

Foglight[®] for DB2 LUW 6.3.0

Release Notes

Developed and tested for Foglight Management Server 6.3.0

April 2023

These release notes provide information about the Foglight[®] for DB2 LUW 6.3.0 release.

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Welcome to Foglight for DB2 LUW

Foglight[®] for DB2 LUW utilizes a lightweight agent that provides real-time monitoring of all layers of an enterprise application (systems, networks, Internet, and databases) and captures pertinent infrastructure application usage, service, and availability level data used to continually assess the state of an DB2[®] LUW installation. Using this collected data, Foglight Management Server provides a multi-dimensional view of resource utilization for capacity planning, problem determination, and trend analysis, both real-time and historically.

These Release Notes cover the resolved issues, known issues, workarounds, and other important information about the 6.3.0 release of Foglight for DB2 LUW. Review all sections before starting the installation.

Resolved issues and enhancements

Resolved issues and Enhancements have been published in the [Foglight for Databases 6.3 Release Notes](#) document. Please review that for more specific information.

Known issues

The following is a list of issues known to exist at the time of release.

General Issues

Table 1. General issues

Issue ID	Known issue
FOM-1008	Setting <i>User Defined Collection Credentials for DB2</i> will fail, when the DB2 agent name contains the character @.
FOGDG-858	DB instance is still synchronized and displayed in FMS federation master even though it is stopped for some reason and not displayed in the FMS federation child.
FOGDG-1030	Popup message is not clear enough when installing cartridge 5.9.4.10 on FMS version lower than 5.9.2. Workaround: Click “Info” icon on the right corner of the page and see the warning message.
DB2FOG-88	The Management Server 5.7.1 stops responding when clicking charts on the Tablespaces dashboard. Workaround: Upgrade the Management Server to 5.7.5 or later.
DB2FOG-165	If your DB2 version is 10.1, granting user permission may fail due to inconsistent <i>parameter()</i> .
DB2FOG-175	If you select either of <i>DB_DB2</i> , <i>DB_DB2_UI</i> , <i>DB_Global_View_UI</i> cartridges then click Reset on the <i>Cartridge Inventory</i> dashboard, the upgrade wizard will prompt again. Workaround: Do the following: <ol style="list-style-type: none">1 Navigate to the <i>Administration > Rules & Notifications > Manage Registry Variables</i> dashboard.2 Search for “<i>DB2_Is_Fglams_Required_Upgrade</i>”.3 Change its value to “-1”.
DB2FOG-345	DB2 SQL Performance doesn't support DB2 version lower than v9.7.0.10 (excluding 9.7.0.10).
DB2FOG-406	DB2 UnixAgentPlus needs to be deleted before adding new DB2 UnixAgent when upgrading DB2 cartridge to 5.9.4.10.
DB2FOG-424	The popup message is not clear enough to tell the reason when it fails to install cartridge 5.9.4.10 on FMS version lower than 5.9.2. Workaround: See the warning message on the right corner of the page.
DB2FOG-428	If the monitored DB2 server is v9.7.0.10 or v9.7.0.11, the following metrics are not available: Memory Wait, Memory Wait Rate, pureScale Wait, pureScale Wait Rate, Total CPU Wait, Memory Wait (seconds), and pureScale Wait (seconds).
DB2FOG-431	In Upgrade Wizard, when upgrade finishes (click the Finish button), there will be low chance that the page will navigate back to the beginning of the Wizard. Workaround: In fact the upgrade has already been finished after the first upgrade process. We can directly cancel the second upgrade process. Then, we can validate: <ul style="list-style-type: none">• In <i>Database GlobalView</i>, there should be no “<i>Upgrade Required</i>” displayed.• In <i>Agent Status</i>, the agents' version should be updated.
DDB-1671	When monitoring an instance running on Windows using a Foglight Agent Manager that is running on a non-Windows platform, open file descriptors are not closed correctly. Workaround: On the Foglight Agent Manager machine, the “description” limit is configured to “1024”. This value should be defined as “unlimited” or to a larger number, for example “65535”.
DDB-2073	For DB2 version below 9.7, the CPU collected and displayed for a monitored instance is the CPU for only the monitored databases under that instance. The instance CPU does not include the CPU for any databases that are under the instance and are not monitored.

