IP Solution Center (eHealth - Cisco ISC)
- CA *e*Health® Integration for Cisco WAN Manager (eHealth - Cisco WAN Manager)
- CA *e*Health® Integration for HP OpenView (eHealth - OpenView)
- CA *e*Health® Integration for Lucent (eHealth - Lucent)
- CA *e*Health® Integration for Netcool (eHealth - Netcool)
- CA *e*Health® Integration for Nortel Preside (eHealth - Nortel Preside)
- CA *e*Health® Integration for Nortel Shasta SCS GGSN (eHealth - Nortel GGSN)
- CA *e*Health® Integration for Psytechnics (eHealth - Psytechnics)

- CA *e*Health® Integration for Starent PDSN (eHealth - Starent PDSN)

- CA SPECTRUM®

- CA Unicenter® Network and Systems Management (Unicenter NSM)

- CA *e*Trust® Identity and Access Management (eTrust IAM)

- CA Embedded Entitlements Manager (CA EEM)

  Note: CA Embedded Entitlements Manager (CA EEM) is the new name for eTrust IAM. This product will be rebranded throughout the documentation in a future release.

- CA XOsoft™ Replication

Contact CA

Contact Technical Support

For online technical assistance and a complete list of locations, primary service hours, and telephone numbers, contact Technical Support at http://ca.com/support.

Provide Feedback

If you have comments or questions about CA product documentation, you can send a message to techpubs@ca.com.

If you would like to provide feedback about CA product documentation, please complete our short customer survey, which is also available on the CA Support website.

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Chapter 1: Welcome

Welcome to eHealth r6.1. Review the *eHealth Release Notes* before Installing the eHealth software.

This document contains important information and installation notes, including the following:

- New Features and Enhancements
- Operating System Support
- System Requirements
- Installation Considerations
- Known Issues
- Third-Party Software License Agreements

This section contains the following topics:

Note to Our Maintenance Customers

Thank you for choosing CA's eHealth Suite. If you are a current CA maintenance contract customer, you are entitled to a username and a password that allows you to access additional information and technical support options such as our Knowledge Base (using CA's support website at http://www.ca.com/about/support.htm). If you do not have a username and a password, contact Technical Support at http://ca.com/support.

Chapter 2: New Features and Enhancements

This section contains the following topics:

New Features

30-Day Out-of-Box License

After you install eHealth r6.1 all eHealth features are fully operational for 30 days. This gives you more time to contact CA for permanent licensing. During this time you can use 100,000 poller licenses.

eHealth Web UI Single Sign-On (SSO)

Single Sign-on provides optional one-time authentication during login. Support includes access from the SPECTRUM OneClick interface to eHealth web-based reports.

IPv6 Support

Support for IP addresses in compliance with IPv4 standard has been extended to addresses in compliance with the IPv6 standard. eHealth can now discover, poll, store, display, and report on either or both IPv4 or IPv6 addresses.

The network that eHealth 6.1 resides on must be capable of routing both IPv4 and IPv6 addressed packets.

The notifier can now send traps using the SNMPv2c form when agent addresses are of the IPv6 family type. The notifier continues to send traps using the SNMPv1 form when agents have IPv4 addresses.

LDAP Authentication

You can set up eHealth for LDAP authentication by configuring eHealth for Single Sign-On (SSO) support using CA EEM software and the nhWebSSO command line utility. The SSO support feature also provides a one-way integration between SPECTRUM and eHealth, which lets SPECTRUM users access the eHealth web user interface without being challenged for a user log in.

CA EEM software and documentation are available on the eHealth installation media in the CA_EEM directory.

Note: For more information about how to enable LDAP authentication for eHealth and how to use the nhWebSSO command line utility, see the *Installation Guide*. For more information about how to configure eHealth and SPECTRUM for SSO support, see the *eHealth r6.1 SPECTRUM 9.0 Integration User Guide*.

Live Reporting

Through the eHealth web user interface you can graph trend data for a supported element and for a specified time range, for example, the last 24 hours, the last 7 days, or the last 30 days.

Policy-Based Discover

Parameters of device discovery are now stored for reuse. This allows more flexibility when you discover groups or types of elements where the same rules apply.

Psytechnics Experience Manager

eHealth r6.1 supports an integration module (IM) between eHealth and Psytechnics Experience Manager.

Enhancements

High Availability

The high availability configuration for eHealth now includes support for Veritas Service Cluster software on Solaris systems.

Live Health

Live Health evaluates Fast Store elements at the Fast rate (every 30 seconds or every minute, depending on the Fast rate set). You can now see any problems with monitored Fast Store elements through Live Health as soon as they are detected--typically within 1 minute of the problem occurrence.

The Live Health Availability rules now support Time over Threshold conditions.

The Live Exceptions Browser was enhanced to allow easier searching of Live Profiles.

Live Health has a new Live Alarm web service that allows NSM and SPECTRUM to determine and present alarms generated by Live Health.

OneClick for eHealth

The following features and functionality were removed from the Motif console and added to the OneClick for eHealth console:

- Discovery
- Scheduled Discover user interface
- DCI rules editor
- Process Set Editor
- TA View Editor

Oracle 10g Database

When you install eHealth r6.1, the Oracle 10g database is installed. If you are upgrading to eHealth r6.1 from eHealth r5.7 or r6.0, your Oracle 9i database upgrades to Oracle 10g.

Other Enhancements

Other enhancements to this release of eHealth include the following:

- Additional poll rate selections available in OneClick for eHealth
- Windows Vista support for AR agents
- Updates to the NH_STAT_POLLS_PER_SECOND environment variable that raises the default polling packet rate

Report Center

Report Center was upgraded from Cognos 1.1 to Cognos 8. This provides performance enhancements to profiling, report prompts, and report runs.

Traffic Accountant

Traffic Accountant now includes the following:

- Enhanced support for NetFlow, including NetFlow Collector
- Report Center Traffic Accountant reporting
- Traffic Accountant ViewEditor and NetFlow Import interface availability through OneClick for eHealth

Chapter 3: System Requirements

This section contains the following topics:

Hardware

You can use the eHealth Sizing Wizard to determine system hardware requirements and verify that your system meets them. On the target system, connect to http://ca.com/support, and click eHealth Sizing Wizard.

eHealth minimum hardware requirements are as follows.

