CA SystemEDGE

Release Notes

Release 5.8



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CA Technologies Product References

This document references the following CA Technologies products:

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- CA Embedded Entitlements Manager (CA EEM)
- CA IT Asset Manager (CA ITAM)
- CA IT Client Manager (CA ITCM)
- CA Network and Systems Management (CA NSM)
- CA Patch Manager
- CA Server Automation
- CA Service Desk Manager (CA SDM)
- CA Spectrum®
- CA SystemEDGE
- CA Systems Performance for Infrastructure Managers
- CA Virtual Assurance for Infrastructure Managers
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Chapter 1: Introduction

The CA SystemEDGE Release Notes provide you details about new and enhanced features of this release and the prerequisites of the product installation.

For the most recent CA Virtual Assurance Release Notes, see the bookshelf at CA Support Online.

Chapter 2: System Information

This chapter lists platform support, hardware, and software requirements for SystemEDGE. For more information about platform support and hardware requirements to use the SystemEDGE agent with CA Virtual Assurance, see *CA Virtual Assurance Release Notes*.

This section contains the following topics:

SystemEDGE Operating System Support (see page 9)
Hardware Requirements (see page 12)
Software Requirements (see page 12)

SystemEDGE Operating System Support

A system running SystemEDGE Release 5.8 requires one of the following operating systems:

Windows

- Windows Server 2003 SP2 Standard, Enterprise, Datacenter, and Small Business Server Edition (32 bit, x86)
- Windows Server 2003 R2 SP2 Standard, Enterprise, and Datacenter Edition (32 bit, x86)
- Windows Server 2003 SP2 Standard, Enterprise, Datacenter (64 bit, x64)
- Windows Server 2003 R2 SP2 Standard, Enterprise, and Datacenter Edition (64 bit, x64)
- Windows Server 2003 SP2 x64 Edition (64 bit)
- Windows Server 2008 Standard, Enterprise, and Datacenter Edition (32 bit, x86)
- Windows Server 2008 Standard, Enterprise, and Datacenter Edition (64 bit, x64)
- Windows Server 2008 R2 Standard, Enterprise, and Datacenter Edition (64 bit, x64)
- Windows Server 2012 Standard and Datacenter Edition (64 bit, x64)
- Windows XP Professional SP3 (32 bit, x86)
- Windows Vista SP1 Business, Enterprise, and Ultimate Edition (32 bit, x86)
- Windows Vista SP1 Business, Enterprise, and Ultimate Edition (64 bit, x64)
- Windows 7 Professional, Ultimate Edition (32 bit, x86)
- Windows 7 Professional, Ultimate Edition (64 bit, x64)

HP

- HP-UX 11.11 PA-RISC (64 bit)
- HP-UX 11.23 PA-RISC (64 bit)
- HP-UX 11.23 ia64 (64 bit)
- HP-UX 11.31 PA-RISC (64 bit)
- HP-UX 11.31 ia64 (64 bit)

IBM AIX

- IBM AIX Version 6.1 (64 bit)
- IBM AIX Version 7.1 (64 bit)

Linux

- Red Hat Linux Web Server, Advanced Server, and Enterprise Server 5.0 (32 bit, x86)
- Red Hat Linux Web Server, Advanced Server, and Enterprise Server 5.0 (64 bit, x64)
- Red Hat Enterprise Linux 6.0 (32 bit, x86)
- Red Hat Enterprise Linux 6.0 (64 bit, x64)
- SUSE Linux Enterprise Server 10.0 (32 bit, x86)
- SUSE Linux Enterprise Server 10.0 (64 bit, x64)
- SUSE Linux Enterprise Server 11 (32 bit, x86)
- SUSE Linux Enterprise Server 11 (64 bit, x64)
- Debian Linux Version 5.0 (Lenny) (32 bit, x86)
- Debian Linux Version 5.0 (Lenny) (64 bit, x64) - Legacy Mode Only
- Debian Linux Version 6.0 (Squeeze) (32 bit, x86)
- Debian Linux Version 6.0 (Squeeze) (64 bit, x64) - Legacy Mode Only

zLinux

- SUSE Linux Enterprise Server 10 (zSeries) - Legacy Mode Only
- SUSE Linux Enterprise Server 11 (zSeries) - Legacy Mode Only
- Red Hat Enterprise Server 5.0 (zSeries) - Legacy Mode Only
- Red Hat Enterprise Server 6.0 (zSeries) - Legacy Mode Only

