

Release Notes

up.time Version 7.1 Release Notes - November 2012



Note: Users running the up.time Monitoring Station on a Windows system *must* perform specific steps in order to properly upgrade to version 7.1. See [Upgrading a Windows Monitoring Station](#) for information.

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New Features in Version 7.1

up.time 7.1 contains the following new features:

up.time Controller

up.time is now available as a RESTful Web API. The API, or up.time Controller, allows users to customize up.time outside of its core feature set. It runs as a separate service from the Core service (i.e., Data Collector), allowing for the broadening of its functionality with subsequent up.time releases. In this 7.1 release, the implementation centers around GET methods, focusing on end-user views. This implementation includes up.time user authentication and error handling.

Administrators will be able to access up.time data including the following:

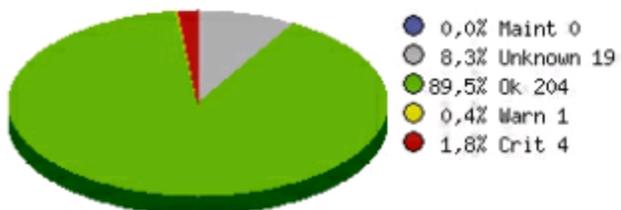
- lists of Element groups, Elements, and child services
- Element status
- outage times and time of last check at various hierarchy levels
- alert acknowledgements

This type of data can be used to assemble dashboards that suit various end-user requirements for your organization. For example, up.time's status and alert information can be implemented as part of a robust mobile application that distills information for off-site escalations staff:



Menu: GlobalScan ▼

Summary



Outages

Crit	4
Warn	1
OK	204
Maint	0
Unknown	19

Enterprise Outages - up.ti... OFF

up.time Menu: All Outages ▼

All Outages

<u>PING-sql-load1.rd.local</u>	<u>CRIT</u>
<u>Down for 11 Days 6 Hours 47 Minutes 25 Seconds</u>	
<u>The monitor status has been acknowledged.</u>	
<u>PING-null</u>	<u>CRIT</u>
<u>Down for 12 Days 1 Hours 14 Minutes 40 Seconds</u>	
<u>The availability check has failed.</u>	

For information about the up.time Controller, see the following resources.

- [Installing the up.time Controller](#): Your first step in enabling the up.time API
- [API Reference](#): Complete reference documentation for the API including examples & helper classes
- [Hello World](#): Just want to get up and running quickly and see the examples in action? Get started here.

64-bit Components

up.time now runs entirely on 64-bit components, including the bundled MySQL and Java Runtime Environment. Moving exclusively to a 64-bit platform facilitates compatibility and performance, which translates to improved overall responsiveness of up.time operations for end users. To accommodate this change, platform support is limited to 64-bit operating systems and architectures. See [Removal of 32-bit Platform Support](#) for more information.

Changes to Existing Features

Removal of 32-bit Platform Support

To accommodate the transition to 64-bit components, the Monitoring Station is no longer supported on 32-bit operating systems and architectures.

The following platforms are no longer supported on 32-bit architecture, but are correspondingly supported on 64-bit architectures:

- Red Hat Enterprise Linux 6.1
- Solaris 10
- Windows 7
- Windows 7 SP1
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2008 R1 SP1

Running the up.time installer on an unsupported platform will cause an error whose feedback will not always indicate compatibility paths:

```
/root/up.time-7.1.0-sles.bin: line 2430: /tmp/install.dir.2820/Linux/resource/jre/bin/java: cannot execute binary file
/root/up.time-7.1.0-sles.bin: line 2430: /tmp/install.dir.2820/Linux/resource/jre/bin/java: Success
```

Before attempting to run the installer, ensure you are installing on a [supported Monitoring Station platform](#).