Standalone eHealth and Distributed eHealth systems:

Component	Small Database (Polling interval: 5 minutes)	Medium Database (Polling interval: 5 minutes)	Large Database (Polling interval: 5 minutes)	Extra Large Database (Polling interval: 5 minutes)
Swap space	8 GB	10 GB	10 GB	12 GB
Physical memory (RAM)	4 GB	6 GB	6 GB	8 GB
Free disk space required for eHealth and Oracle)	23 GB	68 GB	141 GB	200 GB

Distributed eHealth Consoles:

Component	Small Database (Polling interval: 5 minutes)	Medium Database (Polling interval: 5 minutes)	Large Database (Polling interval: 5 minutes)	Extra Large Database (Polling interval: 5 minutes)
Swap space	8 GB	10 GB	10 GB	12 GB

Component	Small Database (Polling interval: 5 minutes)	Medium Database (Polling interval: 5 minutes)	Large Database (Polling interval: 5 minutes)	Extra Large Database (Polling interval: 5 minutes)
Physical memory (RAM)	4 GB	6 GB	6 GB	8 GB
Free disk space required for eHealth and Oracle)	12 GB	32 GB	50 GB	51 GB

Additional requirements are:

- 5 GB minimum disk space for upgrades

- 2 CPUs

- DVD drive

- High-performance network card

- Video driver with a minimum resolution of 1024 pixels x 768 pixels (Windows)

- File system in NT file system (NTFS) format (Windows)

Note: You can install eHealth on Windows systems configured to use VMware ESX Version 3.0, but you must have at least 40 GB of disk space to create the VMware virtual machine.

Sample Database

The sample database requires a minimum space of 3 GB.

Report Center

If you plan to install Report Center, verify that you meet the following requirements to accommodate the Report Center software:

- Disk space:

  - Windows: 680 MB

  - Solaris: 748 MB

- Minimum memory:

  - 4 GB

  - 6 GB for medium to large databases

  - 8 GB for extra large databases

Note: These requirements do not include space needed for the content stored or the time-aligned statistics data.

If you plan to poll a large number of elements (approximately 50,000 or more), Report Center can cause the temporary space to grow up to 24 GB. The default temp space for eHealth systems is 7 GB. You must verify that the Oracle database tablespace NH_TEMP resides on a disk that has sufficient space for it to grow before installing Report Center.

Software

You must have the following software installed to use eHealth and all eHealth applications:

CA XOSoft Replication Software Version 4.0.73

If you plan to use your eHealth Windows and Solaris environments for disaster recovery, you can use CA's replication software CA XOsoft Replication Server, Version 4.0.73 or higher.

Note: Contact your CA Sales Representative to obtain the needed CA XOsoft Replication software.

Distributed SNMP Security Pack Software

Before you can configure eHealth to discover SNMPv3 elements, you must install and configure Distributed SNMP Security Pack, Release 16.1.0.62 or later on your eHealth system. The Distributed SNMP Security Pack software is available from SNMP Research International Inc. You can install the Distributed SNMP Security Pack software at any time, before or after upgrading to or installing eHealth r6.0. When installing the Distributed SNMP Security Pack software, you are prompted for which network management software. At the prompt "Are you installing SP to be used with", select "Some other manager application".

eHealth Web User Interface

If you plan to access the eHealth Web user interface from the eHealth system, one of the following web browsers is required, with JavaScript enabled:

- Internet Explorer Version 6.0 or later

- Mozilla Version 1.6 or later

- Firefox/Mozilla 1.x or later

High Availability Clusterware

If you plan to install high availability clusterware in your target eHealth environment, use the following clusterware and versions:

- Sun Cluster software Version 3.1 or 3.2.

- Veritas Cluster Server (VCS) software version 5.0.

Important!: You must install the clusterware before you install the eHealth software.

Java Plug-in for Web Browsers

If you plan to use Live Trend in Live Health, you must have a Java plug-in for the web browser.

Report Center

The Report Center application Report Studio requires Internet Explorer Version 5.5 SP2 or later.

Note: To obtain the list of network devices that CA has certified for compatibility with eHealth, go to: http://ca.com/support.

Patch Requirements

The following are patch requirements for eHealth 6.1

Report Center

- If you are installing Report Center on Solaris 10, verify the Solaris patch level requirements BEFORE installation. For more details, see the eHealth Knowledge Base at http://ca.com/support. This also applies if you have Report Center on Solaris 9 and are upgrading your operating system to Solaris 10.

- If you are installing Report Center on any platform, see the list of required patches at the following URL:

  http://support.cognos.com/en/support/products/cognos82_required_patches.html#sun

  Note: You can also access the IBM Cognos website at www.cognos.com.

Note: To obtain the list of network devices that CA has certified for compatibility with eHealth, go to: http://ca.com/support.

Operating System Support

You must install eHealth r6.1 on a dedicated UNIX or Windows workstation with one of the following operating systems:

Windows 2003 Server

- R2 32-bit SP1

- R2 32-bit SP2

- 32-bit Standard and Enterprise Editions SP1

- 32-bit Standard and Enterprise Editions SP2

Note: eHealth r6.1 is not supported on Windows NT 4, Windows 2000, or Windows XP operating systems. You must upgrade your system to Windows 2003 before installing. Also, SP2 is recommended for IPv6 support.

Solaris

- 2.9 (SPARC)

- 2.10 (SPARC)

CA supports these operating systems for the duration of their life cycle as determined by the operating system's manufacturer or until CA announces that we are dropping support.

Note: If you must upgrade your operating system, do so before starting the eHealth installation or upgrade.

Important!: HP-UX is *not* supported in eHealth r6.1.

Chapter 4: Installation Considerations

This section contains the following topics:

Pre-installation Guidelines

eHealth supports the following installation scenarios:

- New installations

- Upgrades from Release 5.7 and 6.0 on the same system (may require operating system upgrade prior

This release supports the ability to install eHealth r6.1 and load a database saved from Release 5.7 or 6.0.

Note: Follow the instructions provided in the *eHealth Installation Guide* and the additional recommendations included in these *eHealth Release Notes*. Also, see the eHealth Readme file for last-minute changes and updates.

Before you install eHealth review the guidelines and perform the necessary tasks to help ensure a trouble-free installation.

Pre-confirm that you meet all the installation prerequisites described in the *eHealth Installation Guide.* On UNIX platforms there is a utility, nhCheckInstallPreReqs that checks for system prerequisites. It is available on the eHealth Software DVD.

Important!: HP-UX is *not* supported in eHealth r6.1.

Pre-installation and Upgrade Tasks for Oracle

The following tasks for Oracle must be performed before you install or upgrade eHealth r6.1:

- This release of eHealth has an embedded Oracle database. You must use the eHealth installation program to install Oracle. If you have any versions of Oracle on your system that are not related to eHealth, you must remove them before installing r6.1. CA *does not* support separately installed versions of Oracle on the eHealth system, even if they are to be used by third-party products and not by eHealth.

  Note: The eHealth uninstall program does not remove all third-party products. For instructions on uninstalling eHealth, see the *eHealth Installation Guide*.

- Although Oracle does not support installations from network-mounted disks (for example, over NFS), remote installations may work. If the Oracle installation over NFS hangs, you must copy the media to a local disk and retry the installation, or use local copies of the eHealth and Oracle Software DVDs.

  If you choose to copy the Oracle DVD to a local disk, use the following guidelines for the local directories:

  - Create a directory for the Oracle DVD image. The directory can have any name (for example, oracle10_dvd), but the name cannot contain any spaces. You need approximately 3 GB of free disk space.

