

Release Notes

Uptime Infrastructure Monitor Version 7.7.3 Release Notes - August 2016

- [About Version 7.7.3](#)
- [New and Improved Features](#)
- [Platform Support and Integration Changes](#)
- [Upgrade Notices](#)
- [Installing Uptime Infrastructure Monitor](#)
- [Resolved Issues in 7.7 \(Build 9 released 2016-05-03\)](#)
- [Resolved Issues in 7.7.2 \(Build 6 released 2016-06-15\)](#)
- [Resolved Issues in 7.7.3 \(Build 2 released 2016-08-03\)](#)
- [Known Issues](#)
- [Contacting IDERA](#)



Uptime versions 7.7 and 7.7.2 are no longer available for download. Because of the improvements included in the latest version, please download and install Uptime version 7.7.3.

About Version 7.7.3

Uptime Infrastructure Monitor (Uptime IM) version 7.7.x includes many vulnerability fixes for increased application security. This release fixes all high- and medium-priority issues as well as most low-priority issues present in earlier versions.



This Release Notes document describes changes to the 7.7, 7.7.2, and 7.7.3 releases. For more information about the fixed issues in this release, see Resolved Issues at the end of this topic.

New and Improved Features

Uptime Infrastructure Monitor 7.7 includes the following new and improved features.

Uptime Infrastructure Monitor Auto-Discovery Wizard

Uptime Infrastructure Monitor 7.7 introduces the first iteration of the Auto-Discovery wizard that makes getting new installations up and running faster and easier. The Auto-Discovery wizard runs automatically when product is first launched and allows users to:

- Set global configurations and credentials
- Discover all types of devices in a single pass
- Add monitoring and alerting at the same time the device is added.

You can rerun the wizard any time to discover any newly-added devices. For additional information about the auto-Discovery wizard, see [Using the Auto-Discovery Wizard](#).

Offers ServiceNow Integration for Service Tickets

ServiceNow Integration is new functionality added to Uptime Infrastructure Monitor to automatically generate tickets in ServiceNow. When an email alert is generated in Uptime Infrastructure Monitor, an incident ticket is created in ServiceNow under the Incident tab corresponding to that alert. For more information about ServiceNow Integration within Uptime Infrastructure Monitor, see [Integrating with ServiceNow for ticket generation](#).

Database Performance Improvements

Over 50 new database indexes are added to the database for this release. These indexes significantly improve Uptime Infrastructure Monitor data access times and speed up data display and report generation.

Many Plugins Now Included by Default

Uptime Infrastructure Monitor 7.7 now includes the following plugins by default, meaning that you no longer have to visit The Grid to download:

- Service Monitors added:
 - Apache Tomcat monitor
 - Log File monitor
 - File directory monitor
 - Amazon EC2 instance-performance monitor
 - Amazon EC2 monitor
 - Citrix XenApp monitor
 - Citrix XenServer monitor

- IIS webpage check monitor
 - Oracle query monitor
 - SharePoint 2010 monitor
 - SQL Server query monitor
 - SSL certificate expiry check monitor
 - Windows System Uptime monitor
 - Uptime status general monitor
 - Uptime status performance monitor
- Gadgets added:
 - Topology Tree
 - Element Status Chart
 - Element Panel
 - Group Status Chart
 - Incident Panel
 - PinOnImage
 - Capacity Planning What If
 - Capacity Planning
 - Metric Chart

For more information about the plugins available for Uptime Infrastructure Monitor and how to use them, see [Plugin Guide](#).

Improved Usability

Uptime Infrastructure Monitor includes the following usability improvements:

- New main menu styling
- Highlighting elements that are in temporary maintenance in Infrastructure
- Left menu updates including highlighting the Graphing/Services/Info tab options and active page name

Support for Red Hat 6.6, 6.7, 7.0, 7.1, and 7.2

Uptime Infrastructure Monitor monitoring station and Agents now support Red Hat (RHEL) versions 6.6, 6.7, 7.0, 7.1, and 7.2. For more information about supported platforms, see [Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#) and [Supported Agent Platforms](#).

Improved Security and Vulnerability Features and Fixes

Uptime Infrastructure Monitor includes support for TLS v1.1 and v1.2. In addition, the Monitoring Station now includes pre-key authentication (PSK). Use Stunnel to configure PSK support Agents. Uptime Infrastructure Monitor now includes the ability to enter as many PSK keys by IP address or range as needed.

Updated Bundled Platform Components






To address vulnerabilities issues, Uptime Infrastructure Monitor now supports the following platforms:

- PHP 5.4.45
- Apache 2.4.18 for Uptime 7.7.2 and before, and Apache 2.4.20 for Uptime 7.7.3
- OpenSSL 1.0.2e

Platform Support and Integration Changes









Visit Uptime Infrastructure Monitor's [Knowledge Base](#) for the latest comprehensive listing of currently supported monitoring station, database, and agent platforms. The following summarizes platform support changes for Uptime Infrastructure Monitor since the previous release.