Linux on pSeries

- SUSE Linux Enterprise Server 10
- SUSE Linux Enterprise Server 11
- Red Hat Enterprise Server 5.0
- Red Hat Enterprise Server 6.0

Solaris

Note: SystemEDGE supports all Solaris Zone configurations for the Solaris 10 and Solaris 11 operating systems.

- Solaris UltraSPARC 9 (64 bit)
- Solaris UltraSPARC 10 (64 bit)
- Solaris 9 (32 bit, x86)
- Solaris 10 (32 bit, x86)
- Solaris 10 (64 bit, x64)
- Solaris 11 (32bit, x86)
- Solaris 11 (64bit, x64)

Note: CA Virtual Assurance-specific features such as deployment and configuration is not supported on all platforms.

Hardware Requirements

The hardware requirements for SystemEDGE and AIMs are as follows:

Minimum

CPU: Same as OS vendor

RAM: Same as OS vendor

Free disk space: 50 MB (Managed Node, SystemEDGE only *)
Free disk space: 250 MB (AIM Server with all CA Virtual Assurance AIMs installed)

Network Interface Controller (NIC): 100 Mbps

Recommended

CPU: Same as OS vendor

RAM: Same as OS vendor

Free disk space: 150 MB or more (Managed Node, SystemEDGE only **)
Free disk space: 500 MB (AIM Server with all CA Virtual Assurance AIMs installed)

Network Interface Controller (NIC): 100 Mbps or more

(*) The disk space requirement varies for UNIX and Windows platforms. For Windows installations, MSI installer requires the disk space to install SystemEDGE.

(**) Disk space requirements for runtime files increase when diagnostic traces are enabled. By default, the size of diagnostic trace is limited to 10 MB.

Software Requirements

The following software is required on specific platforms:

- The IA-32 Execution Layer is required to install SystemEDGE on Linux IA64 systems. For more information, see Install on Linux IA64 Systems (see page 13).
- The edgetrapmon utility supersedes xtrapmon on Linux, UNIX and Windows and does not require additional libraries.

  Note: In this release, edgetrapmon is available in all platforms. The previously available xtrapmon utility is no longer available.

Chapter 3: General Considerations

This section contains the following topics:

Microsoft Data Center Certification (see page 13)
Install on Linux IA64 Systems (see page 13)
Supported Upgrades (see page 14)

Microsoft Data Center Certification

SystemEDGE does not require Data Center Certification. The SystemEDGE agent does not touch the system kernel, whether it runs on a UNIX, Linux, or Windows system.

Install on Linux IA64 Systems

The SystemEDGE installation infrastructure is available only on x86 architecture. While installing SystemEDGE on Linux IA64 systems, ensure that IA-32 Execution Layer is installed on Linux systems.

You can check if the layer is available using the following command:

```
/etc/init.d/ia32el
```

If the Execution Layer is not available, install the layer on Linux systems.

To install IA-32 Execution Layer

1. Install ia32el rpm.
2. Install the appropriate glibc i686 RPM for your operating system version. To check which version to install, run the following command:

   ```
   rpm-qa | grep glibc
   ```

   The /emul/ia32-linux folder is created.
3. Add the legacy IA64 C++ libraries (compat-libstdc++-33-3.2.3-61.ia64.rpm).

   The exact package version varies for different operating system releases.

For more information about the ia32el package, see the vendor documentation.

Supported Upgrades

You can upgrade to SystemEDGE release 5.8 from any upgrade-eligible release of SystemEDGE:

- 4.3.4 and above (4.3.x)
- 5.1.0 and above (5.1.x)
- 5.6.0 and above (5.6.x)
- 5.7.0 and above (5.7.x)

Note: SystemEDGE Release 5.8 does not load AIMs of previous CA Virtual Assurance releases. For more information about performing an upgrade, see the *SystemEDGE User Guide*.