Auto Discovery

Auto Discovery's performance and usability have been improved:

- Auto Discovery performance has been significantly improved, making mass additions much faster
- users can optimize searches by toggling which Element types (Agent, WMI, net-SNMP, SNMP device) are enabled for discovery
- Auto Discovery's progress is now visually displayed
- to fine-tune the list of discovered systems for addition, users can optionally hide existing up.time Elements from the results
- users can use the select **All** checkbox to expedite bulk additions

Action Profiles and Windows Data Collection Methods

The way Action Profiles refer to services on Windows systems is now consistent for different data collection methods. When up.time uses WMI to retrieve system information, like the up.time Agent, it now refers to a service by its display name instead of its service name. The display name of a service appears in the **Name** column of the **Services** Control Panel, and in the **Description** column of the Windows Task Manager **Services** tab.

All customers who have existing Action Profiles that act on Windows systems that retrieve data using WMI will need to update them. The value in the Action Profiles' **Windows Service** field needs to be changed from service name to display name.

Other Changes to Existing Features

UTS-129	added netcat, SFTP, and text editor to the up.time Virtual Appliance distribution
UTS-130	ulimit value for up.time Virtual Appliance has been increased to 4096

Upgrade Notices

Upgrading a Windows Monitoring Station

Due to the transition to 64-bit components, and to changes to the bundled MySQL to a 64-bit variant, requires manual upgrade steps for Windows-based Monitoring Stations. To perform an upgrade from version 7.0 to 7.1, review then execute the following steps:

1. From your current v7.0 installation, back up the following files:
 - <installPath>\uptime\uptime.conf
 - <installPath>\uptime\license.dat
 - <installPath>\uptime\apache\php\php.ini
 - <installPath>\uptime\apache\conf\httpd.conf
 - <installPath>\uptime\mysql\my.ini
2. From the **Add or remove programs** Control Panel, remove your up.time version 7.0 installation.

 Your current DataStore files will not be removed.

3. Reboot your system.
Although this is not a mandatory step, rebooting will ensure all open files and sessions that are linked to up.time processes are completely closed and shut down.
4. Run the full v7.1 installer.
See the Installation and Quick-Start Guide for information on [installation the Monitoring Station](#) on the Windows platform.
5. After installing up.time, open the **Services** Control Panel on the Monitoring Station, and stop the up.time services in the following order:
 - up.time Web Server
 - up.time Data Collector
 - up.time Data Store
6. Copy the previously backed-up v7.0 license file to your v7.1 installation:
 - <installPath>\uptime\license.dat

 Since there have been additions to the httpd.conf and uptime.conf files from v7.0 and v7.1, you cannot copy the files to the new v7.1 installation.

7. Edit each of the following configuration files to bring forward any configuration changes you may have made in 7.0 to the 7.1 config files. Refer to the config files backed up in step 1, a diff tool is recommended.
 - <installPath>\uptime\uptime.conf (e.g., Database Config Block, serviceThreads, connectionPoolMaximum, httpContext, externalErdcScriptPath)
 - <installPath>\uptime\apache\php\php.ini
 - <installPath>\uptime\apache\conf\httpd.conf (e.g., SSL Configuration, Listen Port, LoadModule Additions)

- <installPath>\uptime\mysql\my.ini

8. If you are using an Oracle or SQL Server DataStore please move directly to step 17. If you are running up.time using the default MySQL DataStore please complete steps 9-16
9. Copy the 7.0 DataStore dir to the 7.1 installation location e.g., if you are using the default up.time installation path then use Windows explorer to perform the following copy operation replacing the existing 'data' directory.

- 1) Delete C:\Program Files\uptime software\uptime\datastore\data
- 2) Copy C:\Program Files (x86)\uptime software\uptime\datastore\data in to C:\Program Files\uptime software\uptime\datastore



If your current DataStore is on a mounted drive or non-standard location it may be preferable to simply update the datadir= in your <installPath>\uptime\mysql\my.ini to the up.time DataStore location

