

Release Notes

Uptime Infrastructure Monitor Version 7.8.6 Release Notes - July 2020

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Uptime Infrastructure Monitor 7.8, 7.8.2, 7.8.3, and 7.8.5 are no longer available for download. Because of the improvements included in the latest version, please download and install version 7.8.6.



This Release Notes document describes changes to the 7.8.x releases. For more information about the fixed issues in this release, see Resolved Issues at the end of this topic.

New and Improved Features in Uptime 7.8.6

Uptime Infrastructure Monitor 7.8.6 includes the following new and improved features.

Supports new versions of web services

Uptime Infrastructure Monitor 7.8.6 updates web services to the latest versions, which resolve outstanding security issues.

Support latest OS for Uptime Monitoring Station: RHEL 7.5 - 8.0, Windows Server 2019

Uptime Infrastructure Monitor 7.8.6 adds support for RHEL 7.5 through 8.0 and support for Microsoft Windows Server 2019.

Support latest database for Uptime Data Repository: MySQL 8.0.xx; Oracle 12c R2 (12.2.2.x), 18c and 19c; MS SQL Server 2017, 2019

Uptime Infrastructure Monitor 7.8.6 adds support for the following databases:

- MySQL8 (included with Uptime 7.8.6)
- Oracle 12c, 18c, and 19c
- SQL Server 2017 and 2019

Upgrade Notices



Users who have a bundled MySQL database cannot upgrade directly from Uptime Infrastructure Monitor 7.7.3 (MySQL 5.5) to Uptime 7.8.6 (MySQL 8.0). You first must upgrade to Uptime 7.8.5 before continuing on to the Uptime 7.8.6 upgrade.



It is important to note that upgrading to Uptime Infrastructure Monitor 7.8.x may take 30 minutes or longer to complete because of the upgrade of MySQL from 5.5.x to 5.7. Based on our experience, it requires approximately 1.5 hours for every 50GB of database disk used by MySQL.



Make sure you have enough space before attempting to upgrade to Uptime Infrastructure Monitor 7.8.x. You should have at least 40% free space before beginning the upgrade.

Upgrade Preparation Steps

STEP 1: Restore settings after an upgrade when using a custom configuration.

The Uptime Infrastructure Monitor 7.8.x data collector includes a maxpermgen size of 160. This is up from 128 MB in Uptime Infrastructure Monitor 7.7 and earlier. Users who require custom or higher settings can reference the old config file stored at `c:\uptime\config-backup\[prior uptime version]\uptime` (Windows) or `uptime/config-backup/[prior uptime version]/uptime/uptime.jcnf` (Linux) and restore the settings after the upgrade. A data collector restart is required. Otherwise the customizations may be lost.

STEP 2: Make necessary Apache configuration changes.

Upgrading the Uptime Monitoring Station will upgrade Apache, PHP, and OpenSSL. This will overwrite the Apache configuration and PHP configuration files. For users who have modified the `uptime\apache\conf\httpd.conf` or `uptime\apache\php\php.ini`, the old files will be available in the `uptime\config-backup[old uptime version]\apache\conf` and `php` folders. When the upgrade is complete, customizations can be copied over to the new files. There are several changes in these new configuration files so please **do not simply overwrite the file**.

STEP 3: Back up the Certificate Store.

The WebLogic Service Monitor is updated to support SSL in Uptime Infrastructure Monitor 7.8.x. Also, email round trip service monitors using or any other service using self-signed certificates manually added to the trusted store will be overwritten upon upgrade and must be reinstalled after the upgrade is complete. For more information about this process, see the [Application Monitors](#) section about WebLogic. Because this is a pain, and you may not be aware this was ever done, it is a good idea to back it up and restore it after an upgrade. Simply back up the `uptime\jre\lib\security\cacerts` file prior to upgrade. Post upgrade, shut down the Uptime Data Collector (uptime core service in Linux) and Uptime Controller (Win and Linux) services, copy your old cacerts file back into that folder, and start the service up again.

STEP 4: Make changes to and back up MySQL my.ini before attempting an upgrade for installations previously upgraded to Uptime 7.7.x.

Users upgrading to Uptime Infrastructure Monitor 7.8.x who previously upgraded to Uptime 7.7.x from an earlier version should back up their MySQL my.ini file before upgrading, make the following change, and then replace the newly-installed my.ini file with the backup after completing the upgrade.

To back up your MySQL.ini file

1. Stop your Uptime services.
2. In `uptime/mysql/my.ini`, comment out `table_cache=256`. This must be commented out because the MySQL 5.7 version is named `table_open_cache`.
3. Search for and, if present, comment out `innodb_buffer_pool_instance`. This must be commented out because the MySQL 5.7 version is named `innodb_buffer_pool_instances`.
4. Back up `uptime/mysql/my.ini`.
5. Run the Uptime Infrastructure Monitor 7.8.x installer. Note that the upgrade of tables to the new database engine may take from minutes to several hours to complete depending on database size.
6. Replace `uptime/mysql/my.ini` with the backed up version.

Other Upgrade Considerations

Upgrade paths

You can only upgrade directly to Uptime Infrastructure Monitor 7.8.x if your currently installed version is version 7.7.x or 7.6.x. Users on version 7.1 must upgrade to version 7.3, then 7.5 before upgrading to 7.7.3, then 7.8.x. Upgrades are possible across only two minor releases. Users who are running version 6.0 or 6.0.1 must upgrade to 7.0 > 7.1 > 7.3 > 7.5 > 7.7.3 > 7.8.x. For more information, see [Upgrading to Uptime Infrastructure Monitor 7.6 and later](#).

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 through 7.5](#)
- [Upgrading to Uptime Infrastructure Monitor 7.1 or earlier](#)

Clustered environment considerations

Users who have a clustered environment should continue using the Uptime 7.7.3 agent. A change in how the UUID is formatted in Uptime 7.8.x causes issues when monitoring clusters. For more information about how SQL Server cluster monitoring works in Uptime Infrastructure Monitor, see the IDERA Community article, [Monitor MS-SQL Clusters and Always-On Availability Groups](#).

Apache/PHP/OpenSSL upgrade considerations

Users who manually updated Apache/PHP/OpenSSL in previous Uptime Infrastructure Monitor release using these instructions and who want to upgrade to Uptime Infrastructure Monitor 7.8.2 or later, must perform the following steps before upgrading:

1. Open `uptime/conf/httpd.conf`
2. Change
`Listen UIMHTTP`
to
`Listen [port on which you want the web server to respond] i.e. Listen 9999`
3. Save the file.
4. Upgrade to Uptime Infrastructure Monitor 7.8.x.