You can upgrade the CA eHealth Service Availability AIM to SRM Release 5.7.1 from any version of Service Availability 2.1.

Note: For more information about upgrading the SRM AIM, see the *SRM User Guide*.

Chapter 4: New Features and Enhancements

This section contains the following topics:

SystemEDGE Features (see page 15)
New Features (see page 16)

SystemEDGE Features

SystemEDGE is an SNMP-compliant agent which provides an access to the monitored elements using an industry standard MIB. SystemEDGE also provides an extensible plug-in (AIM) interface to monitor specific environments, such as vCenter Server, Hyper-V, Solaris Zones, or IBM PowerVM (LPAR). SystemEDGE provides the status and performance data to the CA Virtual Assurance manager. To manage the virtual environments and servers, SystemEDGE is mandatory.

The features that SystemEDGE provides are listed as follows. The listed features help you to compare and identify the difference between SystemEDGE and other agents:

- Agent-based threshold monitoring
- Aggregated monitors
- CAM-based communications (for configuration operations only)
- File based configuration
- International platform support
- Manager UI-based configuration
- Monitoring restriction by computer name/address
- Multi-tier hierarchical object model
- Perl-compatible regular expressions
- SNMP-compliant agent
- SNMP-based traps
- SNMP v1/v2/v3 communications
- Support for agent-less Remote Monitoring
- Support for CA Spectrum IM
- Support for CA eHealth

- Support for CA NSM
- Support for Cisco UCS monitoring and management
- Support for Citrix XenDesktop monitoring
- Support for Citrix XenServer monitoring and management
- Support for Active Directory and Exchange Server monitoring
- Support for Host Resource MIB
- Support for Huawei GalaX monitoring and management
- Support for IBM PowerHA monitoring
- Support for IBM LPAR monitoring and management
- Support for KVM monitoring and management
- Support for Microsoft Cluster monitoring and management
- Support for Microsoft Hyper-V monitoring and management
- Support for multiple manager instances
- Support for Oracle Solaris Zones monitoring and management
- Support for Remote Monitoring
- Support for Service Response Monitoring
- Support for third-party Managers
- Wide breadth UNIX or Linux monitoring
- Support for VMware vCenter Server monitoring and management
- Support for VMware vCloud monitoring and management
- True average performance monitoring
- Windows Performance Metrics (partial support)

New Features

In this release, SystemEDGE includes the following new and enhanced features:

AIM for Huawei GalaX

Provides capabilities to monitor your Huawei GalaX environment. This AIM can run on any Windows system where SystemEDGE is installed.

PMM for HUAWEI GalaX

Provides capabilities to manage your HUAWEI GalaX environment.

AIM for Citrix XenDesktop

Provides capabilities to monitor your Citrix XenDesktop environment. This AIM can run on any Windows system where SystemEDGE is installed.

Storage Device Support Enhancement

SystemEDGE supports monitoring of storage devices with discs larger than 2 TB.

Chapter 5: MIB Object Support

This chapter lists the objects from each supported MIB that the SystemEDGE agent does not support on specific platforms.

This section contains the following topics:

Windows (see page 19)
Solaris (see page 22)
HP-UX (see page 26)
AIX (see page 28)
Linux (see page 31)

Windows

This section lists the unsupported MIB objects on Windows operating systems.

MIB-II Objects

SystemEDGE does not support MIB-II on Windows XP and 2003 systems because the Microsoft Master agent already provides this support.

Host Resources MIB Objects

The following Host Resources MIB objects are not supported for Windows:

- hrSystemInitialLoadParameters
- hrStorageAllocationFailures
- hrFSRemoteMountPoint
- hrFSLastFullBackupDate
- hrFSLastPartialBackupDate
- hrFSAccess
- hrSWRunEntry.SWRunPath
- hrSWRunEntry.SWRunParameters
- hrSWInstalledID

The following Host Resources MIB objects are not implemented in the current release:

- hrPrinterTable
- hrFSBootable

The following Host Resources MIB objects have the indicated object comments:

hrDeviceID

Hardware manufacturers have not assigned IDs.

hrDeviceErrors

Supported if supported by the device itself.

hrProcessorFrwID

Manufacturers have not assigned IDs.