  - When you install eHealth, and you are prompted for the location of the Oracle software, specify the full pathname to the directory.

Pre-installation and Upgrade Tasks for Solaris

The following tasks must be performed before you install or upgrade eHealth r6.1 on a Solaris system:

- To successfully install or upgrade to eHealth r6.1 on a Solaris 10 system, you must have the "End User System Support (SUNWCuser)" group installed and the following software packages:

  - SUNWarc
  - SUNWbtool
  - SUNWhea
  - SUNWlibm
  - SUNWsprot
  - SUNWlibmr
  - SUNWlibms
  - SUNWmfrun
  - SUNWtoo
  - SUNWxwfnt
  - SUNWuiu8
  - SUNWi1of
  - SUNWxcu4

  Some of these packages may be part of the version of the operating system that is chosen. If the package is not installed, then it must be added prior to the eHealth installation.

- When upgrading to eHealth r6.1 from eHealth 5.7 on a Solaris 2.8 OS, use *one* of the following methods:

  - On a new system, do the following:

    a. Install eHealth r6.1 on Solaris 2.9 or 2.10.

    b. Perform a universal "ASCII" database save in eHealth 5.7 on Solaris 2.8.

    c. Import the database into eHealth r6.1 on Solaris 2.9 or 2.10.

  - On the same system, do the following:

    a. Upgrade Solaris 2.8 to Solaris 2.9.

    b. On Solaris 2.9, upgrade eHealth 5.7 to eHealth r6.1.

- For all eHealth r6.1 installations and upgrades on Solaris systems, We strongly recommend that the Solaris file system logging option be disabled on disks/file systems containing Oracle database data files. Solaris file system logging adds a significant performance penalty to Oracle database update activity, which results in degraded eHealth and Oracle performance. Additionally, Solaris disk/file system logging is unnecessary as Oracle's own logging facility provides data protection in case of disk failure. Other disks/file systems, including those containing eHealth files outside the database, can optionally use logging at the user's discretion, based on their own operational needs. These needs can include rapid fsck recovery, which logging enables.

- To use diacritical characters on Solaris, you must set up a locale on the Solaris system that has the right character set. For US, this is locale en_us and character set Latin1.

- Host name and address lookup must be configured to support both IPv4 lookups (hosts) and IPv6 lookups (ipnodes).

More information:

Diacritical Characters Not Supported

Pre-installation and Upgrade Task for UNIX

When installing on UNIX systems using DVDs, confirm that your current directory is not on the DVD when you start the installation; if it is, the installation cannot switch DVDs when it needs to.

Pre-Installation and Upgrade Tasks for Windows

The following tasks must be performed before you install or upgrade eHealth r6.1 on Windows:

- You must stop the following services and processes:

  - Antivirus Software

  - ArcServe Agent

  - BackupExec Agent

  - COM+ Event System

  - Distributed Transaction Coordinator

  - FTP Publishing Service

  - IIS Admin Service

  - MTSrecovery Service

  - Network Associates McShield

  - Network Associates Task Manager

  - Simple Mail Transport Protocol (SMTP)

  - SNMP Service

  - World Wide Web Publishing Service

- When installing on Windows systems, you must adhere to user permissions for installing Oracle. The eHealth user account that you use to install eHealth must have administration privileges and be a member of the group called ORA_DBA.

- Host name and address lookup must be configured to support both IPv4 lookups (hosts) and IPv6 lookups (ipnodes).

- The design of IPv6 support on Windows requires that IPv6 be specifically enabled using the Windows NETSH command. A routable IPv6 address must be added as well, either with this command or automatically by router assignment.

- When installing eHealth on Windows systems, the Windows AutoPlay feature may display a menu that prompts you to specify the actions to take when the Oracle DVD is inserted. Ignore these menus. You can also disable the AutoPlay feature to avoid the menus.

  To disable the AutoPlay feature

  1. Right-click the CD drive icon in Windows Explorer.

  2. Select the AutoPlay tab in the Properties window.

  3. Select No action under AutoPlay action.

Pre-installation Tasks for Using Application Response

If you use Application Response, note that duplicate rules in use can cause the activation of eHealth r6.1 to fail. You must remove the duplicate rules before the activation can finish.

To remove the duplicate rules

1. Open a command prompt on the eHealth system.

2. Change to the $NH_HOME_OLD/data/response directory.

3. Create the save-ard directory.

4. Copy the *.ard files to save-ard.

5. Edit the Rules.ard using any text editor.

6. In the Rules.ard file, look for any duplicate transactions and delete the lines starting with "module" and ending with "}".

7. Restart the eHealth installation. The installation process prompts you for the location of the eHealth r6.1 software, and re-copies the eHealth files, but it skips steps that you already successfully completed.

   The initialization now completes successfully.

Note: If you use Application Response, see the Application Response Readme file for your platform for additional information. The file is README.AR in the eHealth home directory.

Traffic Accountant Installation Considerations

Review the following considerations before you install or upgrade eHealth Traffic Accountant:

- Upgrading any eHealth system that is not a pristine Traffic Accountant system will cause installation problems.

- Report Center is required to generate reports about data collected by eHealth Netflow Collector and by the NetFlow import poller running in enhanced mode.

- You must run the Traffic Accountant-specific installation with the Traffic Accountant-specific LCF file.

Upgrade Considerations

If you are upgrading to eHealth r6.1, note the following:

■ The Oracle upgrade may hang during the call to "nhStopDb -immediate" (immediate shutdown), stop the processes that may have a connection open with the database and close any open sqlplus sessions started from the command line.

Additionally, if you are upgrading on Windows, also stop the Oracle service as follows:

1. Click Control Panel, Administrative Tools, Services.

2. Stop OracleService<$ORACLE_SID>

If you are upgrading on Solaris or HP, you may need to shut down the database explicitly by running the following shutdown abort command:

$NH_HOME/bin/sys/nhStopDb –abort

View $NH_HOME/log/install/dba.log for a list of processes that nhStopDb - immediate should terminate, including sqlplus and nhi. After the processes are stopped, continue upgrading eHealth.

■ If you are upgrading from eHealth r5.7, r6.0, or r6.0 SP1, run 'nhScrupFsa -deleletedObjectHours 0' before running the upgrade. Otherwise, 'Soft- deleted' groups causes the upgrade to fail during the nhConvertDB step.

■ Before upgrading to eHealth r6.1 from eHealth r5.7, make sure that you understand the group and security changes that may occur. Groups with the same name but different technology types combine into one group with that name. Group lists merge similarly. These group and group list changes can cause user access to change.