For more information about manually updating Apache/PHP/OpenSSL, see [Manually Update Apache and PHP on Windows](#) and [Manually Update Apache and PHP on Linux](#).

MSSQL jdbcDB backend users upgrade considerations

Users upgrading from Uptime Infrastructure Monitor 7.8.0 to 7.8.2 or later who use MSSQL as a database backend should check their *[uptime install folder] \uptime.conf* and take note of the drivers used. If the `sqljdbc4.jar` driver is not being used, nothing needs to be done. Look for:

```
#To use the sqljdbc4.jar instead of the default jtds jar, uncomment the following two lines, place the jar
file in the uptime/core folder and restart the collector service.
```

If `dbDriverClass` is uncommented, you should comment it out prior to running the upgrade. If you wish to continue using the MSSQL native JDBC driver, you should copy `sqljdbc4.jar` out of the *[uptime install folder] \core* folder prior to upgrading as it will get removed during the upgrade. If this task is not performed, you will notice that the upgrade program fails to reinstall the MSSQL JDBC driver and the upgrade will break.

You must download the `sqljdbc4.jar` driver for MSSQL (<https://www.microsoft.com/en-us/download/details.aspx?id=11774>) and put it in the *uptime/core* directory after the upgrade, uncomment the line we commented prior, and restart Uptime data collector (core in Linux) service to pick up the change.


Upgrading Plugins

The Uptime Infrastructure Monitor 7.8.x upgrade process for plugins is as follows:

1. **Uptime Infrastructure Monitor:** The conversion process scans your existing plugins to verify they are based on The Grid ([the-grid.uptimesoftware.com](#)).
2. **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.**). Some plugins may be flagged for an upgrade:

	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

3. **User:** Upgrade each plugin.
4. **User:** Moving forward, use this process to manage your plugins.
5. **User:** Users upgrading from versions of Uptime Infrastructure Monitor prior to 7.x.x can uninstall the Plug-in Manager, as it is no longer needed to manage plugins.

 If you have any expiration check service monitors in your environment, please verify that they are working correctly after the upgrade is complete. If you notice an error with SSLv3 handshaking in the status output, please re-create the service monitor.

Upgrading Gadgets

The Uptime Infrastructure Monitor 7.8.x upgrade process is as follows: **Some gadgets were adjusted for 7.8.x and will require your attention if you are running on an MS-SQL or ORACLE database back end.**

Affected gadgets include:

- Capacity Gadget
- Capacity What-If Gadget
- Metric Chart
- Network Gauge
- Top Resources

For Oracle and MS-SQL users, please install the ODBC driver for your database on the Uptime monitoring station.

The following links and steps help you install the drivers.



If the database and monitoring station exist on the same machine, then drivers are already installed. Only DSN will need to be created. Also, the exact name as specified in these steps must be used for the connection or the gadgets will not work. If you wish to use a different connection name, you must edit the uptimeDB.php file accordingly.

Oracle ODBC Driver Linux Installation

1. Install unixODBC via your package manager (i.e. yum install unixodbc). This step installs unixODBC into your '/usr/lib64/' directory.
2. Download and install the latest version of the *Oracle Instant Client Basic* package, available from Oracle at <http://www.oracle.com/technetwork/database/features/instant-client/index-097480.html>. Keep in mind that Uptime 7.2.x and later come bundled with 64-bit Apache/PHP, so you will need the Linux x86-64 package (i.e. oracle-instantclient12.1-basic-12.1.0.1.0-1.x86_64.rpm). Note that the 12.1 package also works with 11g databases. This package installs some of the required binaries/drivers for Oracle into /usr/lib/oracle/12.1/client64/lib/.
3. Download and install the *ODBC: Additional libraries* package, available from Oracle (i.e. oracle-instantclient12.1-odbc-12.1.0.1.0-1.x86_64.rpm). This package provides the actual ODBC Driver needed.
4. Edit the /etc/init.d/uptime_httpd script that starts Uptime's apache, and then add the following lines to set some of the required environment variables. Note that this should be toward the beginning of the script and the end of the other export commands, such as export PATH , export MIBDIRS etc.

```
export ORACLE_HOME=/usr/lib/oracle/12.1/client64
export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:$ORACLE_HOME/lib
```

5. Restart the uptime_httpd service to pick up this change.

```
/etc/init.d/uptime_httpd stop
/etc/init.d/uptime_httpd start
```

6. Make sure to uncomment one of the odbc driver lines in /gadgets/definitions/uptime.Metricgadget/uptimeDB.php as explained above.

Oracle ODBC Driver Windows Installation

1. Install the Oracle Instant Client drivers or have the Oracle Client installed on the monitoring station. To get the Instant Client Download for Oracle, download the 64 bit drivers:
<http://www.oracle.com/technetwork/database/features/instant-client/index.html>
i.e. instantclient-basic-windows.x64-12.1.0.1.0.zip
2. Create a new directory C:\Oracle. Unzip the downloaded file into the new directory. You should now have C:\Oracle\instantclient_12_1 which contains a bunch of .dll & .sym files.
3. Download the *Instant Client Package - ODBC* from the same page above, i.e. instantclient-odbc-windows.x64-12.1.0.1.0.zip. Extract this zip into the same C:\Oracle\instantclient_12_1 path.
4. Open a command prompt in the C:\Oracle\instantclient_12_1 directory and run the odbc_install.exe which will install the Oracle ODBC drivers and setup the required Environment variables.
5. Run the *Data Sources (ODBC)* utility from the Windows **Administrative Tools**. Click the Drivers tab, and then confirm that you have an **Oracle in instantclient** driver listed. Note the name of that driver as this is required as the **ODBC Driver Name** when setting up the service monitor. (Likely it will be 'Oracle in instantclient_12_1' or 'Oracle in OraClient12Home1').
6. Update the Path Environment Variable to include the path to the Oracle driver. Append ";C:\Oracle\instantclient_12_1" to end of the variable. To set this variable, go to **System Properties > Advanced > Environment Variables**. Under **System variables**, find the path and edit it.
7. Make sure to uncomment one of the odbc driver lines in /gadgets/definitions/uptime.Metricgadget/uptimeDB.php as explained above.

