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.

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:
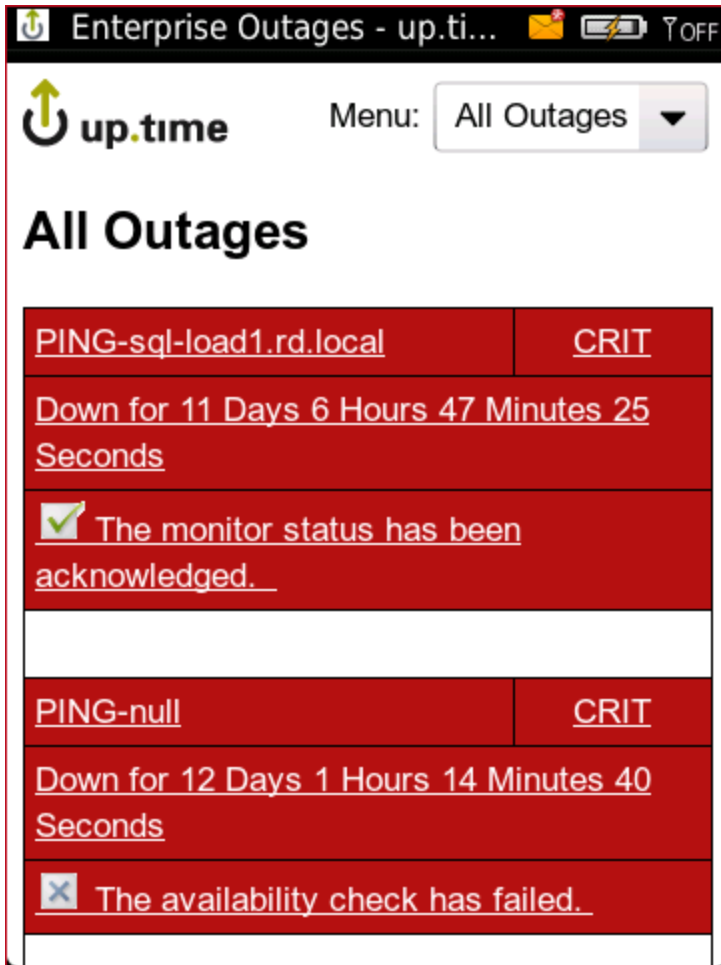
http://pso-jpereira:9999/AP...

up.time

Menu: GlobalScan

Summary

- 0,0% Maint 0
- 8,3% Unknown 19
- 89,5% Ok 204
- 0,4% Warn 1
- 1,8% Crit 4

Outages	
Crit	4
Warn	1
OK	204
Maint	0

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[userame] -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.erdc_action_profiles                  OK
uptime.erdc_alert_profiles                   OK
uptime.erdc_base                             OK
uptime.erdc_base_type                        OK
uptime.erdc_configuration                    OK
uptime.erdc_decimal_data                     OK
uptime.erdc_gui_type                         OK
uptime.erdc_instance                         OK
uptime.erdc_instance_maintenance             OK
uptime.erdc_int_data                         OK
uptime.erdc_parameter                        OK
uptime.erdc_request_parameter                OK
uptime.erdc_retained_parameter               OK
uptime.erdc_select_option                    OK
uptime.erdc_status_retention                 OK
uptime.erdc_status_transition_log            OK
uptime.erdc_string_data                      OK
uptime.erdc_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:	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:	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:	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

Monitoring Station DataStore

new supported database version:	Microsoft SQL Server 2012
	MySQL 5.5 (64-bit)
has limited support status and may no longer be supported in a future release:	Microsoft SQL Server 2008 R1
	Oracle 11g R1
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:	Chrome 21
	Firefox 14
has entered, or currently has, limited support status, and will not be supported in a future release:	Chrome 18
	Firefox 11
	Internet Explorer 8
no longer supported:	Chrome 14
	Firefox 3–7

Agent-Based Monitoring

no changes this release

Agentless Monitoring

new supported monitoring platforms:	VMware ESX and ESXi 4.1, Update 2
	VMware ESXi 5.0, Update 1
	VMware vCenter server 5.0, Update 1
currently has limited support status and may no longer be supported in a future release:	IBM pSeries HMC V6R1.3
	IBM pSeries HMC V7R3.1.0–3.5.0
	VMware ESX and ESXi 3.5, Update 1–5
	Windows XP Professional SP3 (for Windows Management Instrumentation)
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:	IIS 6
	Microsoft SQL Server 2005
	Oracle 9i
	WebSphere 6.1

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 `Error generating report` message; reports will now generated, with missing dates listed as `Not Available`
UTS-332	when adding network devices, descriptions are more readable if the OID `sysDescr` 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 isssue 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 UPTIME_SYSTEM_TYPE 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
  +1-416-868-0152
- E-mail
  support@uptimesoftware.com
- Web site
  http://support.uptimesoftware.com

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