



Informatica® Proactive Monitoring for  
PowerCenter Operations

3.0

# Operations Release Notes

Informatica Proactive Monitoring for PowerCenter Operations Operations Release Notes  
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# Abstract

This document contains important information about installation, new features and enhancements, fixed limitations, and known limitations of Proactive Monitoring for PowerCenter Operations 3.0.

## CHAPTER 1

# Installation

You can install Proactive Monitoring for PowerCenter Operations in graphical or console mode on Windows, Linux, AIX, or Solaris. For detailed installation instructions, see *Informatica Proactive Monitoring for PowerCenter Operations 3.0 Solutions Guide*.

You can use the Proactive Monitoring for PowerCenter Operations installer to install Proactive Monitoring for PowerCenter Operations on Proactive Monitoring for PowerCenter Governance.

Use the same database type for both PowerCenter and Proactive Monitoring for PowerCenter. For example, if you install PowerCenter on Oracle, you must install Proactive Monitoring for PowerCenter on Oracle. However, if the operating system differs between PowerCenter and Proactive Monitoring for PowerCenter Operations, it does not affect the functioning of Proactive Monitoring for PowerCenter Operations.

## CHAPTER 2

# Fixed Limitations

The following table lists the issues that are resolved in Proactive Monitoring for PowerCenter Operations 3.0:

CR	Description
359930	PMPC SQL sources fail with an Oracle "not logged on" error.
359842	The Proactive Monitoring schema results in an error when you set the database idle time to a lower value.
353034	The node agent reports incorrect CPU consumption values on Windows 2008 machine.
341407	When you click the <b>Reports</b> view on the <b>Operations</b> tab, the count of alerts and service failures displays text "count" instead of actual count.
335737	Unable to create Web Services from the Proactive Monitoring for PowerCenter Management Console as it times out in 15 milliseconds.
327509	The contents of the PowerCenter Monitored Folders watchlist are not retained after an upgrade.
327456	The URL to connect to the Proactive Monitoring Management Console defaults to the localhost and port 8080.
326952	RulePoint and Proactive Monitoring for PowerCenter Operations do not work with the DataDirect driver against Microsoft SQL Server setup with Windows authentication. The following errors appear on Tomcat startup:  <pre>WARN : ThreadPoolAsynchronousRunner] com.mchange.v2.async.ThreadPoolAsynchronousRunner \$DeadlockDetector@61efb003 -- APPARENT DEADLOCK!!! Creating emergency threads for unassigned pending tasks!</pre>
326021	Password appears in the logs when logging into the Proactive Monitoring Management Console.
325993	Proactive Monitoring for PowerCenter Operations installer fails if the disk usage limit is reached on UNIX.
315551	The PowerCenter database operations fail with <i>Invalid Object Name opb_task</i> error when you run the Proactive Monitoring for PowerCenter Operations installer with a Microsoft SQL Server database that is configured to have case sensitive table and column names.

## CHAPTER 3

# Known Limitations

You might encounter the following limitations when you work with Proactive Monitoring for PowerCenter Operations 3.0. If you encounter difficulties or have further questions regarding one of these limitations, contact Informatica Global Customer Support and reference the CR number.