If you are having trouble with installing just the Oracle InstantClient & ODBC, the likely issue is you are missing the *Microsoft Visual C++ 2010 SP1 Redistributable Package (x64)* that includes the DLL that this driver needs. Another option is to install these drivers as part of the *Oracle Data Access Components* which is a bundle of Oracle drivers compared to the zips mentioned above. This bundle can be found on the Oracle website at <http://www.oracle.com/technetwork/database/windows/downloads/index.html>

Additional MSSQL/SQLServer Installation Steps

In order to use the Metric gadget with a SQL Server-based Datastore, you will need to uncomment the appropriate ODBC Driver in uptime_dir /gadgets/definitions/uptime.Metricgadget/uptimeDB.php.

Windows Based monitoring stations will already have ODBC itself installed as part of Windows, and should be able to use the example provided in uptimeDB.php.

Linux based monitoring stations will require the unixODBC package to be installed. This package should include the /usr/lib64/libtdsodbc.so.0 SQL Server ODBC Driver needed for MSSQL/SQLserver. Which is also the example provided in uptimeDB.php

See [Oracle ODBC Driver Linux Installation](#) above for more details on installing unixODBC.

New and Improved Features in Uptime 7.8.5

Uptime Infrastructure Monitor 7.8.5 includes the following new and improved features.

Supports new versions of web services

Uptime Infrastructure Monitor 7.8.5 updates web services to new versions, which resolve outstanding security issues. Current versions include:

- **Windows.** Windows Apache installer comes pre-compiled with Apache 2.4.33, PHP 5.6.36, and OpenSSL 1.1.0h versions.
- **Linux.** OpenSSL version 1.0.2o bundled with PHP 5.6.36 and Apache 2.4.33 but contains all the fixes for Apache 1.1.0h.

Added Monitor MySQL Replication Status plugin to The Grid

The [Monitor MySQL Replication Status plugin](#) now is available from The Grid and includes a fix for vulnerabilities for Linux monitoring station installations. This plugin allows you to monitor MySQL replication and UIM High Availability configurations.

- **For monitoring MySQL replication.** Plugin can only be installed on UIM monitoring station running on Linux OS. MySQL server to be monitored can be running on either Windows or Linux.
- **For monitoring UIM High Availability configurations.** Plugin can only be installed on UIM monitoring station running on Linux OS. MySQL instances must also be running on Linux.

Addresses Windows Event Log Scanner monitor issues

This release addresses some issues with the Windows Event Log Scanner monitor. These issues include:

- **System Events:** Event ID 7036 (System) is now working correctly.
- **Application Events:** Application IDs like 258 are dynamically generated by applications. This monitor does not work for application events.
- **Backend System Events:** Events IDs like 7045 come from a backend application. Event IDs operate system dependent and are concatenated IDs like 1073748860, 1073748868, or 1073747374. Event ID 7045 always shows **OK** status, which is not correct. This monitor does not work for backend system events.

Resolves null check interval error messages in uptime.log in some situations

This release includes a fix that resolves some null check interval error messages unexpectedly appearing in uptime.log. Note that this fix only applies to vCenter, and does not apply to WMI or Hyper-V. This issue only exists in older versions of Uptime and is resolved by upgrading to Uptime Infrastructure Monitor 7.8.5.

Does not support Oracle HA implementations



The UIM High Availability feature is **not** officially supported by Idera. Use at your own risk.

This documentation may be inaccurate and scripts identified may be missing or out-of-date. The Idera support team is unable to provide missing information, documentation, or scripts. Documentation and scripts are not updated or tested.

Idera cannot guarantee that future product changes or database updates won't break working HA instances.

About Version 7.8.4



Uptime Infrastructure Monitor 7.8.4 is no longer available for download. Version 7.8.5 fixes an issue causing marked dashboard lag on Windows operating system. For this reason, we've replaced version 7.8.4 with 7.8.5. All new and fixed items attributed to version 7.8.4 are now associated with 7.8.5.

New and Improved Features in Uptime 7.8.3

Uptime Infrastructure Monitor 7.8.3 includes the following new and improved features.

Includes updates for newer Scrutinizer integration authentication mode

An update to NetFlow Scrutinizer integration authentication to accept tokens instead of user name and passwords is addressed in Uptime Infrastructure Monitor 7.8.3. Only NetFlow Scrutinizer versions 16.7 and later support tokens. While using the `netflow.username` and `netflow.password` options still are available for previous version support, this release includes `netflow.token` to support the new authentication method. For more information about using NetFlow Scrutinizer, see [Interfacing with Uptime Infrastructure Monitor](#).

Supports Big Endian and Little Endian modes for Agents on Linux/AIX POWER platforms



Power Linux Agents have a dependency [lm_sensors.so](#), which is part of `lm_sensors-libs` package(rpm) on RHEL. If not present, you can obtain this file by running `'yum install lm_sensors-libs'` on RHEL platform.

You also can download the file from <https://rpmfind.net> by searching for `lm_sensors-libs` (eg : `lm_sensors-libs-3.4.0-12.fc28.ppc64.rpm`).

Uptime Infrastructure Monitor 7.8.3 now supports Big Endian and Little Endian modes for Agents on Linux/AIX POWER platforms.

Uptime Infrastructure Monitor 7.8.3 updates web services to new versions, which resolve outstanding security issues. Current versions include:

- Apache 2.4.27 (Win64)
- PHP 5.6.31
- OpenSSL 1.0.2l

Includes new management information base (MIB) files

Uptime Infrastructure Monitor 7.8.3 includes MIB files for:

- PowerNet 4.1.7 and NetBotz 4.1.0, which apply to APC (Schneider Electric) infrastructure devices
- Dell Equallogic SAN
- Fortinet
- Nimble Storage

For more information about MIBs, see [SNMP Monitoring Quick Start Guide](#).

Added new, more explanatory error messages to Auto Discovery

In order to improve user experience, Uptime Infrastructure Monitor 7.8.3 includes new, more explanatory error messages in the Auto Discovery wizard when the system fails to add network devices.

Removes default response time from Uptime default Service Monitors and Uptime Monitoring Station on MySQL, MSSQL, and Oracle

This release removes the Response Time default times for Warning and Critical messages on Uptime Infrastructure Monitor default Service Monitors and Uptime Monitoring Station on MySQL, MSSQL, and Oracle databases. These fields now have no value by default.

Discovers credentials for vCenters added through the Auto Discovery wizard

When you add a vCenter using the Auto Discovery wizard, Uptime Infrastructure Monitor now decodes the vCenter parameters and then properly labels and stores the associated element as a vCenter server.

Improves experience when adding Hyper-V or VMware VMs

Beginning with Uptime Infrastructure Monitor 7.8.3, we no longer attempt to discover WMI or Agents when adding powered off Hyper-V or VMware virtual machines. If Uptime finds that the VM is powered on, it will attempt to discover WMI or Agents.