IPv6 MIB Objects

The following IPv6 MIB objects (RFC 4293) are not supported for Windows:

- ipSystemStatsTable
- ipIfStatsTable
- ipAddressPrefixTable
- ipAddressTable
- ipNetToPhysicalTable
- ipDefaultRouterTable
- ipNetTo

Systems Management MIB Objects

The following Systems Management MIB objects are not supported for Windows 2003 (x86_64, ia_64):

- kernelConfig.romVersion
- ntSystem.ntIoPageLockLimit
- ntSystem.ntCmdlineOptions
- ntSystem.ntDosMemSize
- ntSystem.ntWowCmdline
- ntSystem.ntWowSize
- ntSystem.ntSysBiosVersion

The Systems Management MIB object, ntSystem.ntSysBiosDate is not supported for Windows 2003 (x86_64).

The following Systems Management MIB objects are not supported for all Windows operating systems:

- system.hostid
- devTable.devTfiles
- devTable.devFfiles
- devTable.devMaxNameLen
- devTable.devFstr
- devTable.devInodeCapacity
- kernelConfig.serialNumber
- kernelConfig.maxInode
- kernelConfig.maxFiles
- kernelConfig.maxClist
- kernelConfig.maxMemPerProc
- kernelConfig.openMaxPerProc
- kernelConfig.posixJobCtrl
- kernelConfig.posixVersion
- bootconf
- streams
- userTable.userUID,GID
- userTable.userShell
- processTable.processFlags
- processTable.processUID,GID
- processTable.processParentPID
- processTable.processInBlks,outBlks
- processTable.processMsgsSent,Recv
- processTable.processSysCalls
- processTable.processMinorPgFaults
- processTable.processNumSwaps
- processTable.processVolCtx,InvolCtx
- kernelperf.diskWaitNum
- kernelperf.pageWaitNum

- kernelperf.swapActive
- kernelperf.sleepActive
- kernelperf.numTraps
- kernelperf.numPageSwapIns
- kernelperf.numPageSwapOuts
- kernelperf.numSwapIns
- kernelperf.numSwapOuts
- kernelperf.numPageReclaims
- kernelperf.pageScans
- ipc
- buffers.mbuf
- buffers.strbuf
- ioBufferCache.numBufSleeps
- ioBufferCache.numAgeAllocs
- ioBufferCache.numLRUAllocs
- ioBufferCache.numBufHdrs
- ioBufferCache.numAllocBuff
- dnlc
- ntRegistry.ntRegistryCurrentSize
- rpc
- nfs
- cpuStatsTable.cpuStatsWait
- cpuStatsTable.cpuStatsWaitPercent

The Systems Management MIB object performance (except kernelperf) is not implemented in the current release.

Solaris

This section lists the unsupported MIB objects on Solaris operating systems.

MIB-II Objects

The following MIB-II objects are not supported for Solaris:

- ifTable.ifEntry.ifLastChange
- ifTable.ifEntry.ifInNUCastPkts
- ifTable.ifEntry.ifDiscards
- ifTable.ifEntry.ifInUnknownProtos
- ifTable.ifEntry.ifOutNUCastPkts
- ifTable.ifEntry.ifOutQLen
- ifTable.ifEntry.ifSpecific

The agent supports the following MIB-II objects for Solaris if you have installed the appropriate patches:

- ifTable.ifEntry.ifSpeed
- ifTable.ifEntry.ifInOctets
- ifTable.ifEntry.ifOutOctets

The egp MIB-II object is not implemented in the current release.

