

# Release Notes

## up.time Version 7.3.1 Release Notes - September 2014

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### About Version 7.3.1

The up.time 7.3.1 release consists of a pair of security-related fixes, along with an updated build of the Windows agent. For more information, see in [Resolved Issues in 7.3.1](#).

This Release Notes document describes changes to both the 7.3.1, and recent 7.3 releases.

### New Features in Version 7.3

up.time 7.3 includes various new features.

### Extension Manager: Seamless Plugin and Gadget Management

The new Extension Manager allows you to browse and manage Grid-hosted plugin monitors and dashboard gadgets from within the up.time Web interface. You can now seamlessly check for updates, and install new plugins or updates without requiring the installation of the Plugin Manager.


**Browse Plugin Service Monitors**

Search:



**Amazon EC2 Instance Monitor**  
Given an Amazon AWS access and secret key, this plugin obtains performance metrics for an instance if it is running.  
Category: **Applications - Web Services**

**INSTALLED**  
Version: 2.0  
[Browse on the grid](#)



**Amazon EC2 Monitor**  
This plugin will connect to your AWS account and auto-discover instance to a defined group. As new instances are discovered to this group, an availability and performance service monitor is associated with each instance.  
Category: **Applications - Web Services**

**INSTALL**  
Version: 2.0  
[Browse on the grid](#)



**Citrix XenApp**  
Launches an ICO session to test connectivity. If successful, gathers XenApp metrics.  
Category: **Applications - General**

**UPGRADE**  
Version: 2.0  
[Browse on the grid](#)

To help unify the deployment of plugins and gadgets, all contents on the Grid have been updated. How this affects you depends on the extent to which you have deployed plugins.

#### No Plugins

No changes required. Moving forward, you can use the up.time Extension Manager to browse and install plugins and gadgets for the first time.

#### Using Plugins

If you have deployed plugins, refer to [Upgrade Notices](#) for more information.

### Element Management Through the API

As part of our continuing commitment to making up.time completely API-enabled, we are happy to introduce Element Management via the API. This allows integration designers to build new synchronization, bulk management, or discovery tools to tightly integrate up.time with tools such as CMDBs or asset management services. You can now add agent-based, WMI-based, and network-device Elements. You can also delete and update existing Elements. Visit the [API Reference](#) documentation for more information.

## VM Instance Performance Monitor

up.time's vSphere performance monitors allow you to monitor and alert on vCenter inventory objects. In addition to datacenter- and cluster-level objects, we have added a much-needed VM performance service monitor. Now, you can alert on vital VM-level metrics such as memory usage, and CPU ready /wait time.

## Changes to Existing Features

The following existing features have changed for the current release.

### Enhanced File System Capacity Service Checking

The File System Capacity service monitor now accommodates users with more complex file-system monitoring requirements. The service monitor's configuration is no longer capped at 5 file systems per host (users who wish to monitor 100 file systems may commence high-fiving).

To complement this change, the basic proprietary pattern-matching notation used to declare excluded file systems and special cases in the previous version has been replaced with regular expression processing. Additionally, global thresholds are no longer mandatory to configure the service monitor (although they are still set by default).

These thresholds, exclusions, and special cases can all be overlapped to support elaborate monitoring schemes to ensure only relevant file systems in complex setups are monitored.

**Note:** If File System Capacity monitors that use pattern-matching notation are part of your deployment, during the upgrade process, these will be converted to regular expressions that the new service monitor uses. We recommend you verify your service monitor configurations to ensure a smooth transition.

## Service monitor changes

[Service Monitor Categories / Add Service Monitor Page](#)

The Add Service Monitor page has been reorganized to better reflect the multi-faceted nature of up.time's service monitors. The page now has expandable categories; service monitors will now appear in multiple categories when applicable.

Add Service - Page 1 of 2

Select a service monitor to start:

Want more? Search for monitors.

Operating System Monitors

☒ File System Capacity
☐ Performance Check
☐ Process Count Check

☐ Windows Event Log Sc

Monitor detailed file system capacity on server elements.