Improves logging

This release includes the following improvements to logging functionality:

- Adds the option to output service monitor and platform performance result states to the `uptime.log` file. Such results are not normally important to log and can make the logs unnecessarily large. Now, by default, this information is no longer captured in the `uptime.log` file.
- Updates the logging configuration file in the `...uptime/templates` folder. The `logging.conf` file contains additional information about common configuration options to capture logging details within your environment.

Installer includes new terms of use option

A new option in the Uptime Infrastructure Monitor 7.8.3 installer allows an admin to include text on the login page that the user must agree to before completing login to the product. A check box is included for the user to select for agreement. The text appearing in this field is managed in the **Config > Uptime Configuration** page and may be changed only by an administrator. This feature is not active by default. To add/change the text that appears, edit the file `.../uptime/GUI/EULA.html`. There is also an associated style sheet located at `.../uptime/GUI/styles/EULA.css`. To activate, change `usg` .
`terms=false` to `usg.terms=true`.

Improves the Debian Agent installer

Uptime Infrastructure Monitor 7.8.3 includes an improved Debian Agent installer that improves the user experience and fixes some issues that occasionally caused the installation to fail.

Includes a JDK update

This release bundles JDK 7u141.

New and Improved Features in Uptime 7.8.2

Uptime Infrastructure Monitor 7.8.2 includes the following new and improved features.

Supports new versions of web services

Uptime Infrastructure Monitor 7.8.2 updates web services to new versions, which resolve outstanding security issues. Current versions include:

- Apache 2.4.25 (Win64)
- PHP 5.6.30
- OpenSSL 1.0.2k



Apache 2.4.25 requires the Microsoft Visual C++ runtime for Visual Studio 2012 SP4 to be installed. You can install it manually or the installer will do it for you. download this package from Microsoft at <https://www.microsoft.com/en-us/download/details.aspx?id=30679>

Includes updated gadgets and plugins

Several gadgets and plugins have been reworked and improved. See [Upgrading Plugins](#) for information on accessing these updates.

- Improved [The Grid](#) for ease-of-use and formatting updates
- Capacity Planning Gadget
- Capacity Planning What-if Gadget
- Metric Chart Gadget
- Network Gauge Gadget
- Top Resources Gadget
- Web Transaction Monitor Plugin
- VMware ESX Datastore Capacity Monitor Plugin

New Problem Report (PR) export and import functionality

Problem Report (PR) generation, export, and import user interface and functionality are greatly improved.

Improved PR export features:

- ability for the user to export config only or config and performance data and specify what time period is desired
- UI reflects the current state and progress of PR generation
- UI provides the ability for the user to select the location where you want to save PRs
- UI clearly displays where the PRs are stored
- UI includes a button to upload PRs to the IDERA Support server
- ability to schedule automatic PR generation
- better display of existing PRs including Status and Action buttons

Improved PR import feature:

- process is improved to provide better performance, error checking, and status reporting

New and Improved Features in Uptime 7.8.0

Uptime Infrastructure Monitor 7.8.0 includes the following new and improved features.

Supports monitoring for Hyper-V virtual machines

Monitoring of Microsoft Hyper-V virtual machines now is supported in Uptime Infrastructure Monitor 7.8. This support mirrors most of the features already supported for VMware and was testing using Microsoft Windows 2012 R2.

Because the features and functions for VMware and Hyper-V VMs are similar, many of the help wiki topics include information about both platforms. For information specific to Hyper-V, see [Monitoring Virtual Environments](#) and [Virtual System Monitoring Concepts](#).

Improved security for Solaris, AIX, and HP-UX agents

Uptime Infrastructure Monitor 7.8 includes improvements to security for Oracle Solaris, IBM AIX, and HP-UX agents by communicating through stunnel and OpenSSL. Both products should be installed on the Agent server before completing the secure install of UT 7.8. If stunnel or OpenSSL is not present, the installer defaults to a regular installation.

Improved reporting by allowing users to configure daily reports to include only a selection of time

If you want an Uptime Infrastructure Monitor report to only include data from certain hours during the day, version 7.8 allows you to select those hours from the dropdown lists in the *Daily Hours* section of the Reports tab. Note that this time is local to the monitoring station. For example, if you want to report to cover the hours from 1:00 a.m. to 1:00 p.m., select *1:00* from the *Start* dropdown list, and *13:00* from the *End* dropdown list. For more information about this feature, see [Using Reports](#).

Added support for SSL in WebLogic Service Monitors

The WebLogic Service Monitor is updated to support SSL in Uptime Infrastructure Monitor 7.8. Note that any SSL self-signed certificates manually added to the trusted store is overwritten upon upgrade and must be reinstalled after the upgrade is complete. For more information about this process, see the [Application Monitors](#) section about WebLogic.

Added support for vSphere SDK to version 6

To help VMware SDK product users, this version of Uptime Infrastructure includes support for VMware vSphere SDK version 6.

Returned support to monitor SNMP v1-only devices

Support for SNMP v1, which was removed in a previous version of Uptime Infrastructure Monitor, is again available to monitor SNMP v1-only devices. You can add an SNMP v1 device by selecting **Network Device** while in the [Add System/Network Device](#) page only.

Improved usability

- The Pin on Image gadget now displays the list of pinnable dashboard elements in alphanumeric order.
- The list of groups available in the Parent Group drop-down now displays in alphanumeric order.
- In the Infrastructure edit view, infrastructure elements are now presented in a tree view that allows for more logical system naming and easier to understand relationships between systems.

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 tables summarize platform support changes for Uptime Infrastructure Monitor since the previous release. The following icons are used to describe the type of support available in a version:

- ✓ Supported and tested
- + Support added in this release
- ⚠ Supported but not tested
- Support removed in this release

Monitoring Station

For an expanded list of supported monitoring station platforms, see [Supported Monitoring Station Platforms in Uptime Infrastructure Monitor](#).