Monitoring Station

Red Hat (RHEL) 6.6	 newly supported
Red Hat (RHEL) 6.7	 newly supported
Red Hat (RHEL) 7.0	 newly supported
Red Hat (RHEL) 7.1	 newly supported
Red Hat (RHEL) 7.2	 newly supported
SUSE Linux Enterprise Server 11.4	 newly supported

SUSE Linux Enterprise Server 12.0	 newly supported
Ubuntu Server Edition 15.10	 newly supported

Agents

Red Hat (RHEL) 6.6	 newly supported
Red Hat (RHEL) 6.7	 newly supported
Red Hat (RHEL) 7.0	 newly supported
Red Hat (RHEL) 7.1	 newly supported
Red Hat (RHEL) 7.2	 newly supported
SUSE Linux Enterprise Server 11.4	 newly supported
SUSE Linux Enterprise Server 12.2	 newly supported
Ubuntu Server Edition 15.10	 newly supported

Agentless Monitoring

VMware ESXi 6.0	 newly supported
vCenter Server Appliance 6.0	 newly supported

Upgrade Notices

The Uptime Infrastructure Monitor 7.7 release affects users who have deployed plugins.

Upgrading Plugins

The Uptime Infrastructure Monitor 7.7 upgrade process is as follows:

1. **Uptime Infrastructure Monitor:** The conversion process scans your existing plugins to verify they are based on The Grid.
2. **Uptime Infrastructure Monitor:** Plugins that are recognized as previously downloaded from The Grid are flagged for an upgrade and re-versioned at 0.9.

3. **User:** To complete the plugin conversion process, after upgrading Uptime Infrastructure Monitor proceed to the Extension Manager (**Services > Add Service Monitor > Want More? Search for monitors.**). All plugins are flagged for an upgrade (these are supposed to show v0.9):

	Windows Uptime Get Windows Uptime from remote server via WMI Category: Operating System Monitors	UPGRADE Version: 2.1 Browse on the grid
	XenServer This plugin uses the XenServer Management API and XAPI RRD to gather performance and health metrics for XenServer. Category: Applications - General	UPGRADE Version: 2.0 Browse on the grid
	ZFS Pool Performance Monitor This plugin connects to a Solaris client and reports on ZFS pool capacity, read/write operations and bandwidth. Category: Operating System Monitors	UPGRADE Version: 2.0 Browse on the grid

4. **User:** Upgrade each plugin.
5. **Uptime Infrastructure Monitor:** After upgrading, The Grid-based plugins display as version 1.0 to signify the reboot to unified extension deployment, regardless of what their previous version was.
6. **User:** Moving forward, use the Extension Manager to manage your plugins.
7. **User:** Uninstall the Plug-in Manager, as it is no longer needed to manage plugins.

Installing Uptime Infrastructure Monitor

The Uptime Infrastructure Monitor Support Portal provides various documents and articles that guide you through a first-time installation or upgrade.

Installing for the First Time

A complete, first-time deployment of Uptime Infrastructure Monitor and its agents is a straightforward process. Refer to the [Installation and Quick Start Guide](#) for complete instructions on performing a first-time installation.

Upgrading from a Previous Version

i Upgrading the Uptime Monitoring Station will overwrite the changes to httpd.conf, so when the upgrade is complete, be sure to update the httpd.conf file again.

You can only upgrade directly to Uptime Infrastructure Monitor 7.7 if your current installed version is version 7.6.x or 7.5. Users on version 7.1 must upgrade to version 7.3, then 7.5 before upgrading to 7.7. Users on version 7.2 or 7.3 must upgrade to 7.5 before upgrading to 7.7.

Users who are running version 6.0 or 6.0.1 must upgrade to 7.0 > 7.1 > 7.3 > 7.5 before upgrading to 7.7. Users who are running version 5.5 or earlier must upgrade to 6.0 or 6.0.1 as a starting point. (Refer to the Uptime Infrastructure Monitor Knowledge Base for specific version upgrade paths.) If you are eligible for a direct upgrade path, you can upgrade using the installer for your Monitoring Station's operating system. The upgrade process installs new features, and does not modify or delete your existing data.