Table 1. General issues

Issue ID	Known issue
DDB-2637	<p>When the legacy Cartridge for DB2 LUW and Foglight for DB2 LUW 5.5.x are installed on the same Foglight Management Server and you upgrade the latter to Foglight for DB2 LUW 5.6.4 or later, the online help for the legacy version is no longer available.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1 On the navigation panel, navigate to <i>Administration > Cartridges > Cartridge Inventory</i>. 2 Select the check box next to the DB2_OnlineHelp cartridge. 3 Click Disable to disable the cartridge. 4 Click Enable to enable the cartridge. <p>When you are finished, both online help versions are displayed in the action panel.</p>
DDB-2706	<p>If you have a Foglight for DB2 LUW agent that has never been used to collect data and you upgrade to Foglight for DB2 LUW 5.6.4 or later, you will not be able to activate and use the agent seamlessly. To activate and use the Foglight for DB2 LUW agent seamlessly, you must first create an Infrastructure agent and then manually set up resource mapping for that agent. For information on how to create an Infrastructure agent, see the Infrastructure Cartridge documentation. For information on how to set up resource mapping, see the Foglight Administration and Configuration Help.</p>
DDB-2745	<p>The Memory Summary panel and the corresponding alarm display "null" when there are no child pools under a memory pool.</p>
DDB-2860	<p>An Agent Manager that is installed on a Windows fail-over cluster as a service that runs on the active node cannot monitor databases that are located on the same cluster. This is an Agent Manager limitation.</p>
DDB-3669	<p>The Foglight for DB2 LUW 5.6.5.5 Upgrade Wizard does not support the upgrade of external agents if the Agent Manager is not version 5.6.2 or later.</p> <p>Workaround: Upgrade to Foglight Management Server 5.6.4 or later.</p>
DDB-5146	<p>The DB2 installer does not support foreign languages on Windows machine.</p> <p>The DB2 agent should be created manually through Foglight Administration > Agent Status.</p> <p>The fields that needs to be modified are:</p> <ul style="list-style-type: none"> • DB2 Host - the Physical Host the DB2 instance resides on • Port - DB2 port • User and Password for the DB2 instance • Monitored DB's - the associated Databases **The monitored databases secondary properties should be cloned first. • Monitored members - the associated partitions\members **The monitored members secondary properties should be cloned first. • DB2 home - DB2 home of the monitored instance <p>Once the agent was activated, the following errors may be occurred:</p> <ul style="list-style-type: none"> • The agent will fail to detect standby (HADR) databases, so our collections will fail for those databases. • DB2_Log_File_Size collection will fail. • The agent will fail to detect number of active databases, so the metric 'con_local_dbases' in the instance activity will not be set.
DDB-5376	<p>For DB2 version 9.7 and 10.1, some statistics information about db2 background processes is not collected due to DB2 limitation.</p>
DDB-5387	<p>For DB2 version 9.7 and above, the following metrics are not available due to DB2 limitations: <i>AGENT_USR_CPU_TIME_MS, AGENT_SYS_CPU_TIME_MS, LAST_RESET</i>.</p>
GVFOG-37	<p>The <i>Databases</i> dashboard does not appear after user upgrades the Foglight for DB2 LUW to 5.7.5.37 using SPM installer.</p>
GVFOG-60	<p>The "<i>Error executing script</i>" error shows in the server log, if user clicks any tab or component on the Global View.</p>

Table 1. General issues

Issue ID	Known issue
GVFOG-207	An error log showed in FMS log for loading heatmap component in FMS version before 5.9.3.
n/a	Need to wait for more than ten minutes between the upgrade of the Foglight Management Server and Foglight for DB2 LUW.
n/a	The tasks listed below cannot be accomplished from the central Foglight Management Server (the federation master): <ul style="list-style-type: none"> • Creating agents • Administering agents • Viewing a monitored instance from the federation master which is defined under two or more federation child server.
n/a	This release of Foglight for DB2 LUW supports adding databases to existing instances only using the Databases Management view in the Databases Administration dashboard.
n/a	The Windows System Center Endpoint Protection (SCEP) tool and Anti-Virus Protection tools installed on Windows® may negatively impact CPU and system performance of machines running Foglight, Foglight Agent Manager, and the SQL PI repository. To reduce resource consumption, it is highly recommended that you exclude the following directory from being scanned by the protection tools: <ul style="list-style-type: none"> • <i><installation directory>:\Quest\<FoglightAgentManager></i>
n/a	Anti-virus software may negatively impact the CPU and system performance of machines running Foglight. To reduce resource consumption, it is highly recommended to exclude the relevant directory, processes, and executables from being scanned by the anti-virus software. For detailed information, refer to the “Configuring anti-virus exclusion settings” in Installing Foglight on Windows with an Embedded PostgreSQL Database .
FOG-1758	When applying an alarm template to an agent, the Inconsistent Values indication may appear. This indication can be ignored.
n/a	When upgrading Foglight, if the FMS is upgraded to version 6.0.0 and the database cartridge is not, the dashboard will display “There is no data to display”. Workaround: When upgrading Foglight to 6.0.0, first upgrade the FMS to 6.0.0, then directly upgrade the cartridges.

Third party known issues

The following is a list of third party issues known to exist at the time of this release.