Host Resources MIB Objects

The following Host Resources MIB objects are not supported for Solaris:

- hrStorageAllocationFailures
- hrSWRunID
- hrSWInstalledID

The following Host Resources MIB objects are not implemented in the current release:

- hrSystemInitialLoadParameters
- hrPrinterTable
- hrFSLastFullBackupDate
- hrFSLastPartialBackupDate
- hrFSBootable

The following Host Resources MIB objects have the indicated object comments:

hrDeviceID

Hardware manufacturers have not assigned IDs.

hrDeviceErrors

Supported if supported by the device itself.

hrProcessorFrwID

Manufacturers have not assigned IDs.

hrSWRunPath

Process may change these values or the process may not supply this value.

hrSWRunParameters

Process may change these values or the process may not supply this value.

IPv6 MIB Objects

The following IPv6 MIB objects (RFC 4293) are not supported for Solaris:

- ipIfStatsTable
- ipAddressPrefixTable

Systems Management MIB Objects

The following Systems Management MIB objects are not supported for Solaris:

- streams.numMuxLinks
- streams.dblockUse
- streams.dblockMax
- streams.dblockFail
- performance.cpuSxbrk
- kernelperf.diskWaitNum
- mbufAllocTable
- strbufAllocTable
- ioBufferCache.numAgeAlloc
- ioBufferCache.numLRUAlloc
- ioBufferCache.minNumBufHdrs
- ioBufferCache.numAllocBuf
- nt
- nfs.clientNFSclsleep

The following Systems Management MIB objects are not implemented in the current release:

- kernelperf.pageWaitNum
- kernelperf.swapActive
- kernelperf.sleepActive

Solaris 10 or 11 Systems Management MIB Objects

Solaris 10 or 11 does not support the following Systems Management MIB objects:

- queID
- queKey
- queMode
- queOwner
- queGroup
- queNBytes
- queNMesg
- queDel
- shmemID
- shmemKey
- shmemMod
- shmemOwner
- shmemGroup
- shmemSegSz
- shmemNLcks
- shmemDel
- semID
- semKey
- semMode
- semOwner
- semGroup
- semNsems
- semDel

Note: The objects that are not supported for all Solaris operating system are also not supported for Solaris 10 or 11.

HP-UX

This section lists the unsupported MIB objects on HP-UX operating systems.

Note: SystemEDGE may not report loopback interface on HP-UX (35025).

MIB-II Objects

The following MIB-II objects are not supported for HP-UX:

- ifTable.ifEntry.ifSpecific
- ip.ipRouteEntry.ipRouteMetric5

The following MIB-II objects are not implemented in the current release:

- ip.ipRouteEntry.ipRouteInfo
- egp

Host Resources MIB Objects

The following Host Resources MIB objects are not supported for HP-UX:

- hrStorageAllocationFailures
- hrPartitionTable
- hrSWRunID
- hrSWInstalledID

The following Host Resources MIB objects are not implemented in the current release for HP-UX:

- hrSystemInitialLoadParameters
- hrFSLastFullBackupDate
- hrFSLastPartialBackupDate
- hrFSBootable
- hrPrinterTable

The following Host Resources MIB objects have the indicated object comments for HP-UX:

hrDeviceID

Hardware manufacturers have not assigned IDs.

hrDeviceErrors

Supported if supported by the device itself.

hrProcessorFrwID

Manufacturers have not assigned IDs.

hrSWRunPath

Process may change these values.

hrSWRunParameters

Process may change these values or they may not be supplied.

IPv6 MIB Objects

The following IPv6 MIB objects (RFC 4293) are not supported for HP-UX:

- ipSystemStatsTable
- icmpStatsTable

Systems Management MIB Objects

The following Systems Management MIB objects are not supported for HP-UX:

- kernelconfig.romVersion
- kernelconfig.maxInode
- kernelconfig.maxFiles
- kernelconfig.maxClist
- kernelconfig.maxMemPerProc
- streams
- performance.cpuSxbrk
- mbuf (group, table)
- bootconf (group)
- strbufAllocTable
- ioBufferCache
- nt
- rpc.clientRPC
- nfs.clientNFSclseeps
- diskStatsTable.diskStatsReads
- diskStatsTable.diskStatsWrites

AIX

This section lists the unsupported MIB objects on AIX operating systems.