Operating System and Version	Uptime Infrastructure Monitor		
	7.8.x	7.7	7.6
Red Hat Enterprise Linux 5.10		–	✓
Red Hat Enterprise Linux 6.4		–	✓
Red Hat Enterprise Linux 6.5		–	✓
Red Hat Enterprise Linux 6.7	✓	+	
Red Hat Enterprise Linux 7.0	–	+	
Red Hat Enterprise Linux 7.1	⚠	+	
Red Hat Enterprise Linux 7.2	✓	+	
Red Hat Enterprise Linux 7.3	+		
Red Hat Enterprise Linux 7.4	+		

Red Hat Enterprise Linux 7.5	+		
Red Hat Enterprise Linux 8.0	+		
SUSE Linux Enterprise Server 11.3	—	!	✓
SUSE Linux Enterprise Server 11.4	+		
SUSE Linux Enterprise Server 12.0	!	+	
SUSE Linux Enterprise Server 12.1	+		
SUSE Linux Enterprise Server 12.3	+		
Windows Server 2008 R2 SP1	!	!	✓
Windows Server 2012	✓	✓	✓
Windows Server 2012 R2	✓	✓	✓
Windows Server 2016	✓	+	
Windows Server 2019	+		
Windows 7 SP1		—	✓
Windows 10	✓	✓	+

Agents

For an expanded list of supported agent platforms, see [Supported Agent Platforms in Uptime Infrastructure Monitor](#).

Windows Systems

Operating System and Version	Agent Version		
	7.8.x	7.7	7.6
Windows 7 SP1 Professional and Enterprise	—	!	✓
Windows 8 Professional and Enterprise	!	!	!
Windows 8.1 Professional and Enterprise	!	✓	✓
Windows 10 Professional and Enterprise	✓	+	
Windows Server 2008 Standard and Enterprise	!	!	!
Windows Server 2008 R2 Standard and Enterprise	!	!	!
Windows Server 2008 R2 SP1 Standard and Enterprise	✓	✓	✓
Windows Server 2012 Essentials and Standard	!	!	!
Windows Server 2012 R2 Essentials and Standard	✓	✓	✓
Windows Server 2016 Essentials and Standard	✓	+	

Linux Systems

RPM Agent (x86/64 unless otherwise noted)

Operating System and Version	Agent Version		
	7.8.x	7.7	7.6
Red Hat Enterprise Linux 5.7 - 5.9		—	✓
Red Hat Enterprise Linux 5.10, 5.11		—	!
Red Hat Enterprise Linux 6.4		—	✓
Red Hat Enterprise Linux 6.5	—	!	✓
Red Hat Enterprise Linux 6.6, 6.7	!	+	
Red Hat Enterprise Linux 6.8	+		
Red Hat Enterprise Linux 7.0, 7.1	!	+	

Red Hat Enterprise Linux 7.2	✓	+	
Red Hat Enterprise Linux 7.3	+		
Red Hat Enterprise Linux 7.4	+		
SUSE Linux Server 10.3		—	!
SUSE Linux Server 10.4		—	!
SUSE Linux Server 11.0		—	!
SUSE Linux Server 11.1		—	!
SUSE Linux Server 11.2, 11.3	✓	✓	✓
SUSE Linux Server 11.4	+		
SUSE Linux Server 12	✓	+	
SUSE Linux Server 12.1	+		

DEB Agent (x86/64) only

Operating System and Version	Agent Version		
	7.8.x	7.7	7.6
Ubuntu Server 12.04 LTS		—	!
Ubuntu Server 14.04 LTS	!	!	✓
Ubuntu Server 16.04 LTS	✓	+	
Ubuntu Server 17.04 LTS	+		
Ubuntu Server 18.00 LTS	+		
Debian 7	!	!	!
Debian 8	!	!	!

Unix Systems - AIX

Operating System and Version	Architecture	Agent Version
		7.8.x
AIX 7.1 TL3	POWER7	✓
AIX 7.1 TL4	POWER7	+
AIX 7.2 TL0	POWER7	+
AIX 7.2 TL1	POWER8	+

Unix Systems - HP-UX

Operating System and Version	Architecture	Agent Version
		7.8.x
HP-UX 11.31 (11i v3)	PA-RISC/IA64/Itanium	✓

Unix Systems - Oracle Solaris

Operating System and Version	Agent Version
	7.8.x
Solaris 10 U9, U10	!
Solaris 11.0	!

Solaris 11.1 (SPARC/x86)	✓
Solaris 11.3	+

Agentless Monitoring

For an expanded list of supported agentless monitoring platforms, see [Supported Agentless Platforms in Uptime Infrastructure Monitor](#).

IBM pSeries Systems

Platform and Version	Uptime Infrastructure Monitor		
	7.8.x	7.7	7.6
HMC v6R1.3	⚠	⚠	⚠
HMC v7R3.x	⚠	⚠	⚠
HMC v7R7.1.0	✓	✓	✓

VMware Systems

Platform and Version	Uptime Infrastructure Monitor Version	
	7.8.x	7.7
ESX / ESXi 4.1		—
ESXi 5.0	⚠	⚠
ESXi 5.1	⚠	⚠
ESXi 5.5 GA	⚠	⚠
ESXi 5.5 U1	⚠	⚠
ESXi 5.5 U2	⚠	⚠
ESXi 5.5 U3	✓	✓
ESXi 6.0 GA	⚠	⚠
ESXi 6.0 U1	⚠	⚠
ESXi 6.0 U2	✓	+
ESXi 6.5 GA	+	
vCenter 4		—
vCenter 5.0	⚠	⚠
vCenter 5.1	⚠	⚠
vCenter 5.5	⚠	⚠
vCenter 6.0	✓	✓
vCenter 6.5	+	

WMI Monitoring

Platform and Version	Uptime Infrastructure Monitor Version	
	7.8.x	7.7
Windows 7 SP1 Professional and Enterprise	⚠	⚠
Windows 8 Professional and Enterprise	⚠	⚠
Windows 8.1 Professional and Enterprise	⚠	✓

Windows 10 Professional and Enterprise	✓	+
Windows Server 2008 Standard and Enterprise	!	!
Windows Server 2008 R2 Standard and Enterprise	!	!
Windows Server 2008 R2 SP1 Standard and Enterprise	✓	✓
Windows Server 2012 Essentials and Standard	!	!
Windows Server 2012 R2 Essentials and Standard	✓	✓
Windows Server 2016 Essentials and Standard	+	

Databases

For an expanded list of supported databases, see [Supported Databases in Uptime Infrastructure Monitor](#).

Database Type and Version	Uptime Infrastructure Monitor Version	
	7.8.x	7.7
MySQL 5.5 64-bit (Bundled)	–	✓
MySQL 5.6 64-bit (Bundled)	+	
MySQL 5.7 64-bit (Bundled)	+	
MySQL 5.7.21 64-bit (Bundled)	+	
MySQL 8.0.xx 64-bit (Bundled)	+	
Oracle 11g R2 (11.2.0.4)	–	✓
Oracle 12c (12.1.0.2)	✓	✓
Oracle 12c (12.2.0.1)	+	
Oracle 12c R2 (12.2.2.x)	+	
Oracle 18c	+	
Oracle 19c	+	
Microsoft SQL Server 2012	–	✓
Microsoft SQL Server 2012 SP1	–	✓
Microsoft SQL Server 2012 SP3	+	
Microsoft SQL Server 2014 SP1	+	
Microsoft SQL Server 2016	+	
Microsoft SQL Server 2017	+	
Microsoft SQL Server 2019	+	

Web Browsers

Uptime Infrastructure Monitor is available on the latest versions of Internet Explorer, Mozilla Firefox, Google Chrome, and Microsoft Edge. For an expanded list of supported web browsers, see [Supported Browsers in Uptime Infrastructure Monitor](#).