Cartridge-related issues

Table 2. Cartridge-related issues

Issue ID	Known issue
FOGDG-650	<p>The Foglight Agent Manager (FglAM) failed to restart when upgrading DB Cartridge, which is due to “Could not obtain a deployment lock” error.</p> <p>Workaround: Perform the procedure described in the Knowledge Article 266110.</p>
FGL-20596	<p>Cannot import license into installer with license file name XXX.lic.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1 When importing license into installer, change license file name to XXX.license. 2 Install xxx.lic after login FMS. 3 Change license file name to XXX.license and put it into license folder before FMS start up.
DDB-1683	<p>WMI-related issue</p> <p>Problem: WMI support is affected by the firewall on versions of Windows prior to Windows 7.</p> <p>Workaround: For Windows versions prior to Windows Server 2008/Vista, use the following steps:</p> <ol style="list-style-type: none"> 1 Open TCP port: 135. WMI by default uses the port range 1024 to 5000. 2 Open up a range of ports above port 5000. Port numbers below 5000 may already be in use by other applications and could cause conflicts with your DCOM applications. It is recommended to have at least 100 ports opened, as several system services rely on these RPC ports to communicate with each other. 3 Add the registry key, including additional ports. <ul style="list-style-type: none"> ▪ Use the <i>RPCCfg.exe</i> (Windows Resource Kits) by running: <code>rpccfg.exe -pe 5009-5009 -d 0</code> ▪ Manually add the registry keys under: <i>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Rpc\Internet</i> <p>For Windows Vista and Windows Server 2008: According to Microsoft (http://support.microsoft.com/kb/929851), the default dynamic port range for TCP/IP has changed in these versions. The new default start port is 49152 and end port is 65535. Subsequently, monitoring instances that run under these operation systems can be carried out by using either one of the following options:</p> <ul style="list-style-type: none"> • Configure the firewalls to allow traffic between servers in the dynamic port range of 49152 through 65535 (less secure). • Limit the port range that is used in each monitored server.
FAM-7722	<p>In FIPS-compliant mode, it is required to use at least 2048 RSA and DSA key size to do OS monitoring via SSH connection in DB cartridge.</p> <p>When FglAM version is lower than 5.9.7.1, FglAM will not check RSA/DSA key size < 2048, and the connection is non-FIPS compliant.</p> <p>Workaround: Upgrade the FglAM version to 5.9.7.1 or later.</p>
n/a	<p>Monitoring a DB2 instance which resides on Windows Server 2008R2 or higher requires the following workaround:</p> <ol style="list-style-type: none"> 1 Browse to https://www.quest.com/support/ and log in. 2 Implement the instructions provided in solution SOL65870.

Windows-related issues

Table 3. Windows-related known issues

Issue ID	Known issue
n/a	<p>Some base values are not updated when using the <i>Win32_PerfRawData_PerfDisk_LogicalDisk</i> WMI class to calculate performance data in Windows Vista or in Windows Server 2008, because this class does not contain the <i>PercentDiskTime_Base</i> metric.</p> <p>Workaround: A hotfix is available on Microsoft's Web site, at https://support.microsoft.com/kb/961435/en-us.</p>

Upgrade and Compatibility

A direct upgrade to Foglight for DB2 LUW 6.3.x is only available from version 5.9.7.24 or later. Customers that are running older versions of the product must first upgrade to version 5.9.7.24 and then upgrade to version 6.3.x.

Foglight for DB2 LUW 6.3.x requires:

- Management Server version 6.3.x
- Agent Manager version 6.3.x

System requirements

Before installing or upgrading Foglight for DB2 LUW 6.3.0, ensure that your system meets the following minimum hardware and software requirements:

- [System requirements](#)
- [UNIX server and programs](#)
- [Required privileges](#)
- [Supported platforms](#)

System requirements

Before installing Foglight for DB2 LUW, ensure that your system meets the following minimum hardware and software requirements detailed in *Foglight System Requirements and Platform Support Guide*.

Customers running large deployments (that is, with more than 20 agents) should consult the *Foglight for DB2 LUW Hardware Sizing Guide*.

UNIX server and programs

The following UNIX programs must be accessible to the user logged on to the UNIX and Linux computers:

- On all platforms: *df*, *du*, *awk*, *iostat*, *vmstat*, *uptime*, *netstat*, *sed*, *ps*, *uname*, *ls -l*

In addition, the following platform-specific programs must be available:

- On the Linux platform: */proc/vmstat*, */proc/net/dev*, *free*, */proc/cpuinfo*, *getconf*

- On the Solaris platform: */usr/sbin/prtconf*, *mpstat*, *pagesize*, *psrinfo*
- On the AIX platform: *lsattr*, *lsdev*, *pagesize*, *bindprocessor*, *lsdev*, *oslevel*
- On the HP-UX specific platform: *bdf* (instead of *df*), *sar*, */var/adm/syslog/syslog.log*, */usr/sbin/ioscan*, *getconf*, */swapinfo*, *InfoLog* (needs to be enabled)

Required privileges

For information on the required privileges, refer to the *Foglight for DB2 LUW Getting Started Guide*.