Related Monitors:
☐ Ping
☐ VM Instance Performance
☐ vSphere ESX Server Performance

Applications - All Types

Applications - Databases

Applications - Email

Applications - General

Applications - Web Services

Domain Services

End User Experience Monitors

Network Device Monitors

Network Service Monitors

Storage Monitors

VMware Monitors

Advanced and Script Monitors

Cancel

Continue...

The introduction of these new categories coincides with changes that support the new extension manager, and changes to the uptime software Grid. (See [Extension Manager and the Grid](#) for more in these Release Notes for more information.)

Plugin Monitor Interface Changes

To support the addition of the Extension Manager, and its ability to seamlessly manage plugin monitors and gadgets that reside on the uptime Grid from within the up.time Web interface, we have made changes to how plugins are packaged, and what type of metadata defines them. Although these changes do not require direct upgrade procedures by up.time users, we recommend you read [Extension Manager and the Grid](#), and important details in [Upgrade Notices](#) to fully understand what types of changes are happening with your plugin monitor deployment.

More Alert and Script Variables

We have added over 20 new variables that can be used with custom alert messages, script alerts, or recovery scripts. These include more Element properties associations with other up.time objects such as Element groups and service groups. Diagnostic aids include service URLs and incident numbers, which uniquely identify an outage as it transitions through different statuses, on its way to a recovered state. Visit the [Alert Profile and Action Profile Variables](#) documentation for a summary of all available variables.

Note that these new variables deprecate the Enhanced Alert Profile Variables plugin. See [Upgrade Notices](#) for more information.

uptime NetFlow

This release includes various changes to integration with uptime Netflow (Scrutinizer).

Refer to [Platform Integration](#) for more notices on version support changes.

The **Exports NetFlow Data to Scrutinizer** option is no longer present when adding, editing, or viewing configurations for network device Elements. If NetFlow integration is enabled (by adding the Scrutinizer host details in the **uptime Configuration** panel) network devices that are monitored by Scrutinizer will automatically display a **NetFlow** link on their **Graphing** tab.

If you are using Internet Explorer to access the up.time Web interface, and have integrated up.time NetFlow to display in the NetFlow dashboard, you may encounter a failed login. The latest version of Scrutinizer has changed how logins are handled, and require the use of cookies. By default, supported versions of Internet Explorer are configured to reject third-party cookies. To allow Scrutinizer to be rendered seamlessly from up.time, configure your Internet Explorer to accept third-party cookies. Also note that if you are using version 11 of Internet Explorer, the most recent build ensures NetFlow renders correctly in an up.time dashboard.











## Other Changes to Existing Features

UTS-1692	Dashboard management can be now controlled per-user through User Roles.
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## Platform Support and Integration Changes in 7.3

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




Red Hat Enterprise Linux 5.8 on x64	 no longer supported
Red Hat Enterprise Linux 5.9 on x64	 newly supported
Red Hat Enterprise Linux 6.1 on x64	 has entered limited support status
Red Hat Enterprise Linux 6.2 on x64	 has entered limited support status
Red Hat Enterprise Linux 6.4 on x64	 newly supported
SLES 11.2	 no longer supported
SLES 11.3	 newly supported
Windows Server 2008 R1 64-bit	 presently has limited support status
Windows Server 2008 R2 64-bit	 has entered limited support status
Windows Server 2012 R2 on x64	 newly supported

### 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.

Chrome 25	 has entered limited support status
Chrome 33	 newly supported
Firefox 19	 has entered limited support status
Firefox 25	 newly supported
Internet Explorer 9	 has entered limited support status
Internet Explorer 11	 newly supported













### Monitoring Station DataStore

SQL Server 2008 R1	 no longer supported
SQL Server 2012 SP1	 newly supported
Oracle 11g R1	 no longer supported
Oracle 12c	 newly supported




## Agent-Based Monitoring















Windows Server 2003 Standard, Enterprise	 presently has limited support status
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## Agentless Monitoring