Web Transaction Monitor is Java-based and does NOT work with modern browsers. Creating new monitors is disabled. This monitor works only if your UIM installation already has previously-captured Web Transaction monitor recordings. This does not affect previously-configured Web Transaction Monitors.

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.

Resolved Issues in 7.8 (Build 7 released 2017-02-02)

UT-17810	Move DB driver configuration settings to properties file
UT-17643	Infrastructure view does not display all elements
UT-17540	Agent installation on Solaris Sparc not working
UT-17517	Auto-Discovery wizard Add button enabled without any object selection
UT-17229	Uptime 7.7.3 needing weekly rebooting due to unresponsive GUI
UT-17092	Moving to MS-SQL DataStore causes issues with some gadgets
UT-17090	Unable to add a network device on a fresh installation of Uptime 7.7.3 with MS-SQL database backend
UT-17079	Controller version displaying Uptime 7.7.2 in Uptime 7.7.3 release
UT-17073	User-disabled default threshold values for some monitors return in the next editing session
UT-17065	Disk Performance Stats unavailable when using MS-SQL DataStore
UT-17063	Upgrade from 7.6.1 failed with multiple errors on Oracle 11g
UT-17050	Resource Hot Spot report does not work with MS-SQL and Oracle datastores
UT-16441	Service Monitor defaults populated on edit
UT-16440	Linux Agent Daemon doesn't auto-start on reboot for systemd environments
UT-16427	SQL Server (Advanced Metrics) monitor only works with 32-bit Agent
UT-16416	Uptime 7.7 displays Database Unavailable error after adding network device
UT-16392	Alert Profile Template in Custom Format disappears upon being clicked
UT-16372	Allow SNMP Poller to be applied to any element type
UT-16382	Add link to help in Installation Size window on Linux
UT-16368	Proxy error on some gadgets after upgrading to Uptime 7.7
UT-16365	Create and edit issues on Action Profile in Uptime 7.6.1
UT-16360	Service Monitor Metrics report for ESX (Advanced Metrics) as PDF contains incorrect headers on graph
UT-16354	Auto-Discovery Wizard Select All Devices check box not working
UT-16318	Uptime not operational after installation on RHEL 7.1 or 7.2
UT-16315, UT-16262	All completed Auto-Discovery Wizard fields are cleared/reset after an error message appears
UT-16314	Uptime hangs during monitoring due to leak of DB resources.
UT-16311	Data Collector unavailable message includes invalid help link URL
UT-16297	Linux Agent on Ubuntu 14.04 psinfo error
UT-16296	Uptime uninstallation does not remove stunnel
UT-16292	Linux Agent on Ubuntu returns wrong OS version
UT-16288	Auto-Discovery Wizard adding vCenter before adding WMI / Agentless prevents the wizard from adding services
UT-16265	Auto-Discovery Wizard doesn't use all the space of an expanded window
UT-16259	Default Agent Service Check monitor contains no criteria for alert
UT-16228	Auto-Discovery Wizard finds and adds vCenter server but does not assign servers to groups or create service groups or services
UT-16227	Auto-discovery Wizard displays found items even with Hide Items Already Found selected
UT-16226	Upgrade to Uptime 7.7 from 7.6.1 is set for SNMP v2 but when you launch the Auto-Discovery Wizard the SNMP v2 checkbox is not selected by default

UT-16225	Auto-Discovery Back and Cancel button functionality needs clarification
UT-16222	Auto-Discovery Wizard doesn't stop
UT-16221	Create new alert profile results in long-running script
UT-16218	Remote Reporting functionality is blank under the Config-tab in Uptime version 7.6.1
UT-16207	Allow users to specify where to put discovered VMs
UT-16179	Alert/Action Profiles trigger response before updating the element, causing confusing data
UT-16178	License Info page displays a message stating the latest version of Uptime is in use even when it is not
UT-16177	Edit Alert Profile dialog takes several minutes to load
UT-16149	Saving a dashboard with the same name but different capitalization yields an error
UT-16160	Values starting with a decimal point returned to Uptime Apache Status monitor get ignored
UT-16149	Saving Dashboard with the same name but different capitalization results in error
UT-16145	Network discovery fails on the Dashboard > Network link when no network devices exist
UT-16128	Weblogic service monitor fails when SSL is enabled
UT-16124	Missing agent.cfg option for Agent daemon IP restriction
UT-16119	Parsing metrics incorrectly showing zeros in graph and report
UT-16111	Agent on Linux or AIX returns incorrect number of Blocked Processes
UT-16105	Cannot add agent pSeries LPAR(VIO) and receive message "Error Found, hostname can't be null"
UT-16094	Agent installer file names need to indicate 32-bit or 64-bit and use correct Uptime spelling
UT-16093	Linux Agent chk4.sh grep/egrep script to find the process count incorrect
UT-16081	Arbitrary file upload vulnerability in post2file.php
UT-16045	Merge functionality of HTTP monitor, IIS Webpage plugin, and SOAP plugin
UT-16031	Highchart CPU Usage graph y-axis range larger than range of data points
UT-16015	File System Capacity Growth report displays excluded file systems
UT-16007	Allow user to specify which group elements are assigned when adding vCenter
UT-15998	Reattached service monitors cannot be detached and edited
UT-15996	Highchart CSS file references incorrect path name and causes graph crashes
UT-15975	Resource Usage report displays black outlines in the graph and scheduled report
UT-15944	AIX Agent should use lsps -s instead of pstat -s in perfpase.sh
UT-15938	Add ability to configure and schedule reports that cover only a period of time in a day
UT-15888	HP system displays partial info for network interfaces with names longer than 8 characters
UT-15887	Increase buffer return size for Web service monitor
UT-15880	Recreating VMs in vCenter does not successfully convert to VM+Agent when UUID is changed
UT-15867	ESX Hosts with Unlicensed status and licenses exceeded
UT-15831	Windows Element Pages In/sec always displays 0
UT-15827	Issues with monitoring station support for RHEL 7.x
UT-15814	Index needed on ranged_object table to improve query times
UT-15812	Alert profile not removed from master service monitor
UT-15800	Adding a network device with no string value present for any index value displays an error
UT-15613	Improve security for Solaris, AIX, HP-UX Agents
UT-15528	Action Profile should not save password in plain text
UT-15432	SNMP poller does not retain metrics