CR	Description
394440	If the DataDirect JDBC connection string URL used to connect to the repository database of the PC-RS read-only user exceeds 200 characters, you cannot add the Repository Service.
390065	<p>The schema configuration instructions in <code>schema_configuration_readme.txt</code> located at <code>&lt;INSTALLER_HOME&gt;\resources\db\instructions\&lt;db_type&gt;</code> are incorrect.</p> <p>Workaround: Replace all references to the RulePoint database user with the Proactive Monitoring database user. Replace all references to RulePoint schemas with Proactive Monitoring schemas. Ignore the note in the instructions for MS SQL database type "Repeat steps 6a through 6d for each of the five Proactive Monitoring schemas."</p>
390058	<p>When you use the custom installation mode to install Proactive Monitoring for PowerCenter on Oracle, the <code>create_users_ddl.sql</code> scripts contain specific privileges for the Proactive Monitoring user, <code>pm_user</code>.</p> <p>Workaround: You can remove the create table privilege from the list.</p>
389462	<p>If you choose typical mode to install Proactive Monitoring for PowerCenter, the installation fails when the database user password has invalid characters or begins with a number.</p> <p>Workaround: The database user password must not have special characters and must not begin with a number.</p>
388436	<p>Installation might fail with the exception <code>java.lang.IndexOutOfBoundsException</code>. This error might occur when the installer imports the Proactive Monitoring for PowerCenter objects and attempts to deploy those objects when the startup of the RulePoint topology instance is still in progress.</p> <p>Workaround: Verify that the run-time instance has started, and then deploy the Proactive Monitoring for PowerCenter objects from the RulePoint Console.</p>
388357	If you do not run the tool as an administrator, the migration tool returns a <code>felix</code> exception.

CR	Description
388220	<p>When you run the migration tool on Solaris 11, an error occurs.</p> <p><b>Workaround:</b> In the <code>migrate.sh</code> file located at <code>&lt;INSTALLER_HOME&gt;/resources/pmpc/tools/migration-tool-6.1/bin</code>, replace <code>\$JAVA_EXE -cp ../../lib/*:../conf:\$RULEPOINT_HOME/custom/*:\$RULEPOINT_HOME/design/webapps/rulepoint/WEB-INF/classes:\$RULEPOINT_HOME/design/lib/*:\$RULEPOINT_HOME/design/webapps/rulepoint/WEB-INF/lib/ehcache-2.7.0.jar:\$RULEPOINT_HOME/design/webapps/rulepoint/WEB-INF/lib/*com.informatica.cep.design.migration.BootstrapDB2XMLMigration ../conf/mappings</code></p>
387481	<p>On AIX, the migration tool does not work until you set the <code>JAVA_HOME</code> path in the migration script.</p> <p><b>Workaround:</b> Perform one of the following tasks:</p> <ul style="list-style-type: none"> <li>- Copy the updated <code>migration-tool-6.1</code> folder and the exported 2.6 xml file to the Linux host and run the migration tool from the Linux box.</li> <li>- In the <code>migrate.sh</code> file located at <code>&lt;INSTALLER_HOME&gt;/resources/pmpc/tools/migration-tool-6.1/bin</code>, replace <code>&lt;JAVA_EXE&gt;</code> with <code>JAVA_HOME/bin/java</code> of the AIX host.</li> </ul>
387440	<p>The migration tool does not migrate the schedules when it migrates the sources from Proactive Monitoring for PowerCenter 2.6 to 3.0. The migrated sources are in an invalid state in 3.0.</p> <p><b>Workaround:</b> After you migrate the source from Proactive Monitoring for PowerCenter 2.6 to 3.0, create a schedule for the source in 3.0.</p>
387272	<p>When you stop the node agent and remove the host configuration from the Proactive Monitoring for PowerCenter Management Console, Proactive Monitoring for PowerCenter Operations continues to generate an alert because the host entry remains in the <code>NA_HEARTBEAT</code> table. To resolve this issue, Contact Informatica Global Customer Support.</p>
386780	<p>If the name of the installation directory contains a space, Proactive Monitoring for PowerCenter 3.0 installation fails.</p> <p><b>Workaround:</b> Do not include a space in the directory during installation.</p>
386760	<p>After you install Proactive Monitoring for PowerCenter 3.0 on a Windows 2008 R2/Oracle 11g R2 machine, the topology might not come up when the database is heavily loaded. The system returns an exception "org.hibernate.HibernateException: Connection cannot be null error."</p> <p><b>Workaround:</b> Increase the value of the checkout time for the property <code>c3p0.checkoutTimeout</code> to 8000 in <code>&lt;PROACTIVE_MONITORING_HOME&gt;\rulepoint\conf\c3p0.properties</code>.</p>
386247	<p>Proactive Monitoring for PowerCenter does not validate the configuration names that you provide for the path that you want to monitor on the host.</p> <p><b>Workaround:</b> Do not provide special characters for configuration names. Supported characters are alphanumeric and underscore.</p>
385327	<p>After you install Proactive Monitoring for PowerCenter Operations on Proactive Monitoring for PowerCenter Governance, the <b>Operations</b> view is not visible on the <b>Reports</b> tab of the Proactive Monitoring for PowerCenter Management Console.</p> <p><b>Workaround:</b> Use the <code>solutions.bat</code> script on Windows or the <code>solutions.sh</code> script on Linux to stop and start the Proactive Monitoring Solution.</p>