Supported platforms

The operating system platforms and versions of DB2 that are supported for monitoring by Foglight for DB2 LUW are the following.

Supported DB2 versions

9.5, 9.7, 10.1, 10.5, 11.1, 11.5.

Supported Operating Systems

All operating systems supported by IBM.

Linux on IBM System z support

Foglight for DB2 LUW supports the monitoring of instances that are installed on Linux on System z. The supported monitored instance versions are the same as specified in the list above for the Linux platform.

! | **NOTE:** IBM® DB2® pureScale is currently not supported for Linux on IBM System z.

HADR support

Foglight for DB2 LUW supports monitoring an environment configured to use HADR by creating agents to monitor each one of the nodes separately (applies for both primary nodes and secondary).

Physical partition

Foglight for DB2 LUW supports a physical partition. When monitoring a physical partition, ensure you create the agent using the agent installer on the coordinator host.

Workgroup edition

Foglight for DB2 LUW supports monitoring a workgroup edition instance.

OS Cluster support

Foglight for DB2 LUW supports monitoring an instance that is installed in an OS cluster environment.

To enable monitoring, follow the instructions on “Host connectivity settings” screen in the installation wizard:

- Mark the “instance residing on an OS cluster”.
- Make sure the virtual host name point to the virtual host name. This name will be used to install the DB2 agent and the IC agent.

pureScale support

Foglight for DB2 LUW supports monitoring a pureScale environment (except on Linux on IBM System z).

Troubleshooting

This section provides a list of references which address the most commonly faced issues relating to remote connectivity, allowing for easy troubleshooting using the vendor’s information knowledge base:

- To verify TCP/IP connectivity for SQL statement collections, Management Studio (SSMS) cannot be used as other protocols may be leveraged. Instead, verify connectivity using a UDL as detailed here: <https://support.microsoft.com/kb/308075/>.
- To verify the WMI connectivity using a Microsoft Windows built-in utility, see <https://technet.microsoft.com/en-us/library/cc180684.aspx>.
- To troubleshoot WMI access permissions, see <http://blogs.technet.com/b/askperf/archive/2007/08/14/wmi-troubleshooting-permissions.aspx>.
- For information about WMI connectivity from Windows Server 2003/Vista and later versions, see [http://msdn.microsoft.com/en-us/library/aa822854\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx).
- For WMI troubleshooting tips and techniques, see [http://msdn.microsoft.com/en-us/library/aa394603\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa394603(VS.85).aspx).

Product licensing

Foglight includes a licensing capability that restricts access to those features that are defined in the license. Any Management Server installation requires a license that grants access to server-specific parts of the browser interface and the features associated with them. Foglight cartridges are also license-protected. While some cartridges are covered by the base Foglight license (such as Foglight Agent Manager cartridges and the Foglight for Infrastructure), others may require an additional license.

Foglight for DB2 LUW is covered by the base Foglight license that allows cartridges to be installed. The SQL Performance Investigator extension requires a dedicated license.

To activate a trial or a purchased commercial license:

- 1 On the navigation panel, under Dashboards, click *Administration > Setup > Manage Licenses*.
- 2 Click **Install**.
- 3 In the **Install License** dialog box, click **Browse**.
- 4 In the file browser that appears, specify the location of the license file.
- 5 In the **Install License** dialog box, click **Install License**.

Getting started with Foglight for DB2 LUW

Contents of the release package

The Foglight for DB2 LUW 6.3.0 release package contains the following:

- Foglight for DB2 LUW cartridge:
 - *DB_DB2-6_1_0_10.car*
- Product documentation, including:
 - *Managing DB2 Database Systems User and Reference Guide* (PDF and online help)
 - *Managing DB2 Database Systems Getting Started Guide* (PDF)
 - *Managing DB2 Database Systems Hardware Sizing Guide* (PDF)
 - *Foglight for DB2 LUW Release Notes* (this document)

Installation instructions

Refer to the *Foglight for DB2 LUW Getting Started Guide* for installation instructions and prerequisites.

Determine your environment hardware requirements using the *Foglight for DB2 LUW Hardware Sizing Guide*.

Additional resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/technical-documents#F>)
- Foglight Community (<https://www.quest.com/community/products/foglight/>)

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

This release has the following known capabilities or limitations: The server will be enabled for Global Operation, but not localized to any particular locale.

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Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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Legend

 **WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

Legend

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