MIB-II Objects

The following MIB-II objects are not supported for AIX:

- ifTable.ifEntry.ifSpecific
- ip.ipInUnknownProtos
- ip.ipInDiscards
- ip.ipFragOKs
- ip.ipFragFails
- ip.ipFragCreates
- tcp.tcpOutRsts
- udp.udpInDatagrams
- udp.udpNoPorts
- udp.udpOutDatagrams

The MIB-II object egp is not implemented in the current release.

The ifTable.ifEntry.ifSpeed MIB-II object is an estimated value due to AIX 5.2 and 5.3 limitations.

Host Resources MIB Objects

The following Host Resources MIB objects are not supported for AIX:

- hrStorageAllocationFailures
- hrPartitionTable
- hrSWRunID

The following Host Resources MIB objects are not implemented in the current release:

- hrPrinterTable
- hrSystemInitialLoadParameters
- hrFSLastFullBackupDate
- hrFSLastPartialBackupDate
- hrFSBootable
- hrSWRunPath
- hrSWRunParameters

The following Host Resources MIB objects have the indicated object comments:

hrDeviceID

Hardware manufacturers have not assigned IDs.

hrDeviceErrors

Supported if supported by the device itself.

hrProcessorFrwID

Manufacturers have not assigned IDs.

IPv6 MIB Objects

The following IPv6 MIB objects (RFC 4293) are not supported for AIX:

- ipIfStatsTable
- ipAddressPrefixTable
- ipNetToPhysicalTable

Systems Management MIB

The following Systems Management MIB objects are not supported for AIX:

- devTable.devFstr
- kernelConfig.maxFiles
- kernelConfig.maxMemPerProc
- processTable.processSysCalls
- whoTable.whoEntry.whoPid
- performance.diskWaitNum
- performance.pageWaitNum
- performance.sleepActive
- performance.numSwapIns
- performance.numSwapOuts
- msgqueTable
- shmemTable
- semTable
- strbufs
- ioBufferCache

- nt
- distribsys
- diskStatsTable.diskStatsQueueLength

The following Systems Management MIB objects are not implemented in the current release:

- bootconf
- streams

Linux

This section lists the unsupported MIB objects on Linux operating systems.

MIB-II Objects

The following MIB-II objects are not supported for Linux:

- ifTable.ifEntry.ifInOctets
- ifTable.ifEntry.ifInNUcastPkts
- ifTable.ifEntry.ifOutOctets
- ifTable.ifEntry.ifOutNUcastPkts
- ifTable.ifEntry.ifOutQLen
- ifTable.ifEntry.ifSpecific
- ip.ipRouteEntry.ipRouteAge
- ip.ipRouteEntry.ipRouteInfo
- ip.ipRoutingDiscards
- tcp.inErrs
- tcp.OutRsts

The following MIB-II objects have the indicated object comments:

ifTable.ifEntry.ifType

Estimated due to Linux limitations.

ifTable.ifEntry.ifSpeed

Estimated due to Linux limitations.

Host Resources MIB Objects

The following Host Resources MIB objects are not supported for Linux:

- hrSystemInitialLoadParameters
- hrStorageAllocationFailures
- hrPartitionTable
- hrFSBootable
- hrSWRunID
- hrSWInstalledTable

The following Host Resources MIB objects are not implemented in the current release:

- hrSystemInitialLoadDevice
- hrPrinterTable
- hrFSLastFullBackupDate
- hrFSLastPartialBackupDate

The following Host Resources MIB objects have the indicated object comments:

hrDeviceID

Hardware manufacturers have not assigned ID.

hrDeviceErrors

Supported if supported by the device itself.

hrProcessorFrwID

Manufacturers have not assigned IDs.