CR	Description
384731	The Governance rules for sessions are activated and you receive alerts even if you configure the PowerCenter Repository Service for Operations only.
384042	When you click <b>Save</b> or <b>Update Runtime</b> for monitored folders, the operation takes a long time. When you save, the delay occurs because of the dependency object checks performed. When you update runtime, all the dependent objects are redeployed, which results in the delay.
382901	When you edit the watchlist, PowerCenter Monitored Folder, from the RulePoint Console, the modification does not appear in the <b>Monitored Folders</b> view on the <b>Manage Objects</b> tab of the Proactive Monitoring for PowerCenter Management Console.
381621	The log trace table does not have an option to auto purge. Because the log level is set to INFO by default, the log entries consume disk space. Workaround: You can manually purge the logs, set the trace level to ERROR to view minimum logs, or disable the trace from the user interface.
375712	The node agent reports incorrect value in Proactive Monitoring for PowerCenter installed on Solaris.
350124	When you delete a custom Proactive Monitoring for PowerCenter source, the <b>Settings</b> tab continues to display the deleted source.
347514	When loading data to the reports dashboard, the browser becomes unresponsive. This error occurs when the alert volume is high and the Proactive Monitoring for PowerCenter Management Console takes a long time to retrieve the data.
348598	When you run the workflows to populate data in <b>Reports</b> dashboard, the following error occurs:  <code>The transaction log for the database is full.</code>  Workaround: Set the commit interval for the session to 100 rows or increase the DB2 transaction log size for a DB2 instance. If you increase the DB2 transaction log size, you must restart the DB2 instance.
327668	When you configure the node agent in the Management Console, you must specify both CPU and memory usage settings. The node agent collects CPU and memory statistics from each monitored node and stores the information in the Proactive Monitoring repository. If you configure only one of these settings, the node agent does not report the statistics.
327601	You might see exceptions when you rename a PowerCenter Repository Service that is being monitored. When you revert to the original PowerCenter Repository Service name, the statistics are generated from the start time of the install and might result in duplicate alerts.
327292	When the Proactive Monitoring database and the PowerCenter databases are on different nodes set up with different time zones, the alerts are not generated correctly. Workaround: Use the same time zone to set up the databases and ensure that you synchronize the clocks on the machines.
327208	The Proactive Monitoring for PowerCenter Management Console does not validate the associated node or PowerCenter Repository Service provided in the PowerCenter Integration Service details.