■ The following processes may interfere with the Oracle Upgrade software when you upgrade to eHealth r6.1. If they are running, stop them or wait for them to finish before you upgrade to eHealth r6.1:

   ■ nhSaveDb

   ■ nhiIndexStats

   ■ nhiNameNodes

   ■ nhiStdReport

   ■ nhiDbMaint

   ■ nhiRollupDb

   ■ nhiDialogRollup

   ■ nhiDataAnalysis

   ■ nhiConfig

   ■ nhReset

   ■ nhiScrubFsa

- nhiAnalyzeDb

- nhiRelpDriver

- If you are upgrading to eHealth r6.1 from eHealth r5.7 or r6.0, you cannot use a layout configuration file (LCF) to move tablespaces and data files or otherwise manipulate the eHealth database during the upgrade process.

- The value for $NH_USER cannot contain uppercase characters. If it does, certain critical commands will not work.

Upgrade Prerequisites for eHealth on Remote Polling Sites

Remote polling sites have additional requirements before you upgrade your version of eHealth. If your sites are running a version of eHealth earlier than r5.6.5 Patch 3, update to eHealth r5.6.5 Patch 8, upgrade to eHealth r5.7 or r6.0, then upgrade to eHealth r6.1. If you are running eHealth r5.0.2, you must migrate to eHealth r5.7 before upgrading to eHealth r6.1.

- Upgrade the central site before you upgrade the remote poller sites. Because remote polling is backwards compatible, upgrading the central site first allows polling to continue from the remote sites that have not yet upgraded.

- eHealth includes a utility that checks and reports your system's upgrade changes. This affects upgrades from eHealth r5.7 to eHealth r6.1. The command is nhShowUpgradeChanges and it is available on the eHealth Software DVD. Before you upgrade from eHealth r5.7, run this command to review the following:

  - A warning about security changes due to group merging.

  - Anticipated group and group list changes.

  - A summary of the groups and group lists that conflict with remote polling restrictions.

- If you have remote poller group conflicts, you must fix those problems on the remote and central sites before you upgrade.

  Note: nhShowUpgradeChanges cannot detect configuration conflicts for remote polling environments in eHealth r5.6.5. If you are upgrading from eHealth r5.6.5, you must contact Technical Support for assistance.

  If you cannot upgrade a central site due to errors with group membership and merges, contact Technical Support. The upgrade cannot proceed until the group membership issues are resolved.

  Note: On Windows central sites you are not stopped from upgrading without resolving group membership issues. To avoid post-upgrade problems with merged groups, you must run nhShowUpgradeChanges and resolve configuration issues before you upgrade eHealth.

Upgrade Prerequisites for Using SNMPv3 Functionality

If you have eHealth r6.0 SP1 or earlier installed, you are planning to upgrade to eHealth r6.1, and you use the SNMPv3 functionality, the SNMPv3 key configuration information is stored in the eHealth database using DES encryption. When you upgrade, eHealth replaces the DES libraries with 3DES libraries. This process causes the SNMPv3 keys stored in the database to become invalid.

To avoid manually replacing your SNMPv3 keys, you must export your existing SNMPv3 key configuration information before installing eHealth. During the installation process, eHealth detects existing SNMPv3 keys and prompts you with detailed instructions to convert them to 3DES encryption. Follow the instructions exactly as shown to complete the conversion process.

To backup the SNMPv3 keys

1. Export the encrypted SNMPv3 information using the following command:

   nhExportSnmpKeyInfo -dciOut *temp.dci*

   temp.dci

   > Represents the name of the file that will contain the exported information.

2. Clear the SNMPv3 information from the database using the following command:

   nhImportSnmpKeyInfo -dciIn *clear.dci*

   clear.dci

   > Represents the name of a file with contents similar to the following:

   ```
   IR,2,"SnmpKeyInfo Configuration",1,05/31/2006,21:42:40,EHEALTH
       FT,SnmpKeyInfo,symbol,ipAddr,integer,symbol,symbol,symbol,
       symbol,symbol,symbol,string,string
       FN,SnmpKeyInfo,objId,agentIpAddress,agentPort,userName,
       contextEngineId,contextName,securityLevel,authAlgorithm,
       encryptAlgorithm,authKey,privKey
       FT,Operations,symbol,symbol,symbol,symbol
       FN,Operations,operator,section,objId1,objId2
       DS,,SnmpKeyInfo,
       DE
       DS,,Operations,
       mergeWithDelete,,,
       DE
   ```

3. Install eHealth.

   The installation finishes.

4. Import the SNMPv3 information using the following command:

   nhImportSnmpKeyInfo -dciIn *temp.dci*

temp.dci

Represents the name of the file exported in Step 1.

Note: Do this as soon after the service pack installation as possible to minimize data loss.

Post-Installation Guidelines

As a best practice to avoid database recovery problems, if you must stop the eHealth server for maintenance or other reasons, always shut down eHealth by manually stopping the servers and closing the console before shutting down your system.

After installing eHealth, do *not* change permissions or ownership of files in the eHealth installation directory. Changing the file permissions can prevent processes from running and can cause errors in future eHealth installations or upgrades.

Install MKS X/Server 8.1 (Windows)

After you upgrade to eHealth r6.1, you can install MKS X/Server Version 8.1 on your system. You must do this manually. MKS X/Server is used for running X Windows processes and eHealth commands.

To upgrade MKS X/Server on your Windows eHealth system

1. Upgrade to eHealth r6.1.

2. Navigate to the following eHealth kit directory on the eHealth Software DVD: ehealth\xserver\xs

3. Run the following command:

   Setup.exe

   The XServer installation launches.

4. Click O to start the installation in the first dialog.

   Note: This dialog may not appear depending on your system environment.

5. Click Next in the Welcome to XServer dialog.

6. Click F to finish update in the Setup Complete dialog.

7. Click Y to reboot the system.

   Note: This dialog may not appear depending on your system environment.

Chapter 5: Known Issues

This section contains the following topics:

eHealth r6.1 Known Issues

The following are known issues related to eHealth r6.1.

Applications May Appear as Not Available

If you install eHealth for the first time, use the 30-day out-of-the-box licenses, and try to start an eHealth application such as OneClick for eHealth or the eHealth Web user interface *before* starting the eHealth server, the applications are not available. The 30-day license is generated the first time the eHealth server is started. Start the eHealth server before opening eHealth applications.

Characters Not Allowed In Community Strings

In eHealth r6.1 the following characters are not allowed in community strings:

- Space

- Tab

- Number sign or pound sign (#)

- Single quote (')

- Backward single quote (`)

CreateDb Fails During Installation

When PowerShell is installed, eHealth createDb does not work.

Diacritical Characters Not Supported

The following information is relative to using diacritical characters in eHealth r6.1:

■ The use of diacriticals will not work correctly with command line utilities on the Windows platform.

■ The use of diacriticals in Process sets and DCI rules in OneClick for eHealth is not supported.

■ New custom jobs in the Scheduler do not support diacriticals.

■ Users with diacriticals in their names do not have web access logs or cannot use advanced logging.

■ Diacriticals cannot be used in report names. When creating groups or grouplist names with diacriticals, do not use the max number of characters.