IBM pSeries HMC V6R1.3	 presently has limited support status
IBM pSeries HMC V7R3.1.0–3.5.0	 presently has limited support status
VMware ESX and ESXi 3.5, Update 1–5	 no longer supported
VMware ESX and ESXi 4.0, Update 1	 presently has limited support status
VMware ESX and ESXi 4.0 Update 2	 has entered limited support status
VMware ESX and ESXi 4.1, Update 1 & 2	 has entered limited support status
VMware ESX and ESXi 5.5	 newly supported
VMware vCenter Server 4	 has entered limited support status
VMware vCenter Server 5.5	 newly supported
Windows XP Professional SP3 (for Windows Management Instrumentation)	 presently has limited support status
Windows Server 2003 Standard, Enterprise	 has entered limited support status
Windows Server 2012 R2 Foundation, Essentials, Standard, Datacenter (for Windows Management Instrumentation)	 newly supported




## Service Monitors

Exchange 2007	 presently has limited support status
Exchange 2013	 newly supported
IIS 6 / Server 2003	 no longer supported

IIS 8 / Server 2012	 newly supported
MySQL 5.0	 no longer supported
MySQL 5.1	 has entered limited support status
MySQL 5.6	 newly supported
Oracle 10g R1	 no longer supported
Oracle 10g R2	 has entered limited support status
Oracle 12c	 newly supported
SQL Server 2005	 no longer supported
SQL server 2012 SP1	 newly supported
WebLogic 11gR1 PS1	 has entered limited support status
WebLogic 11gR1 PS2	 has entered limited support status
WebLogic 12cR2	 newly supported
WebSphere 7	 presently has limited support status
WebSphere 8.5.5	 newly supported

## Platform Integration

Scrutinizer 11.5.x. is now supported, and can be downloaded from the [uptime software Support Portal download page](#). For optimal integration with up.time, we recommend that you use this version of Scrutinizer..

Scrutinizer 8.6.0	 no longer supported
Scrutinizer 11.0.x–11.4.x	 has entered limited support status
Scrutinizer 11.5.x	 newly supported

## Upgrade Notices

The 7.3 release affects users who have deployed plugins.

### Enhanced Alert Profile Variables Plugin




The functionality of the [Enhanced Alert Profile Variables](#) plugin has been added directly to up.time. If this plugin has been installed, it will need to be removed after upgrading to 7.3 to ensure email notifications continue to be properly sent. You can uninstall the plugin using the legacy Plug-in Manager.

If you have already removed the Plug-in Manager from your up.time installation, you can manually remove the Enhanced Alert Profile Variables plugin by deleting the `alert_mod.jar` from your `<uptime_dir>/core/custom_jars/` directory, then restarting the up.time Data Collector service (`uptime_core` on Linux, and `up.time Data Collector` on Windows).

## Upgrading Plugins

The 7.3 upgrade process is as follows:

1. **up.time:** The conversion process will scan your existing plugins to verify they are based on the Grid.
2. **up.time:** Plugins that are recognized to have been previously downloaded from the Grid will be flagged for an upgrade and re-versioned at 0.9.
3. **user:** To complete the plugin conversion process, after upgrading up.time, proceed to the Extension Manager (**Services > Add Service Monitor > Want More? Search for monitors.**). All plugins should be flagged for an upgrade (these are supposed to show v0.9):

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

4. **user:** Upgrade each plugin.
5. **up.time:** After upgrading, the Grid-based plugins will 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 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 7.3 if your current installed version is version 7.2 or 7.1.

Users who are running version 6.0 or 6.0.1 must first upgrade to 7.1 before upgrading to 7.3. 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. 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 7.3

UTS-1766 UT-15322	Resolved issue where editing an Action Profile might remove it from some associated service monitors
UTS-1765 UT-15322	Master service monitors are now properly listed when editing a Service Group