Refer to one of the following topics if your current version is older than the version required for a direct upgrade:

- [Upgrading to Uptime Infrastructure Monitor 7.6 and later](#)
- [Upgrading to Uptime Infrastructure Monitor 7.2 to 7.5](#)
- [Upgrading to Uptime Infrastructure Monitor 7.1 or earlier](#)

i If you are working with a version of Uptime Infrastructure Monitor that is customized in any manner beyond the standard installation downloaded from the Uptime Infrastructure Monitor Web site, contact Technical Support before performing an upgrade. Some customization steps include the following:

- custom Java heap settings
- verbose logging
- adding `-Djava.security.egd=file:///dev/urandom` to command-line invocation
- increasing `-XX:MaxPermSize`
- fine-tuning garbage collection options such as `-XX:+PrintGCDetails`, `-XX:+PrintTenuringDistribution`, `-XX:+HeapDumpOnOutOfMemoryError`

Resolved Issues in 7.7 (Build 9 released 2016-05-03)

PLUG-283	Resolve timezone differences in Incident Panel gadget
PLUG-299	Support Solaris Zone Workload plugin on UT 7.5 and 7.6

PLUG-311	Update NetApp Filer plugin and text on The Grid
UT-13769	Different time zones cause Windows Event Log Monitor to alert incorrectly
UT-15743	Resolve Windows Agent affect on CPU Usage for upmagnt process
UT-15804	Remove non-monitored service monitors from Element Group Status lists
UT-15873	Resolve inability to attach service monitors to Action Profile via the Edit Action Profile page
UT-15902	Resolve Solaris Agent % Disk Busy display > 100%
UT-15906	Create alert profile long-running script
UT-15920	Improve load speed for Disk graph list of disks
UT-15936	Resolve Ping monitor fail but OS Ping does not
UT-15939	Resolve AIX agent reporting physical CPU count instead of Socket count
UT-15948	Resolve Datastore Capacity Growth report Java error
UT-15950	Resolve Highchart graphs displaying time in UTC instead of SYSTEM
UT-15954	Resolve Acknowledge alert for External Check Monitor causing database deadlock
UT-15968	Resolve topological dependency of child element sending alert although parent is CRIT
UT-15969	Resolve inability to edit the File System capacity (master) service monitor
UT-15994	Return information for Disk and File System on the graphing tab for a1pvd1133
UT-16000	Resolve heavy CPU usage from agent on Exchange Server 2013
UT-16039	Resolve ability to read remotely any file via Agent Vulnerability
UT-16043	Update Uptime name in Linux installer
UT-16052	Update Uptime name in Service Names and Default Monitors
UT-16059	Add Agent daemon option to restrict requests based on IP address for *.nix
UT-16071	Resolve user domain passwords being stored in clear text in PHP session files
UT-16097	Resolve broken KB links in My Portal > Uptime Resources
UT-16134	Resolve inability to monitor web page using TLS 1.2
UT-16156	Resolve impossibility of unattended installations of Linux Agent
UT-16164	Resolve incorrect Agent version in Agent Console
UT-16180	Resolve modifying network element after initial platform perf gathering breaking the element after saving
UT-16181	Add progress indicator/busy indicator/spinner when performing time-consuming actions in Infrastructure
UTS-2296	Resolve inability to select the folder "datastore" through "change button"

Resolved Issues in 7.7.2 (Build 6 released 2016-06-15)

UT-16403	Resolve empty email distribution list error upon edit
UT-16400	Resolve inability to save new HTTP / Web Services / SOAP (Advanced) service monitor
UT-16388, UT-16351	Resolve deletion and re-addition of VMs causing deletion of master (and all child) monitors from service groups
UT-16384	Update default Uptime service names from up.time to Uptime
UT-16371	Update support of both Uptime and uptime spellings in Windows Agent 7.7
UT-16370	Resolve duplicate elements
UT-16369	Resolve unavailable Uptime Data Collector after Uptime Installation
UT-16368	Resolve 500: Proxy Error on some gadgets after upgrading to 7.7
UT-16367	Resolve VMware elements marked as (deleted) and Database Not Responding issue on VM profile page after upgrade to 7.6.1.

	build 6
UT-16366	Upgrade OpenSSL version for Linux Apache to version 1.0.2g
UT-16365	Resolve create and edit issues on Action Profile in Uptime 7.6.1
UT-16356	Resolve inability to add elements on fresh install with Oracle datastore
UT-16355	Resolve wrong exception handling in ServiceNow implementation
UT-16348	Resolve Agent not starting on RHEL7.x with xinetd installed and not running as daemon if xinetd missing
UT-16347	Resolve existing VMs being configured as newly-discovered VMs after upgrading to Uptime 7.6.1
UT-16343	Resolve WMI elements changing to Agent + VMware when additional monitoring scan runs after adding vCenter
UT-16342	Resolve element info panel for VMware + agent type showing incorrect information
UT-16338	Resolve Elements being added in limbo state between agent and WMI
UT-16333	Resolve inability to uninstall Uptime
UT-16314	Resolve Uptime hang during monitoring
UT-16286	Verify support of Windows 10, SUSE v12.0, Ubuntu 15.10, Solaris 11.2
UT-16269	Resolve error adding Monitoring Station as Agent because it's already added at start
UT-16217	Resolve inability to add File System capacity monitor to servers brought in through VMware
UT-16216	Resolve problem adding Process Count Check monitor to VM + Agent elements
UT-15939	Resolve AIX Agent reporting physical CPU count instead of socket count and update AIX Agent version number
UT-15598	Resolve inability to be add snmp network devices to Uptime
UT-15590	Update Agent support for Red Hat 7.x
UT-15551	Update Linux Agent for RHEL 7 does not have ifconfig