■ eHealth r6.1 does not support the system-wide use of diacriticals (accented characters). If you must use diacritical characters, you can use them in the web console, however you must turn on ISO 8859-1 support.

To turn on ISO 8859-1 support

1. Log in to the eHealth Web Interface as the web admin.

2. Select Site Configuration under eHealth Management on the Administration page.

   The Site Configuration page appears.

3. Set the Support Western European special characters (ISO 8859-1) field to Yes.

4. Click Save.

   ISO 8859-1 support is turned on.

More information:

Error Message: ORA-12638

In eHealth r6.1 you may encounter the following error message:

ORA-12638: Credential retrieval failed.

If you receive this error message, do the following:

1. cd $NH_ORACLE_HOME/network/admin.
2. Edit file sqlnet.ora.
3. Change the line sqlnet.autentication_services = (NTS) to sqlnet.autentication_services = (NONE).
4. Rerun the application.

Error Message: ORA 03106

eHealth r5.7 and r6.0 is installed with Oracle 9.2.0.7 version of Oracle. eHealth r5.7 and r6.0 programs were built with 9.2.0.7 client libraries. When a cluster is upgraded to eHealth r6.1 from r5.7 or r6.0, we install Oracle 10.2.0.3 database. If the cluster is not activated then the cluster will be in a transition state. In this state, the earlier version (r5.7 or r6.0) of eHealth programs will be running against an Oracle 10.2.0.3 server. We have found that r5.7 and r6.0 ehealth processes nhiRegStats and nhiLiveSvr report benign error ORA-03106 in the system.log file when the nhDbMaint job is run in this transition state. The benign error ORA-03106 is generated because of an Oracle bug 60666116. To avoid the generation of this error ORA-03106 please apply the 9.2.0.8 OOB to r5.7 and r6.0 installation before upgrading to r6.1.

Group Incorrectly Grows in Membership to Include Children

In eHealth r6.1, if a parent element belongs to a group, the DCI file generated by an nhExportConfig invocation will also includes children of that parent element in the group membership list. If a group and its members are exported and then reimported, the group can incorrectly grow in membership to include the children.

No Web Server Connection on Business Service Console

When you go to the Business Service Console (BSC) user interface with Disaster Recovery (DR) enabled, messages appear in the upper left corner in this sequence: "Update in Progress" followed (eventually) by "No Web Server Connection".

Adding the shared hostname and IP to the Windows\system32\drivers\etc\hosts file fixes the BSC problem with DR enabled.

HTTPS Mode Not Retained After eHealth Is Upgraded or Updated

Symptom:

When I am running HTTPS, it appears that my system is successfully updated to eHealth r6.1. However, Apache is set back to HTTP mode. Apache is also set back to HTTP mode when I upgrade from eHealth r6.0 SP2a to r6.1.

Solution:

Use the nhWebProtocol command to set eHealth back to HTTPS mode.

Retired Elements May Appear

When eHealth is integrated with SPECTRUM, retired elements may appear in reports that are run on web service inventory.

Note: For a list of the customer-reported problems fixed in this release, see the README.FIXES file in the eHealth home directory.

Import Policies on Multiple Standalone Computers

Importing policies on multiple standalone computers may not permit grouping.

Note: You can import or export policies within a cluster without grouping problems.

Example:

You create a policy "foo" with a saveToGroup value of a single group "aa". You then import "foo" to another standalone 6.1 system B, unaware that B has a pre-existing group "bb" and group "bb" happens to have the same group_id as "aa". When "foo" is imported into B, group_id is mapped to "bb" resulting a policy "foo" on system B with a saveToGroup value of "bb". This is unintended.

Under usual circumstances when there is no match on group_id between "from" and "to" systems, the saveToGroup value on "to" system shows "null" on the OCE policy user interface. If you subsequently do a policy-based discover without updating "null" to a desired group name, discover will not allow you to save the results and will send a warning that the group cannot be found.

Note: If you are working from the command line, the results will be saved but they will not be grouped and you will receive a warning that the group does not exist.

Workaround:

Edit the saveToGroup field to specify a valid group on all Discover Policies imported to a standalone system in which you wish to use the saveToGroup Discover Policy parameter.

Insufficient Swap Space

On Solaris, the installation may send an error message requesting enough swap space for all the Solaris zones combined rather than enough swap space for just the zone on which you are performing the installation. Ignore the message and proceed with the installation.

eHealth - Cisco NetFlow Known Issues

The following are known issues related to eHealth - Cisco NetFlow integration module.

Upgrade Configuration

If you plan to use the eHealth Integration for Cisco NetFlow and want to upgrade to Cisco NetFlow 5.0 from earlier versions, use Cisco's configuration conversion tools. See the Cisco documentation for instructions.

GMT Option Discontinued

Cisco NetFlow 5.0 no longer supports the GMT option. The collector and the eHealth system must be in the same time zone; otherwise, the data can shift in time or be dropped (for time zones more than 8 hours apart).

eHealth - Nortel SCS GGSN Known Issues

The following are known issues related to eHealth - Nortel Shasta SCS GGSN integration module.

Raw Data Inconsistencies

Inconsistencies have been reported in the raw data produced by Nortel SCS. The variable Calls Attempted or Restarted/sec calculates data inconsistently. This variable should be equal to the following:

PPP Calls Established Mobile IP/sec + PPP Calls Established Simple IP/sec + PPP Calls Failed Rsns Other Ovld/sec + PPP Call Att Fld CPU Overload/sec

Instead, the value of PPP Calls Attempted or Restarted is consistently less. This same variable should also be equal to the following:

ClosedRP Reg Rqst Accpt/sec + OpenRP registration requests accepted/sec (CLOSED_RP_SUCCESSES + OPEN_RP_SUCCESSES)

However, it is consistently greater than CLOSED_RP_SUCCESSES (ClosedRP Reg Rqst Accpt/sec). This has been reported to, and acknowledged by, Nortel Networks.

nhNortelScsGetCfg Errors

If you configured eHealth Integration for Nortel SCS to import data from multiple Nortel SCS servers, poller error messages appear in the console the first time that you run nhNortelScsGetCfg. The messages indicate that another instance of an import is starting while one is already running.

As soon as the configuration is imported for the first Nortel SCS server, the import poller starts statistics import for the new elements. The attempt to start statistics import for the subsequent servers may conflict with it. This prevents data from being imported for some Nortel SCS elements on the first poll. On the second and subsequent polls, eHealth Integration for Nortel SCS should import data for all elements normally.

High Availability Known Issues

The following are known issues related to the high availability solution for eHealth.