UTS-1754 UT-15284	Fixed logic in Application's status monitors to ensure unknown state does not overrule critical state
UTS-1720 UT-15293	Improved vCenter Quick Snapshot cluster graphing performance
UTS-1716 UTS-1474 UT-15109	Resolved issue with unmonitored elements appearing in some dashboards or gadgets
UTS-1687 UT-15279	Provided fix for the latest Java (version 7, update 51), which impacted graphing in up.time
UTS-1646 UT-11972	Increased internal timeout on Ping service monitor for high-latency environments
UTS-1638 UT-15194	Resolved issue in vSphere ESX graphing when vCenter set to ignore VM stats
UTS-1595 UT-15173	Resolved security issue in logged information to the audit log
UTS-1559 UT-15148 UT-11573	Resolved issues blocking some installations from upgrading due to database timeout
UTS-1554 UT-15330	Removed Alert Profiles and Action Profile selectors from service monitor edit pages where they did not apply
UTS-1455 UT-15071	Resolved issue where the element would be missing from the Current Location breadcrumb trail on the Resource Scan dashboard
UTS-1365 UT-14995 UT-14904	Resolved issue with lingering open connections during PDF report generation
UTS-1042 UT-15154	Resolved issue with missing dashboard data for vSphere elements with check intervals of 1 minute

## Resolved Issues in 7.3.1

UTS-2093	Updated OpenSSL used by Apache httpd to 1.0.1i.										
UTS-2091	Updated certificates used for JAR files. Users will no longer see a Java-security, expired-certificate warning when running the Web Application Transaction service monitor, and TeeChart components.										
<p>The included Window agent installer has been updated to the latest build (7.2.0 build 87) and contains the following fixes:</p> <table> <tr> <td>UTS-1809</td><td>Fixed issue when generating a Process Workload graph.</td></tr> <tr> <td>UT-15469</td><td>Improved handling of corrupted PDH counter spaces that affect returned agent metrics.</td></tr> <tr> <td>UT-15135 UT-15363 UTS-2029</td><td>Fixed connection reset issues with the up.time agent.</td></tr> <tr> <td>UTS-2030</td><td>Fixed issue with Windows agent handle counts that was affecting the Windows Event Log Scanner monitor.</td></tr> <tr> <td>UTS-2020</td><td>Updated code-signing certificate for Java JARs.</td></tr> </table>		UTS-1809	Fixed issue when generating a Process Workload graph.	UT-15469	Improved handling of corrupted PDH counter spaces that affect returned agent metrics.	UT-15135 UT-15363 UTS-2029	Fixed connection reset issues with the up.time agent.	UTS-2030	Fixed issue with Windows agent handle counts that was affecting the Windows Event Log Scanner monitor.	UTS-2020	Updated code-signing certificate for Java JARs.
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UT-15135 UT-15363 UTS-2029	Fixed connection reset issues with the up.time agent.										
UTS-2030	Fixed issue with Windows agent handle counts that was affecting the Windows Event Log Scanner monitor.										
UTS-2020	Updated code-signing certificate for Java JARs.										

## Known Issues



UT S- 1835	<p>If you have have configured SSL access to the Monitoring Station, any dashboard content that passes a non-secure URL (such as the Display URL gadget, or the NetFlow dashboard) will not render. This is because the default security preferences in your browser do not allow a mix of protocols (<code>https</code> for the Monitoring Station, and <code>http</code> for rendered content).</p> <p>Workaround: When this occurs, click the security-related icon in your Monitoring Station browser's address bar, and allow all content to be displayed. You may also be able to load the browser with arguments that does this on start-up (for example, using the <code>--allow-running-insecure-content</code> parameter on Chrome).</p>
UT S- 1827	<p>When upgrading from version 7.2 on Windows, you will see gadget-related entries in the up.time logs that indicate errors during the update process. Note that these are, in fact, non-issues, and as steps carried out later in the upgrade process perform these steps successfully.</p>
UT S- 1825	<p>When configuring the File System Capacity monitor, incorrectly defined special cases that are rejected are not being retained in the configuration window so that you can refine them.</p>
UT S- 1749	<p>If up.time NetFlow has been enabled, every network device type Element will display a NetFlow link on its graphing tab, even if the network device is not being monitored by Scrutinizer. In those cases, the Scrutinizer information that is rendered will show no data for the Element.</p>
UT S- 1707	<p>If a service outage enters a MAINT state, it will incorrectly receive a new incident number.</p>

## 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](mailto:support@uptimesoftware.com)
- Web site  
<http://support.uptimesoftware.com>

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