IPv6 MIB Objects

The following IPv6 MIB objects (RFC 4293) are not supported for Linux:

- ipIfStatsTable
- ipNetToPhysicalTable

Systems Management MIB Objects

The following Systems Management MIB objects are not supported for Linux:

- kernelConfig.maxClist
- kernelConfig.maxMemPerProc
- bootconf
- streams
- processTable.processNumThreads
- processTable.processInBlks
- processTable.processOutBlks
- processTable.processMsgsSent
- processTable.processMsgsRecv
- processTable.processSysCalls
- processTable.processMinorPgFlts
- processTable.processNumSwaps
- processTable.processVolCtx
- processTable.processInvolCtx
- kernelperf.diskWaitNum
- kernelperf.pageWaitNum
- kernelperf.swapActive
- kernelperf.sleepActive
- kernelperf.numTraps
- kernelperf.numSyscalls
- kernelperf.numSwapIns
- kernelperf.numSwapOuts
- kernelperf.numPageReclaims
- kernelperf.numPageFaults
- kernelperf.pageScans

- ipc
- buffers
- dnlc
- diskStatsEntry.diskStatsQueueLength
- diskStatsEntry.diskStatsServiceTime
- diskStatsEntry.diskStatsUtilization
- cpuStatsTable.cpuStatsWait
- cpuStatsTable.cpuStatsWaitPercent
- cpuStats.cpuTotalWait
- cpuStats.cpuTotalWaitPercent
- nt

The Systems Management MIB object kernelConfig.clockHZ is not implemented in the current release.

The following Systems Management MIB objects have the indicated object comments:

devTable.devTfiles

Supported if underlying kernel or module supports them.

devTable.devFfiles

Supported if underlying kernel or module supports them.

devTable.devInodeCapacity

Supported if underlying kernel or module supports them.

Chapter 6: Known Issues

This chapter provides information about known issues. For known issues related to CA Virtual Assurance integrated functionality, such as agent deployment and configuration, see the *CA Virtual Assurance Release Notes*.

This section contains the following topics:

Interactive Installation of SystemEDGE on UNIX/Linux Systems (see page 35)
Interactive Installation of SystemEDGE, Advanced Encryption and Service Response Monitoring on UNIX/Linux Systems (see page 36)
Interactive Installation of SystemEDGE, Advanced Encryption and Service Response Monitoring on AIX Systems (see page 36)
ifSpeed Metric Limitation (see page 36)
Linux Port Binding (see page 37)

Interactive Installation of SystemEDGE on UNIX/Linux Systems

Symptom:

When I run an interactive installation of SystemEDGE on UNIX/Linux systems, the installation fails.

Solution:

On some UNIX/Linux systems, interactive installation of SystemEDGE can fail with an “Abort installation” message when the locale is set to a UTF-8 based locale. The problem has been observed on some HP-UX systems. You can work around the problem by executing the installation in a C or other ISO8859-1-based locale. To switch the locale from a UTF-8 based locale to a locale where the issue is avoided, run the "unset LANG" command from a terminal. Then rerun the installation.

Interactive Installation of SystemEDGE, Advanced Encryption and Service Response Monitoring on UNIX/Linux Systems

Symptom:

On UNIX/Linux, I notice that the interactive Agent Installers are not fully localized. On non-AIX Unix/Linux platforms:

- The installer displays “Software Management Installer” during interactive installation.
- Informative messages from the dependent components appear in English during their install. This includes messages indicating components that are stopped or started.

On AIX:

- The installer is not localized.

Solution:

Installer displays an issue, but the components function correctly.

Interactive Installation of SystemEDGE, Advanced Encryption and Service Response Monitoring on AIX Systems

Symptom:

On AIX Version 6.1 and above, the text-mode UI installers does not allow you to use keyboard arrow keys to navigate UI, with TERM set to xterm.

Solution:

You can work around the problem by either setting TERM to a different value (vt100) before you start SystemEDGE installation or by using '+' and '–' keys to navigate the UI.

ifSpeed Metric Limitation

Symptom:

The ifSpeed metric is reported as "1".

Solution:

If the ifSpeed metric cannot be gathered or is not available from the system kernel, a pre-existing limitation in SystemEDGE causes the metric to be reported as "1".

Linux Port Binding

Symptom:

When I start SystemEDGE on Linux systems manually from the command line with the same port multiple times, it binds to the same port multiple times.