Monitor Tool Wrongly Triggers Failover

The high availability monitor tool currently checks for poller states for both reporting front-end and back-end machines. In the case of a reporting front-end machine, since there are no poller processes, the monitor tool can (wrongly) trigger a failover. To avoid this, comment out all lines in the monitor section by placing a '#' mark before the text. For example:

```
#TotalMonitors=1
#monitor1=StatsMonitoring
#monitor2=ImportMonitoring
#monitor3=DialogMonitoring
```

Oracle Resource Fails to Start

If the Oracle user ID is a network user and only exists in the NIS passwd file and not in the local /etc/passwd file, the Oracle resource fails to start. The following error appears in the message log when you attempt to start the Oracle or Oracle listener resource:

"xxx run_setuid_prog[24075]: [ID 553590 user.error] User id 391 not found in file /etc/passwd"

To avoid this error, add the Oracle user to the /etc/passwd file.

Sun Cluster Version 3.1 Commands May Not Work

If you are using Sun Cluster Version 3.2 software to configure eHealth for high availability and find a Version 3.1 command does not succeed, use the corresponding Version 3.2 command before calling support.

Note: For a list of the customer-reported problems fixed in this release, see the README.FIXES file in the eHealth home directory.

Juniper RPM Known Issues

The following are known issues related to Juniper RPM.

Jitter Definition for Juniper RPM Differs

Juniper RPM defines jitter as the difference between the maximum response time and the minimum response time for a group of pings (Jitter = Maximum Response Time). This jitter measurement may differ from that calculated by other devices.

Juniper RPM May Record Microsecond Response Times as 0

Juniper RPM records timestamps at the application layer. Therefore, response times include both network delay and router OS delay. This OS delay can add up to 20 milliseconds per router. Since NTP is only accurate within milliseconds, Juniper RPM may record microsecond response times as 0, since the delay time is less than the accuracy of the NTP

Juniper Routers and Destination Element Must Use Same NTP Server

For Juniper RPM to record one-way data (jitter-in and jitter-out) for a response path, the Juniper router and the destination element must use the same Network Time Protocol (NTP) server. If the source and destination elements do not use the same NTP server, RPM records round-trip data for that path.

Note: For a list of the customer-reported problems fixed in this release, see the README.FIXES file in the eHealth home directory.

OneClick for eHealth Console Known Issues

Refresh Option Only Updates Status Screen

The following is a known issue related to the OneClick for eHealth console:

In OneClick for eHealth, the Refresh option (which you can access in the toolbar, the View menu at the top of the console, or the pop-up menus) only refreshes the item or folder that is currently highlighted or in use.

For example, if you highlight the name of an eHealth server in the tree and click Refresh, OneClick for eHealth does not update all information relating to that system (such as group lists and groups) and all systems in that cluster. It only updates the Status screen for the highlighted server. In OneClick for eHealth, some data may not update dynamically in the user interface. To make sure that you are viewing the latest data, click Refresh periodically for each item.

Java Error Occurs When Creating New View

When you right-click to create a new view in OCE, a Java error occurs.

Use one of the following alternative methods to create a new view:

- Select Views, and click File Menu, Action, New Views.
- Navigate to Managed Resources, Right Click Views, and then select New View.

Report Center Known Issues

The following are known issues related to Report Center.

Data on Report Does Not Match Standard HTML or PDF Format

'Aggregate Throughput Report for Interfaces' contains incorrect data in Excel 2K2 & 2K Single Sheet Format. After running the Report Center 'Aggregate Throughput Report for Interfaces' sample report and either saving the file or printing the file using either Excel 2002 or Excel 2000 Single Sheet Format, the data on the report does not match the standard HTML or PDF format as follows:

- The Inbound and Outbound Y Axis data (which is accurate on the PDF and HTML versions) begins on January 1, 1900.

- The X Axis data is different than the PDF and HTML report which are correct (the bottleneck speed goes from 0 to 2800 on those, but in the Excel reports, it goes from 0 to 1 such as 0.1, 0.2, 0.3, and so forth).

- The bottleneck speed is incorrectly graphed.

- There is no 'Interfaces in the Link Bundle' table present in the Excel 2000 Single Sheet Format report.

To workaround this, you can either create a list report or use nhExportData.

HTTP 404 Error in eHealth Report Center

When you click the Report Center tab from the eHealth web user interface, and then click the Help link, an HTTP 404 error is generated. To avoid this, click another link on the Report Center page and then click Help from that page. The Report Center Help page appears.

Log On Again Link Fails

If you accidentally log off from Report Center and try to log on again, an error message appears stating that the user is already authenticated in the available namespace. To work around this issue, you can either click the Back button on your browser to return to Query Studio, or open a new browser.

Need Adobe Reader Version 7.0 to Print PDF Reports

You must use Adobe Reader Version 7.0 or later to print PDF reports from inside Report Center. If you use an earlier version, you see an error generated by Adobe that says "Could not start print job."

Some Sample Reports Do Not Have Save Report Option

In eHealth Report Center, some sample reports do not have the Save Report option. You can work around this by clicking the Run with options triangle, clicking Advanced options, then selecting one of the Save the report... options.

Note: For a list of the customer-reported problems fixed in this release, see the README.FIXES file in the eHealth home directory.

Report Center Not Immediately Available After Upgrade

During an eHealth upgrade on Windows where Report Center is being installed, Report Center is not immediately available after you restart because it is still being configured. It can take from about 20 minutes to two hours before Report Center configuration is complete and the web tab becomes available. Logs showing progress of the configuration are available in NH_HOME\log\install during this time.

Update Element Types in Report Center Jobs

The updateElementTypes scheduled job can fail on UNIX systems (Solaris and HP) if there are many (approximately 15) element types in the eHealth system.

The workaround is to set reportCenter.elementTypes to a list of element type IDs separated by ":" in the nh_parameter table. When updateElementTypes job is launched the next time, it generates and publishes models that only include the element types in the specified list even if you have more element types in the eHealth system. The drawback is that you cannot run reports in Report Center for all the available element types in the eHealth system.

There are two options to set the reportCenter.elementTypes parameter.

Option 1:

This procedure only publishes the element types that you specify in the list. You can pick any element type you want.

To set reportCenter.elementTypes:

1. Stop all BIBus servers.

2. Set reportCenter.elementTypes with a list of element type IDs separated by ":" to the nh_parameter table:

   Example:

   nhParameter -set reportCenter.elementTypes
   "104039:104052:104102:104025:104034:104099:105040:104082:104096:104045:104090:104087:104107:
   104733:104014:104075:104080"

Option 2:

This procedure publishes only the types with the most elements used in the system. You cannot specify which element types will display in Report Center. It sets 20 element types by default.

Run nhRptCtrConfig to set reportCenter.elementTypes automatically.

The usage is:

nhRptCtrConfig -action setDefaultElementTypes

Note: If you want to set more (or less) element types, you can set the environment variable NHRCC_MAX_ELEM_TYPES to the desired number of element types.

SNMPv3 Protocol in an eHealth Environment Known Issues

The following are known issues related to the SNMPv3 protocol in an eHealth environment.

SNMPv3 Management Through Firewalls

eHealth does not support the remote forwarder feature of the Distributed SNMP Security Pack software.