10. In the Services Control Panel, start the up.time Data Store service.
11. At the command line, switch to the following directory:
<installPath>\mysql\bin
12. With the up.time DataStore running, execute the MySQL upgrade command-line scrip using the 'root' database user:
mysql_upgrade.exe -u[username] -p[password]

```
c:\Program Files\uptime software\uptime\mysql\bin>mysql_upgrade.exe -uroot -puptimerocks
Looking for 'mysql.exe' as: c:\Program Files\uptime software\uptime\mysql\bin\mysql.exe
Looking for 'mysqlcheck.exe' as: c:\Program Files\uptime software\uptime\mysql\bin\mysqlcheck.exe
Running 'mysqlcheck' with connection arguments: "--port=3308"
Running 'mysqlcheck' with connection arguments: "--port=3308"
mysql.columns_priv          OK
mysql.db                    OK
mysql.func                  OK
mysql.help_category
error      : Table upgrade required. Please do "REPAIR TABLE `help_category`" or dump/reload to fix it!
mysql.help_keyword
error      : Table upgrade required. Please do "REPAIR TABLE `help_keyword`" or dump/reload to fix it!
mysql.help_relation         OK
mysql.help_topic
error      : Table upgrade required. Please do "REPAIR TABLE `help_topic`" or dump /reload to fix it!
mysql.host                  OK
mysql.tables_priv          OK
mysql.time_zone            OK
mysql.time_zone_leap_second OK
mysql.time_zone_name
error      : Table upgrade required. Please do "REPAIR TABLE `time_zone_name`" or dump/reload to fix it!
mysql.time_zone_transition OK
mysql.time_zone_transition_type OK
mysql.user                 OK
uptime.ack_history         OK
uptime.action              OK
uptime.action_argument    OK
uptime.action_argument_value OK
uptime.action_permission  OK
uptime.action_profile     OK
uptime.action_profile_membership OK
uptime.alert_delivery_type OK
uptime.alert_delivery_type_membership OK
uptime.alert_notification_groups OK
uptime.alert_profile      OK
uptime.application_erdc_membership OK
uptime.application_rule   OK
uptime.archive_delenda    OK
uptime.archive_policy     OK
uptime.auto_discovery_results OK
uptime.combined_time_period OK
uptime.comparison_rule_type OK
uptime.configuration      OK
uptime.data_center_config_check OK
uptime.data_center_details OK
uptime.data_type          OK
uptime.dbversion          OK
uptime.dependent_node     OK
uptime.distribution_list  OK
uptime.ems_info           OK
uptime.entity             OK
uptime.entity_configuration OK
uptime.entity_configuration_change OK
uptime.entity_configuration_cpu OK
uptime.entity_configuration_current OK
uptime.entity_configuration_disc OK
uptime.entity_configuration_fs OK
uptime.entity_configuration_interface OK
```