Solution:

To work around this limitation, always use the Linux startup script (*CASYSEDGE*/bin/sysedgectl start) to start SystemEDGE on Linux.

Chapter 7: Published Fixes

The complete list of published bug fixes for this product can be found through Published Solutions on CA Support Online.

Chapter 8: International Support

SystemEDGE is an internationalized product. An *internationalized* product is an English product that runs correctly on certified local language versions of the required operating system and third-party products. SystemEDGE supports local language data for input and output. Internationalized products also support the ability to specify local language conventions for date, time, currency and number formats.

A *translated* product (also called *localized* product) is an internationalized product that includes local language support for the user interface and documentation of the product. A translated product also supports local language default settings for date, time, currency, and number formats.

Support for Non-ENU (U.S. English) Language Environments

SystemEDGE 5.7.1 and CA Virtual Assurance Release 5.8 AIMs support English, French, German, and Japanese versions of the supported operating systems. For details, see the Internationalization (i18n) (see page 41) section in this guide and the *Release Notes* of CA Virtual Assurance or CA Server Automation.

Internationalization (i18n)

CA SystemEDGE, CA Virtual Assurance AIMs, and selected command line utilities support internationalization that is based on UTF-8 character encoding.

SystemEDGE Control Panel Applet

The SystemEDGE Control Panel Applet uses the system locale regardless of the locale that is specified during the installation. If specific language resources for the system locale are not available, the UI of the SystemEDGE Control Panel Applet is presented in English.

SystemEDGE Configuration File

When you modify the sysedge.cf configuration file to add language-specific characters, verify that the text editor you use supports UTF-8 as a storage format. If the text editor inserts a UTF-8 Byte Order Mark while saving the file, SystemEDGE ignores the Byte Order Mark while reading the configuration file.

Regular Expressions with UTF-8 encoded characters

If you want to use UTF-8 encoded characters in regular expressions that are used for SystemEDGE monitors, enable the PCRE regular expression library. For more information about using PCRE, see the *SystemEDGE User Guide*.

SystemEDGE CLI Commands

The following commands provide localized output and console help information:

- edgemon
- edgewatch
- emphistory
- se_enc

If you use the optional –L switch, the utility detects the current locale of the console and language catalog if available. If a language catalog is not found, the utility falls back to English as a default language.

Customize Console Display

If you want to display console data that contains language-specific characters, verify the following prerequisites for CLI commands:

- Verify that the appropriate language support is available on your operating system.
- Enable the Lucida Console font in the Windows Command Prompt for running your commands.
- Enable UTF-8 character encoding in the UNIX or Linux console that you want to use to run your commands. Enter the following command in the terminal console to display the current language setting:

  ```
  echo $LANG
  ```

  If UTF-8 is not enabled, enter, for example, the following command in a console window (use the appropriate character encoding: en_US.UTF-8, ja_JP.UTF-8, fr_BE.UTF-8, de_DE.UTF-8, and so on):

  ```
  LANG=en_US.UTF-8; export LANG
  ```

Limitations

SystemEDGE supports only hostnames with the characters 'a - z', 'A - Z', '0 - 9' and '-'. A hostname cannot start with a hyphen ('-') or cannot be all numeric. The NetBIOS name of a Windows system must match its DNS hostname.

SystemEDGE supports only ASCII characters in:

- All SystemEDGE parameters with the exception of policy names
- SystemEDGE Privilege Separation User (UNIX and Linux only)
- SNMP read, read/write, and trap community strings
- %TEMP% environment variable
- All SystemEDGE installation target paths

Exchange Server and Active Directory AIM

This release of the Exchange Server and Active Directory AIM does not support internationalization.

Chapter 9: Documentation

The PDF guides provided with the agent are as follows:

- SystemEDGE Release Notes (SE_Release_ENU.pdf)
- SystemEDGE User Guide (SE_User_ENU.pdf)

To view PDF files, download and install the Adobe Reader from the Adobe website if it is not already installed on your system.

The CA Virtual Assurance documentation set also contains these guides.

Updated guides are available at http://ca.com/support.