NoResponse Error Message May Appear

The first time you discover an element using the SNMPv3 protocol, the discover process may take longer than usual because of the extra security validation involved with SNMPv3. In some cases, the process may time out, causing the discover attempt to fail with a NoResponse error message. If discover fails for SNMPv3 elements, increase the default timeout setting using the NH_DISCOVER_TIMEOUT environment variable.

Polling SNMPv3 Agents Adds Additional Load

Polling SNMPv3 agents adds additional load to the eHealth system because of the overhead associated with encryption and authentication. This can cause missed polls for SNMPv3 elements and corresponding loss of data granularity. If you are polling any SNMPv3 agents, verify that your setting for the NH_STAT_POLLS_PER_SECOND environment variable does not exceed 200 (+/- depending on the machine being used). This establishes a new performance boundary of 40,000 elements polled every 5 minutes. An indication that NH_STAT_POLLS_PER_SECOND is set too high is receipt of "no response" errors from SNMPv3 agents.

eHealth SystemEDGE Known Issue

The following is a known issue related to eHealth SystemEDGE:

eHealth SystemEDGE Agents Do Not Account for HP-UX Memory Statistics

Valid on HP-UX

Symptom:

When I run a query on memory utilization on my eHealth SystemEDGE agents, my memInUse statistics and swapInUse statistics do not appear correct.

Solution:

eHealth SystemEDGE agents do not take into account pseudo-swap in the HP-UX kernel when handing out memory utilization statistics.

To make the statistics accurate, do the following:

1. Change memInUse on HP-UX to be real memory in use plus pseudo swap in use.

2. Change swapInUse on HP-UX to be swap in use minus pseudo swap in use.

Traffic Accountant Known Issue

The following is a known issue related to Traffic Accountant (TA):

Install Report Center Option Reverts to No After Saving a Traffic Accountant Option

Symptom:

When creating a Traffic Accountant-install LCF file using the Sizing Wizard at the Sizing screen, I select "Yes" to install Report Center and further down the screen, I click Save next to the Estimated Nodes field. However, the value for Installing eHealth Report Center resets back to its default value of No.

Solution:

If you plan to install Report Center, make sure to reset the value back to Yes.

Chapter 6: eHealth Integration Modules

This section contains the following topics:

Supported Integration Modules

You can integrate eHealth with the following CA products:

- SPECTRUM 7.1 SP3, 8.0, and 9.0

- Unicenter Network and Systems Management (Unicenter NSM) system agents r11 and r3.1

  Note: The CA EEM software and documentation is available on the SPECTRUM CD in the EEM folder. For information about how to enable SSO support for eHealth using the nhWebSso command, see the eHealth *r6.1 SPECTRUM r9.0 Integration User Guide*.

The following eHealth integration modules are available for third-party products:

- CA eHealth® Integration for Alcatel

- CA eHealth® Integration for Cisco IP Solution Center

- CA eHealth® Integration for Cisco WAN Manager

- CA eHealth® Integration for HP OpenView

- CA eHealth® Integration for Lucent

- CA eHealth® Integration for Netcool

- CA eHealth® Integration for Nortel Preside

- CA eHealth® Integration for Nortel Shasta SCS GGSN

- CA eHealth® Integration for Nortel Shasta SCS PDSN

- CA eHealth® Integration for Psytechnics

- CA eHealth® Integration for Starent

Note: For a complete list of supported integration modules for eHealth r6.1, see the eHealth Product Support Matrix available on the eHealth product home page. For information about systems requirements and device information for the integration modules, see the *eHealth Integration Modules Release Notes*.

eHealth - Netcool IM Reconfiguration After eHealth Upgrade

eHealth - Netcool users upgrading to eHealth r6.1 must run the Netcool setup application to reconfigure the eHealth - Netcool integration module after upgrading to eHealth.

Replace Null Values in Psytechnics Statistics Files

Occasionally an NMS generates statistics files with NULL values instead of numbers. If this error cannot be repaired in the NMS configuration, you can correct the functionality through the import application by manually replacing NULL values with default values.

To replace NULL values

1. Add write permissions for the eHealth user to the file $NH_HOME/modules/psytechDdiDciCfg.csi if necessary.

2. Open the file for edit as eHealth user.

3. Find the variable (by the 'variable' field) for which you want to substitute NULL values in the statistics section.

4. Specify the substitution value in the nullSubstitution field. For example, the following line specifies 0 substitution for Average RTCP Delay: avRtcpDelay,16,string,"0"

5. Repeat Steps 2 and 3 until you have updated all null variables with substitution variables.

6. Save the psytechDdiDciCfg.csi file.

7. (Optional) Restore original file permissions.

Note: If you must install a new patch or reinstall the current patch, back up the psytechDdiDciCfg.csi file then restore it after the patch installation.

How to Locate Netcool and HP OpenView Kits

The eHealth - Netcool and eHealth - HP OpenView integration kits are located on the eHealth Software CD (CD1).

You must unzip the InstallPlus file. The Netcool and HP OpenView subdirectories are located in the PACKAGES directory. For eHealth r6.0, r6.0 SP1, r6.0 SP2, and r6.1 these kits are no longer placed on the product ftp site.

All other eHealth integration modules are included as part of the eHealth installation wizard.

Rediscover SPECTRUM Supplied Element

For SPECTRUM customers who are not planning to upgrade to SPECTRUM r9.0 with eHealth r6.1, you cannot use the Motif console to re-discover of a SPECTRUM supplied element. However, you can rediscover a SPECTRUM supplied element using the nhDiscover command and the -spectrum option from the command line.

Note: For more information about discovery, see the *Administration Guide* and *Command and Environment Variables Reference Guide.*

Chapter 7: International Support

eHealth r6.1 supports English only.

Chapter 8: Documentation

The eHealth documentation set consists of PDF (Portable Document Format) files and HTML (HyperText Markup Language) help files. The eHealth software DVD contains guides in PDF format with a search index.

Note: The PDF files are independent of platform and operating system, and are viewable in the Adobe Acrobat Reader in Windows, and Solaris environments. To view PDF files, you must download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

This section contains the following topics:

Release Numbers on Documentation

The release number on the title page of a document might not correspond to the current product release number; however, all documentation delivered with the product, regardless of release number on the title page, supports your use of the current product release. The release number changes only when a significant portion of a document changes to support a new or updated product release. If no substantive changes are made to a document, the release number does not change. For example, a document for r6.0 may still be valid for r6.1, r6.1 SP1, or even r6.2.

Documentation Access

You can access additional information in the eHealth PDF guides from the following locations:

- **In your eHealth kit**-ehealth\web\help\WebHelp\R61_PDFs\guides.pdf

- **From the Windows Start menu**-Programs, CA, eHealth, Documentation

- **Using Web access**-
  http://*<eHealthSystemName>*/help/WebHelp/R61_PDFs/guides.pdf

Online help can also be accessed from the Web-
http://*<eHealthSystemName>*/help/WebHelp/starthelp.htm.