UT-15098	Detach/reattach service group member monitor causes name conflict error
PLUG-369	Capacity Planning What-If reporting MB instead of GB on y-axis for DataStore
PLUG-325	SNMP Poller needs generic SNMP functionality
PLUG-304	Metric Chart gadget Memory graph displays negative values
PLUG-302	Resource Scan gadget missing from extensions.JSON
PLUG-281	IIS Webpage Check needs a threshold setting based on the HTTP status
PLUG-275	Oracle Extendable Tablespace Check plugin XML definition: Percent Free label should be Percent Used
PLUG-277	Move functionality from Cisco Router CPU and Memory Monitor into SNMP Poller
PLUG-266	FS Capacity Logical Disk doesn't recognize a single backslash in a path for exclusions
PLUG-256	NetApp Monitor fails immediately if SNMP is unavailable

Resolved Issues in 7.8.2 (Build 2 released 2017-05-18)

PLUG-374	Tags broken on The Grid
PLUG-372	Web Application Transaction Monitor fails during playback of site
PLUG-326	Perform consistent update of all Plugin/Gadget information
PLUG-190	Update the plugin 'VMware ESX Datastore Capacity Monitor'
UT-18080	Upgrade to 7.8 Blank System Profile Pages for vCenters and elements in them
UT-18073	Upgrading the product to Apache/2.4.25 (Win64) PHP/5.6.30 OpenSSL/1.0.2k breaks SSL Certificate Expiry service monitor
UT-18070	Upgrade of mssql backend 7.8 to 7.8.2 ends up unusable if using jdbc driver
UT-17989	Licensing page on autodiscovery has typo
UT-17988	About Uptime screen reporting incorrect OS version
UT-17987	Capacity Planning What-If gadget never loads any elements
UT-17981	Action Profile - Windows Service action for Agent does not work
UT-17980	PREEXPORT failing caused by: java.sql.SQLException: TDS Protocol error: Invalid packet type 0x0 at net.sourceforge.jtds.jdbc.TdsCore.nextToken(TdsCore.java:2486)
UT-17979	Unable to add physical server to Uptime
UT-17917	SQL Server Tablespace Check monitor fails when database names use unconventional identifiers
UT-17910	7.8 Problem Report import throws errors com.mysql.jdbc.exceptions.jdbc4.MySQLNonTransientConnectionException: No operations allowed after connection closed
UT-17907	Fix support info in wizard
UT-17905	Custom formatting for alert profiles cannot be enabled
UT-17898	Uptime on MSSQL backend is having lots of deadlocks
UT-17896	Ensure Uptime and installer are compatible with SQL Server 2016
UT-17891	Update README.txt file in Linux agents
UT-17888	Incorrect conditional test in VirtualMachineFilter
UT-17881	7.8 Problem Report not functional
UT-17878	Confirm CVE vulnerabilities are fixed
UT-17873	Unable to add vCenter
UT-17868	Resolved UIM installer issues
UT-17861	RHEL v7.2 Agent not installing properly
UT-17860	Ongoing connection issues with MSSQL backend in 7.8

UT-17858	Agent fails when upgrading on Ubuntu
UT-17833	PHP errors around error exception handling
UT-17832	PHP errors around VMware
UT-17831	Modify behavior of data collector when dashboards zip/folder is found missing on start
UT-17830	Modify behavior of data collector when gadget zip/folder is found missing on start
UT-17825	Primport failing - improve PR import/export machinery
UT-17681	Reporting instance errors with DB connection timeout after a few reports
UT-17630	Modify resetdb and upgrade script to flush all Apache sessions
UT-17569	Make Uptime upgrade preserve keystore and cacerts store
UT-17492	Using obsolete versions PHP 5.4.45 and OpenSSL 1.0.2g
UT-17363	Installer takes a long time to load on install or uninstall
UT-17361	Resource Usage report shows no value for Hyper-V server
UT-17099	Uptime install/upgrade script logic for installing plugins/gadgets is faulty
UT-17068	Uptime creates extremely high number of database connections every other Sunday night
UT-16334	Update Apache and its components including SSL
UT-15886	Reports still showing ignored VMs

Resolved Issues in 7.8.2 (Build 9 released 2017-08-09)

UT-18528	Alert Profiles' custom formatting is forced into a changed medium template after upgrade to 7.8.2
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Resolved Issues in 7.8.3 (Build 3 released 2017-09-14)

PLUG-181	SSL Check failing TC
UT-18566	Uptime gives us an option to add WMI and Hyper-V elements on Linux machines
UT-18548	Clicking on element in All Elements dashboard doesn't work in Firefox
UT-18547	Some users are experiencing HTTP ERROR: 500 on all Dashboard
UT-18541	Monitors do not allow for more than 24-day interval settings for alert check or recheck
UT-18525	TLSv1.2 on Active Directory breaks authentication from Uptime 7.8.2
UT-18450	Fix SQL injection vulnerability
UT-18449	Fix directory traversal and file access vulnerability
UT-18185	For vCenters and elements, handle null MOR values gracefully
UT-18165	After upgrading from Uptime 7.7.2 to 7.8.0, Resource Usage report missing file system capacity data
UT-18164	Alert profiles not listing all Service Monitors
UT-18162	Performance Check (error: limited performance data available)
UT-18146	support.uptimesoftware.com download page needs Plexier Scrutinizer download links update for 17.2
UT-18145	Netflow link on network device graphing page does not open correct view in Plexier Scrutinizer
UT-18144	Scrutinizer integration authentication mode has changed
UT-18141	Port usage monitor has parsing errors
UT-18132	SLA reports taking a long time to run (20 reports included)
UT-18122	Ongoing connection issues with MSSQL backend in UT 7.8 - Reporting only
UT-18107	'VM Instance Power State' VMware monitor alerts outside monitoring periods

UT-18105	Seeing NPE on Hyper-V monitoring
UT-18100	Upgrade copyright to 2017
UT-18089	Autodiscovery wizard does not use SNMP v3 global settings even though they are checked
UT-18083	Unable to add certain Meraki devices and unable to modify others once added
UT-18079	HTTP (Web Services) monitor fails after upgrading to Uptime 7.8
UT-18072	SNMP poller does not respect data type or monitoring method when selecting an endpoint
UT-18071	"Display URL" gadget does not work for sites using javascript
UT-17992	Net-SNMP device not showing CPU IDs or any activity for various metrics
UT-17858	Agent fails when upgrading on Ubuntu
UT-17705	SLA reports are taking a long time to runx
UT-17365	Unexplained timeouts when adding network devices to Uptime