uptime.entity_configuration_lvm	OK
uptime.entity_group	OK
uptime.entity_latest_data_sample	OK
uptime.entity_lpar_instance	OK
uptime.entity_performance_summary	OK
uptime.entity_status	OK
uptime.entity_subtype	OK
uptime.entity_subtype_input	OK
uptime.entity_type	OK
uptime.entity_view	OK
uptime.entity_view_entity	OK
uptime.entity_view_group	OK
uptime.entity_view_user	OK
uptime.entity_view_user_group	OK
uptime.entity_vmware_instance	OK
uptime.ercd_action_profiles	OK
uptime.ercd_alert_profiles	OK
uptime.ercd_base	OK
uptime.ercd_base_type	OK
uptime.ercd_configuration	OK
uptime.ercd_decimal_data	OK
uptime.ercd_gui_type	OK
uptime.ercd_instance	OK
uptime.ercd_instance_maintenance	OK
uptime.ercd_int_data	OK
uptime.ercd_parameter	OK
uptime.ercd_request_parameter	OK
uptime.ercd_retained_parameter	OK
uptime.ercd_select_option	OK
uptime.ercd_status_retention	OK
uptime.ercd_status_transition_log	OK
uptime.ercd_string_data	OK
uptime.ercd_validation_rule	OK
uptime.flattened_topology	OK
uptime.group_maintenance	OK
uptime.host_maintenance	OK
uptime.maintenance	OK
uptime.nav_menu	OK
uptime.net_device_config	OK
uptime.net_device_perf_latest_sample	OK
uptime.net_device_perf_ping	OK
uptime.net_device_perf_port	OK
uptime.net_device_perf_sample	OK
uptime.net_device_port_config	OK
uptime.netflow_element	OK
uptime.network_device_summary	OK
uptime.notification_group	OK
uptime.notification_group_dist	OK
uptime.notification_group_membership	OK
uptime.object_permission	OK
uptime.performance_aggregate	OK
uptime.performance_cpu	OK
uptime.performance_disk	OK
uptime.performance_disk_total	OK
uptime.performance_esx3_workload	OK
uptime.performance_fscap	OK
uptime.performance_lpar_workload	OK
uptime.performance_network	OK
uptime.performance_nrm	OK
uptime.performance_psinfo	OK
uptime.performance_sample	OK
uptime.performance_vxvol	OK
uptime.performance_who	OK
uptime.ranged_object	OK
uptime.ranged_object_value	OK
uptime.replicated_entity_catch_up	OK
uptime.replication_group	OK
uptime.service_level_objective	OK
uptime.servicegroup	OK
uptime.servicegroup_associations	OK
uptime.servicegroup_clone	OK
uptime.servicegroup_entity_groups	OK
uptime.servicegroup_hosts	OK
uptime.servicegroup_masters	OK
uptime.servicegroup_vsphere	OK
uptime.simple_rule	OK
uptime.sla_details	OK
uptime.slo_membership	OK
uptime.snmp_poller_config	OK

```

uptime.snmp_settings OK
uptime.status_type OK
uptime.stored_report OK
uptime.stored_report_log OK
uptime.time_block OK
uptime.time_period OK
uptime.time_period_element OK
uptime.tip OK
uptime.topology_entities OK
uptime.topology_groups OK
uptime.user_group OK
uptime.user_group_entity_groups OK
uptime.user_group_entity_membership OK
uptime.user_group_entity_visibility OK
uptime.user_group_membership OK
uptime.user_object_permission OK
uptime.user_role OK
uptime.user_role_action_permission OK
uptime.users OK
uptime.validation_error_message OK
uptime.validation_rule_parameters OK
uptime.value_counter OK
uptime.vcenter_action_alert_settings OK
uptime.vcenter_agent_wmi_settings OK
uptime.virtual_center_settings OK
uptime.vmo_action OK
uptime.vmo_action_input OK
uptime.vmware_config_compute_resource OK
uptime.vmware_config_folder OK
uptime.vmware_config_host_datastore OK
uptime.vmware_config_host_interface OK
uptime.vmware_config_host_system OK
uptime.vmware_config_host_vnetwork OK
uptime.vmware_config_resource_pool OK
uptime.vmware_config_virtual_app OK
uptime.vmware_config_vm OK
uptime.vmware_config_vm_vdisk OK
uptime.vmware_config_vm_vnic OK
uptime.vmware_latest_basic_sample OK
uptime.vmware_latest_datastore_sample OK
uptime.vmware_object OK
uptime.vmware_perf_aggregate OK
uptime.vmware_perf_cluster OK
uptime.vmware_perf_datastore_usage OK
uptime.vmware_perf_datastore_vm_usage OK
uptime.vmware_perf_disk_rate OK
uptime.vmware_perf_entitlement OK
uptime.vmware_perf_host_cpu OK
uptime.vmware_perf_host_disk_io OK
uptime.vmware_perf_host_disk_io_adv OK
uptime.vmware_perf_host_network OK
uptime.vmware_perf_host_power_state OK
uptime.vmware_perf_mem OK
uptime.vmware_perf_mem_advanced OK
uptime.vmware_perf_network_rate OK
uptime.vmware_perf_sample OK
uptime.vmware_perf_vm_cpu OK
uptime.vmware_perf_vm_disk_io OK
uptime.vmware_perf_vm_network OK
uptime.vmware_perf_vm_power_state OK
uptime.vmware_perf_vm_storage_usage OK
uptime.vmware_perf_vm_vcpu OK
uptime.vmware_perf_watts OK
uptime.vsync_update OK
Repairing tables
mysql.help_category OK
mysql.help_keyword OK
mysql.help_topic OK
mysql.time_zone_name OK
Running 'mysql_fix_privilege_tables'...
OK

```



up.time's bundled MySQL has [default access information](#); if you modified the up.time database user after installation, provide that username and password information instead.