Note: If SSL is enabled, see the related topic about how to access the web server.

Readme File

The eHealth Readme file contains late-breaking information not included in the standard product documentation. Review the file before working with the product. You can access the Readme file from the product explorer on Windows systems or from the appropriate readme.txt from the root of the mounted DVD directory on UNIX documentation.

Title Changes and Guide Consolidation

The eHealth documentation set has undergone consolidation and some guides received new titles. The following sections list the changes made to the eHealth documentation.

eHealth Administration Guide

The following deliverables have been consolidated to become the *eHealth Administration Guide*:

- *Creating the Database Layout Configuration File*
- *eHealth Administration Overview Guide*
- *eHealth Database Management Guide*
- *eHealth Element and Poller Management Guide*
- *eHealth Resource Discovery Guide*
- *eHealth Scheduled Job Management Guide*
- *eHealth SSL Administration Guide*
- *eHealth System and Application Administration Guide*
- *eHealth System Management Guide*
- *Implementing a Backup Strategy for eHealth*
- *Managing the Growth of the eHealth Database*
- *Using eHealth Secondary Consoles*
- *Monitoring Unicenter NSM Agents Using eHealth*
- *Querying the Database Using the DB API*
- Web UI customization procedures

eHealth BT Studio Administration Guide

The BT Studio help topics were moved into the *eHealth BT Studio Administration Guide* and are no longer part of the eHealth help system.

eHealth Command and Environment Variables Reference Guide

The Command and Environment Variables help topics were moved to the *eHealth Command and Environment Variables Reference Guide* and are no longer part of the help system.

eHealth Customizing Variables Administration Guide

The following deliverables were consolidated to become the *eHealth Customizing Variables Administration Guide*:

- Custom Variables Web Help
- *eHealth Customizing Variables*

eHealth Data Integration Guide

The title of the *eHealth Integration Guide* became the *eHealth Data Integration Guide*.

eHealth Installation Guide

The following deliverables have been consolidated to become the *eHealth Installation Guide*:

- *eHealth Installation Administration Tasks Reference (UNIX)*
- *eHealth Installation Administration Tasks Reference (Windows)*
- *New Installations of eHealth 6.0 (UNIX)*
- *New Installations of eHealth 6.0 (Windows)*
- *Removing eHealth 6.0 (UNIX)*
- *Removing eHealth 6.0 (Windows)*
- *Upgrading eHealth 5.6.5 or 5.7 to eHealth 6.0 (UNIX)*
- *Upgrading eHealth 5.6.5 or 5.7 to eHealth 6.0 (Windows)*

eHealth Integration Modules Release Notes

The *eHealth Integration Modules Release Notes* is a new deliverable in this release. It consolidates all of the system requirements and device information for all of the integration modules in one document.

eHealth Overview Guide

The following deliverables have been consolidated to become the *eHealth Overview Guide*:

- *eHealth Administration Overview Guide*
- *eHealth and VoIP - Overview*
- *Getting Started with eHealth AdvantEDGE View*
- *Getting Started with Live Exceptions*
- *Getting Started with Standalone AdvantEDGE View*
- *Getting Started with Voice Over IP: Planning*
- *Getting Started with VoIP Reports*
- *Introduction to eHealth*
- *Introduction to eHealth Report Center*
- *Live Health - Catching Business Service Failures Before They Catch You*

eHealth Readme

Most of the information formerly contained in the eHealth Readme, such as system requirements, was moved into the *eHealth Release Notes*. The eHealth Readme now contains only last minute changes and fixes.

eHealth Release Notes

The *eHealth Release Notes* consolidates the following documentation:

- eHealth Third-Party Software License Agreements
- eHealth Readme information (except for last minute changes, which remain in the eHealth Readme)

eHealth Report Center User and Administration Guide

The following deliverables have been consolidated to become the *eHealth Report Center User and Administration Guide*:

- *Creating Custom Reports with eHealth Report Center*
- *eHealth Report Center Installation and Administration Guide*

eHealth Report Designer Reference Guide

The title of the *eHealth Report Designer Guide* became the *eHealth Report Designer Reference Guide*.

eHealth Reports User and Administration Guide

The following deliverables have been consolidated to become the *eHealth Reports User and Administration Guide*:

- *Capacity Planning with eHealth*
- *eHealth Report Management Guide*
- *Using eHealth Reports for Capacity Planning*

eHealth Response Administration Guide

The following deliverables have been consolidated to become the *eHealth Response Administration Guide*:

- *Configuring Application Response to Monitor Citrix Applications*
- *Configuring Application Response to Monitor Custom Applications*
- *Configuring Application Response to Monitor Microsoft Outlook*
- *Configuring Application Response to Monitor Web Applications*
- *Monitoring Call Center Applications with Application Response*
- *Monitoring Web Applications with Application Response*
- *Reporting with Application Response*
- *Troubleshooting Application Response*
- *Using Application Response to Monitor Microsoft Outlook*
- Using eHealth – Response

eHealth Sizing Wizard Administration Guide

The following deliverables have been consolidated to become the *eHealth Sizing Wizard Administration Guide*:

- eHealth Sizing Wizard Web Help
- *Using the eHealth Sizing Wizard*

eHealth Traffic Accountant (TA) and NetFlow Administration Web Help

The following web help has been consolidated to become the eHealth Traffic Accountant (TA) and NetFlow Administration web help:

■ Cisco NetFlow Web Help

■ Traffic Accountant (TA) Web Help

eHealth Traffic Accountant and NetFlow Administration Guide

The following deliverables have been consolidated to become the *eHealth Traffic Accountant and NetFlow Administration Guide*:

■ *eHealth Integration for Cisco NetFlow User Guide*

■ *eHealth Traffic Accountant Administration Guide*

■ NetFlow Web Help

eHealth Voice Over IP (VoIP) Deployment and Quick Reference Guide

The following deliverables have been consolidated to become the *eHealth Voice Over IP (VoIP) Deployment and Quick Reference Guide*.

■ *About VoIP Licensing*

■ *Getting Started with eHealth for Voice—Voice Quality Monitor*

■ *VoIP: Deployment and Discovery Quick Reference*

Chapter 9: eHealth Third-Party Software License Agreements

This section contains all third-party software license agreements for applications that are included as part of the eHealth r6.1 software package.

This eHealth release also uses the following software products under license from the respective owners:

- Cognos Corp - ReportNet Network Server 8.2; Report Studio 8.2; and Query Studio 8.2
- Macrovision - FlexLM 9.2
- MKS Toolkit for Enterprise Developers 9.1
- Oracle Database Enterprise Edition, 9.2.0.3, 9.2.0.7, 10
- Rogue Wave Software - RogueWave Tools 7.1

This section contains the following topics:

Apache Software Foundation - Commons net 1.4.1

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Version 2.0, January 2004
                http://www.apache.org/licenses/

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