CR	Description
326298	<p>Proactive Monitoring Management Console does not allow the user to update the repository, folder, or workflow name after the alert recipient configuration is saved.</p> <p>Workaround: You can update only the email and Real-Time Alert Manager configuration after you save the alert recipient configuration. To change the repository, folder, or the workflow name, you must delete the alert recipient entry and create it again.</p>
326231	<p>If other Integration Services associated with the same Repository Service are configured in the Management Console, Proactive Monitoring for PowerCenter Operations displays alerts for the PowerCenter Integration Service although it is not configured.</p>
326024	<p>The timestamp parameter value in the Management Console allows you to save incorrect days for a month. If you enter incorrect days for a month, the PMPC SQL source fails.</p> <p>Workaround: When you enter the timestamp parameter through the Management Console, ensure that the number of days in the month is correct.</p>
325271	<p>The Proactive Monitoring for PowerCenter Governance logs might display several warning messages in a Microsoft SQL Server environment. These are messages from the driver to indicate that the database name and the language settings that you can ignore.</p>
324849	<p>The following error occurs when you enable PowerCenter Web Services Hub Ping Service on AIX:</p> <pre>[ERROR: PowerCenterWebServiceHubPingSource] java.lang.NoClassDefFoundError: com.sun.org.apache.xerces.internal.dom.DocumentImpljava.util.concurren t.ExecutionException: java.lang.NoClassDefFoundError: com.sun.org.apache.xerces.internal.dom.DocumentImpl...</pre> <p>Workaround: In AIX, copy the jaxp-ri.jar and xml-apis-2.0.2.jar jar files from&lt;PROACTIVE_MONITORING_HOME&gt;/rulepoint/extras to the following locations:</p> <ul style="list-style-type: none"> <li>- &lt;PROACTIVE_MONITORING_HOME&gt;/rulepoint/design/webapps/rulepoint/WEB-INF/lib</li> <li>- &lt;PROACTIVE_MONITORING_HOME&gt;/rulepoint/design/webapps/pmpc/WEB-INF/lib</li> <li>- &lt;PROACTIVE_MONITORING_HOME&gt;/rulepoint/design/lib</li> <li>- &lt;PROACTIVE_MONITORING_HOME&gt;/rulepoint/lib</li> </ul>
323922	<p>If you want to monitor a folder in two different repositories, and you specify the folder name in the watchlist PowerCenter Monitored Folders, the alerts are sent for the folder in both the repositories. You cannot restrict the alerts to only one repository.</p>
323386	<p>The Proactive Monitoring for PowerCenter Operations installer does not validate the PowerCenter domain name.</p>
323124	<p>The following SQL warnings might appear in the node agent logs:</p> <p>The wireProtocolMode connect option has been internally changed to 2, due to the use of UTF8 transliteration. You can ignore these warnings.</p> <p>Workaround: If you want to disable these warnings, set the following node agent property in nodeagent.properties under the conf directory of the node agent installation:</p> <pre>db.url = &lt;&lt;connection_string&gt;&gt;;wireProtocolMode=2</pre>

CR	Description
319811	<p>When you run a web service related service such as Web Services Hub ping service, Proactive Monitoring for PowerCenter Operations writes the user name and password in a warning message in the log.</p> <p>Workaround: Set the log level to error to prevent logging warning messages. The following entry is required in the log4j.xml for both RulePoint and Proactive Monitoring for PowerCenter Operations:</p> <pre>&lt;logger name="com.informatica.cep.pcpm.source.wsh.support"&gt; &lt;level value="error"/&gt; &lt;/logger&gt;</pre>
304200	<p>PowerCenter Web Services Hub Workflow Control Response does not abort the workflow with the following command:</p> <pre>stopWorkflow with IsAbort=True</pre> <p>Workaround: Use the abortWorkFlow operation.</p>

## CHAPTER 4

# Third-Party Limitations

The following table describes third-party known limitations:

CR	Description
387855	<p>When you install Proactive Monitoring for PowerCenter, the installation might fail with the following error: "This installer was created with an unlicensed version of InstallAnywhere. The evaluation period has expired. Please contact <a href="mailto:sales@flexerasoftware.com">sales@flexerasoftware.com</a> about licensing.". This error results because of a bug in InstallAnywhere.</p> <p>Workaround: Ensure that the /tmp directory has sufficient disk space available. Flexera Support Case Number: 00376118.</p>

## CHAPTER 5

# Informatica Global Customer Support

You can contact a Customer Support Center by telephone or through the Online Support.

Online Support requires a user name and password. You can request a user name and password at <http://mysupport.informatica.com>.

The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at <http://www.informatica.com/us/services-and-training/support-services/global-support-centers/>.