Resolved Issues in 7.7.3 (Build 2 released 2016-08-03)

UT-16445	Update Service Monitor text fields to accept special characters
UT-16425	Resolve HTTP monitor issue introduced in Uptime 7.7.2
UT-16368	Resolve proxy error on some gadgets after upgrade to Uptime 7.7
UT-16274	Resolve Agent failure in Windows 2008 R2 cluster while monitoring event IDs
UT-15939	Update AIX Agent reporting details regarding Socket Count and CPU Count

Known Issues

Upgrade

After upgrading from Uptime Infrastructure Monitor 7.6.1 to 7.7.x, an older login page appears. Click Ctrl + F5 to refresh the page and the new login page appears.

New Installation

If the user does not launch Uptime Infrastructure Monitor from the installer and does not receive the Auto-Discovery Wizard upon opening the product, change the URL to:

```
localhost:9999/autoDiscoveryWizard.php
```

Note that entering only `localhost:9999` does not automatically run the wizard.

Uninstallation

When uninstalling Uptime Infrastructure Monitor, the uninstall does not automatically stop or kill the `stunnel.exe` process. In order to delete the Uptime directory during uninstallation, the user first must kill the `stunnel.exe` process.

Monitoring

The Create Alert panel no longer includes the **Fill** button or **Custom Format** check box. The default text automatically disappears when the user clicks within the body of the email. The best workaround is to create the alert using the default text. Copy the body of the message text in the View Alert Profile. Next, edit the alert, and then paste the text copied from the message body and make any necessary changes.

vCenter

NOTE: The following issue is fixed in version 7.7.2:

IDERA is aware of a known vCenter deletion issue. At any time, Uptime Infrastructure Monitor may delete and re-add all of your VM inventory on a specific vCenter. When this issue occurs, every service monitor associated with that VM is also deleted.

Note that new VMs are discovered, added as the standard hostname, and then placed in the discovered virtual machines group.

If the option to automatically remove deleted VMs was *NOT* selected at the vCenter level, all of the "old" VMs include **(deleted)** after the name. This suffix may accumulate resulting in multiple **(deleted)** entries after the name.

If the option to automatically remove deleted VMs from Uptime IM *WAS* selected at the vCenter level, you will not see any "duplicate" VMs. It simply appears as though the vCenter elements have had all their service monitors stripped away.

Unfortunately, any historical data collected before the vCenter element deletion is also lost regardless of the setting to automatically remove deleted.

If this issue affected you, please contact Support for more information about restoring lost service monitors.

Displayed Database version

In Uptime Infrastructure Monitor 7.7.3, the **About Uptime Controller** field on the About Uptime page displays **Database Version 7.7.2** instead of version 7.7.3. This issue does not affect any functions within Uptime and there were no changes to the controller in Uptime Infrastructure Monitor 7.7.3.

Other known issues

UT-17068	Uptime creates a high number of database threads every other Sunday night.
UT-17065	Disk Performance Stats are unavailable with MS SQL datastore.
UT-17063	Upgrades to 7.7.x from UT 7.6.1 fail with errors on Oracle 11G.
UT-17050	The Resource Hot Spot report does not work with MS SQL and Oracle datastores.
UT-16441	When editing a Service Monitor, the defaults are populated even when other settings were previously saved.
UT-16440	The Linux Agent daemon doesn't auto-start when rebooting systemd environments
UT-16416	Users receive a Database Unavailable error after upgrading to Uptime 7.7 and adding a network device.
UT-16365	Issues exist when users create and edit an Action Profile in Uptime 7.6.1.
UT-16288	Adding vCenter before adding WMI/Agentless servers prevents the Auto-Discovery Wizard from adding services.
UT-15880	When converting VMs as part of a vCenter upgrade or migration, VMs recreated in Uptime with new UUIDs properly discover the Agent, but are not properly converted from VM-basic to VM+Agent.

Contacting IDERA

IDERA employees are proud to work with our clients around the globe to deliver exceptional customer service, including sales expertise, installation help, and support services.

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