13. Type the following to gain access to the MySQL database using the 'root' database user:
mysql -u[username] -p[password] -P 3308 --protocol=tcp uptime

14. At the `mysql>` prompt, enter the following SQL statement to set the correct privileges before completely starting running up.time:
`GRANT CREATE VIEW ON *.* TO 'uptime'@'localhost' IDENTIFIED BY 'uptime';`
15. Check the database version table to verify that up.time data is available.

```
mysql> select * from dbversion;
+-----+-----+-----+-----+-----+
| id | major | minor | revision | applied          |
+-----+-----+-----+-----+-----+
| 1 | 7 | 0 | 0 | 2012-10-23 09:46:51 |
+-----+-----+-----+-----+-----+
1 row in set (0.00 sec)
```

16. Start the up.time Data Collector service start the up.time data collector to run the database upgrade, when complete you can check the database version table again to verify.

```
mysql> select * from dbversion;
+-----+-----+-----+-----+-----+
| id | major | minor | revision | applied          |
+-----+-----+-----+-----+-----+
| 1 | 7 | 0 | 0 | 2012-10-23 09:46:51 |
| 2 | 7 | 1 | 0 | 2012-10-23 14:22:22 |
+-----+-----+-----+-----+-----+
2 rows in set (0.00 sec)
```

17. Start the up.time Data Collector service if it is not already started.
18. Start the up.time Web Server service.
 Your 7.1 up.time installation is ready to use.

Solaris Monitoring Station Support

For the next up.time release, Monitoring Station support on the Solaris platform will be removed. For this 7.1 release, upgrade installers will be available to existing customers; however, all Solaris users are advised to consider a migration strategy to one of the [supported Monitoring Station platforms](#).

 Note that support removal is only for Solaris as a Monitoring Station platform. Solaris monitoring (i.e. up.time Agents for Solaris) will continue to be supported and updated.

Platform Support and Integration Changes in 7.1

Visit uptime software's Knowledge Base for the latest comprehensive listing of currently supported monitoring station, database, and agent platforms. The following summarizes platform support changes for up.time since the previous release.

Monitoring Station	
new supported platform versions:	<ul style="list-style-type: none"> Red Hat Enterprise Linux 5.8 Red Hat Enterprise Linux 6.2 Red Hat Enterprise Linux 6.3 SUSE Linux Enterprise Server 11.2
no longer supported:	<ul style="list-style-type: none"> Red Hat Enterprise Linux 5.5 Red Hat Enterprise Linux 5.7 Red Hat Enterprise Linux 6.0 SUSE Linux Enterprise Server 11.1 Windows Server 2003 R2 Windows Vista

no longer supported on 32-bit architecture, but still supported or newly added for 64-bit architecture:	<p>Red Hat Enterprise Linux 6.1</p> <p>Solaris 10</p> <p>Windows 7</p> <p>Windows 7 SP1</p> <p>Windows Server 2008</p> <p>Windows Server 2008 R2</p> <p>Windows Server 2008 R1 SP1</p>
Monitoring Station DataStore	
new supported database version:	<p>Microsoft SQL Server 2012</p> <p>MySQL 5.5 (64-bit)</p>
has limited support status and may no longer be supported in a future release:	<p>Microsoft SQL Server 2008 R1</p> <p>Oracle 11g R1</p>
no longer supported:	MySQL 5.0
Monitoring Station Browser	
Due to the rapid release cycle of Chrome and Firefox, the latest version of up.time is fully supported on the latest browser versions available at the time release testing began.	
new supported browser versions:	<p>Chrome 21</p> <p>Firefox 14</p>
has entered, or currently has, limited support status, and will not be supported in a future release:	<p>Chrome 18</p> <p>Firefox 11</p> <p>Internet Explorer 8</p>
no longer supported:	<p>Chrome 14</p> <p>Firefox 3–7</p>
Agent-Based Monitoring	
no changes this release	
Agentless Monitoring	
new supported monitoring platforms:	<p>VMware ESX and ESXi 4.1, Update 2</p> <p>VMware ESXi 5.0, Update 1</p> <p>VMware vCenter server 5.0, Update 1</p>
currently has limited support status and may no longer be supported in a future release:	<p>IBM pSeries HMC V6R1.3</p> <p>IBM pSeries HMC V7R3.1.0–3.5.0</p> <p>VMware ESX and ESXi 3.5, Update 1–5</p> <p>Windows XP Professional SP3 (for Windows Management Instrumentation)</p>
no longer supported:	VMware vCenter server 2.5
Service Monitors	
new supported service monitor platforms:	WebSphere 8
currently has limited support status and may no longer be supported in a future release:	<p>IIS 6</p> <p>Microsoft SQL Server 2005</p> <p>Oracle 9i</p> <p>WebSphere 6.1</p>

Platform Integration

no changes this release

Installing up.time

On the uptime software Support Portal, you will find various documents and articles that will guide you through a first-time installation or upgrade.

Installing for the First Time

A complete, first-time deployment of up.time 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

You can only upgrade directly to up.time 7.1 if your current installed version is version 7.0. Users who are running version 6.0 or 6.0.1 must first upgrade to 7.0 before upgrading to 7.1. 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 software 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.

If your current version is older than the version required for a direct upgrade, refer to <http://support.uptimesoftware.com/upgrade.php> for information on supported upgrade paths. There, you will also find more detailed installation information, including specific upgrade paths.



If you are working with a version of up.time that has been customized in any manner beyond the standard installation downloaded from the uptime software Web site, contact uptime software Support before performing an upgrade.

Resolved Issues in 7.1

UTS-84	fixed issue where Ghost entity_id reference were created when migrating VmwareObjects from one vCenter to another
UTS-300	fixed issue causing DNRs, exceptions and search failures due to null hostnames being set when using vSync
UTS-331	fixed issue with reporting (VM Sprawl) where entries that were missing due to archiving resulted in an <code>Error generating report message</code> ; reports will now generated, with missing dates listed as <code>Not Available</code>
UTS-332	when adding network devices, descriptions are more readable if the OID <code>sysDescr</code> object description is in hex
UTS-335	improved error messaging for up.time connections with SNMP devices (unknown host, timeout, SNMP errors)
UTS-416	fixed issue with Oracle-based DataStores where standard database configuration checks were incorrectly logged as a change (insertion of empty strings as null)
UTS-417 UTS-425	correct associations between Elements and services are managed when Elements are moved between different Element groups or service groups
UTS-418	regular expressions that are part of File System Capacity service monitor configuration no longer miss system drives when processed
UTS-440	fixed issue with Service Monitor Metrics report where an Element selected for reporting is not retained on the second configuration page
UTS-441	to help avoid cryptic script output, the File and Directory plug-in monitor's <code>UPTIME_SYSTEM_TYPE</code> variable now returns up.time Agent or WMI information whether the system is a VM
UTS-459	fixed issue with LPAR Workload - CPU graph on Internet Explorer where the y-axis label overlapped the y-axis values.
UTS-462	improved user feedback when an SMTP test fails to connect with a cloud email provider

Contacting Support

uptime software delivers responsive customer support that is available to both licensed and demonstration users. uptime software offers user support through the following:

- Documentation
- Knowledge Base articles
- Telephone
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- E-mail
support@uptimesoftware.com
- Web site
<http://support.uptimesoftware.com>

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