Resolved Issues in 7.8.5 (Build 1 released 2019-08-14)

UT-18655	Missing Icon When SLA Object is in Maintenance Mode
UT-18632	Update HA Implementation docs to reflect unsupported platforms
UT-18627	"Windows File Shares (SMB)" service monitor fails for Windows Server 2016 file share
UT-18616	Archive of Performance data fails
UT-18615	Upgrade to Uptime 7.8.3 installation fails with error, "Uptime web server has not started on port 9999"
UT-18614	Add MySQL replication plugin to The Grid
UT-18612	WMI passwords are saved as plain text and presented in the web form
UT-18610	HTTP Web Service check fails for some service monitors
UT-18599, UT-18600	Add 'limited support' statement to Web Application Transaction (WAT) monitor
UT-18585	Archive Policy not working
UT-18582	The Oracle (Basic Check) service monitor fails on some Oracle Databases
UT-18580	Upgrade Apache version
UT-18577	Abnormal values in Multi-CPU generation report
UT-18570	Abnormal values in y-axis of the graph in SLA summary report
UT-18560	Resource HotSpot Report is generating errors
UT-18534	Various issues with installer scripts prevent successful upgrade / reinstall
UT-18520	HTTP / Web Services / SOAP (Advanced) monitor broken in 7.8.2 for SSL sites
UT-18450	Fix SQL injection vulnerability - Capacity Planning, Capacity What if
UT-18178	Bad sql query in archiving...exception in logs
UT-18129	Null check interval error messages in uptime.log
UT-18123	Uptime Agent missing from 7.8.2 upgraded monitoring station
UT-17890	Faulty logic in VMware API handling shows powered down ESX hosts as in maintenance and is not alerting
UT-17824	Linux agents on RHEL 7+ systems report high memory usage (false positive).
UT-17421	High Memory Usage in Windows Agent
UT-17213	Uptime crashing, there are many Java out of Memory errors
UT-17070	Windows Event Log Scanner does not alert for event IDs 7036, 256, 258
PLUG-389	Postgres Basic plug-in error in UIM 7.7.3

Resolved Issues in 7.8.6 (Build 277 released 2020-07-10)

UT-18695	After upgrading to UIM 7.8.5, the MySQL Basic Service Monitor response time was greater than 1000 ms
UT-18678	After OpenSSL upgrade 1.1.1c, Uptime shows old version 1.1.2l
UT-18677	Linux agents on RHEL 7.8 systems report high memory usage (false positive)
UT-18657	PDF report formatting
UT-18620	Uptime %disk time graph shows 100% busy when it is actually not busy for disk2
UT-18619	Fix deprecated MySQL statement
UT-18617	Uptime data collector is using 70%-90% of total RAM (12 GB)
UT-18608	Add system memory params to Linux agents on RHEL 7+
UT-18525	TLSv1.2 on Active Directory breaks authentication from Uptime 7.8.2
UT-18183	Uptime Linux Apache config has invalid values for worker threads and processes
UT-17862	Upgraded MySQL my.ini using old config file - breaks upgrade
UT-17656	Ping response is always > 500 ms
UT-17306	MySQL was not correctly upgraded
UT-17056	PHP error log filling with errors about UserLogin.inc
UT-17055	Bug in added support of Big and Little Endian modes for Agents on Linux/AIX on POWER platform
UT-15928	Upgrade PHP to the latest stable + Apache, OpenSSL
UT-15827	Monitoring Station support for Red Hat 7.x licensing issue
UT-15234	Imhostid returns '000000000000'
PLUG-392	Apache status plugin performance data bug

Known Issues



For Uptime Infrastructure Monitor 7.8.5 and later, the vcruntime140.dll must be installed prior to installing or upgrading. If the .dll is not available during the upgrade or installation process, you may receive a message that the procedure failed.
To fix this issue:

1. Exit the installer by clicking **OK**.
2. Install the Microsoft Visual C++ 2015 Redistributable, available at the following URL: <https://www.microsoft.com/en-us/download/details.aspx?id=48145>
3. Re-run Uptime installer Uptime-7.8.5-windows.exe.
If you currently have Visual C++ 2017 Redistributable installed on top of VC++ 2015 Redistributable, then the required registry key may not exist in your environment. To resolve this issue, you must "repair" VC++2017. For more information, see <https://developercommunity.visualstudio.com/content/problem/262841/vc-runtime-redistributable-update-deletes-registry.html>.



Users who upgrade to Uptime Infrastructure Monitor 7.8.5 may experience issues as a result of the Uptime version number in the **Database version** (viewed by clicking **Help > About Uptime**) not changing to the proper version number.

This issue only affects you if you run Uptime in UI-only mode where the user interface and datastore are running on two different servers. When starting the UptimeCollector, there is a check to see whether the Uptime version is the same as the Uptime version in the database on the node with the database. When this check fails, the UptimeCollector fails to start on the UI-only node, resulting in a failure to launch the UI.

To resolve this issue, you must insert another row with the 7.8.5 Uptime version into the **dbversion** table with the following command on the DB node:

Windows

```
<UptimeInstallDir>\mysql\bin\mysql.exe -uroot -p<password> -P3308 -e "INSERT INTO uptime.
dbversion (major, minor, revision, applied) VALUES(7, 8, 5, NOW())"
```

Linux

```
<UptimeInstallDir>/mysql -h 127.0.0.1 -uroot -p<password> -P3308 -D uptime -e "INSERT INTO
dbversion (major, minor, revision, applied) VALUES(7, 8, 5, NOW())"
```

MySQL is the default database included with Uptime Infrastructure Monitor. If you are using SQL Server or Oracle, run the following command after logging into your database:

```
INSERT INTO dbversion (major, minor, revision, applied) VALUES(7, 8, 5, NOW())
```

Upgrade

- After upgrading from Uptime Infrastructure Monitor 7.6.1 to 7.7.x, an older login page may appear. Click Ctrl + F5 to refresh the page and the new login page appears.
- Users who upgrade from Uptime Infrastructure Monitor 7.7.3 to 7.8.x:
 - may notice additional time required when upgrading due to the upgrade of MySQL 5.6 to 5.7
 - may notice duplicate plugins: Uptime Status General and Uptime Status Performance

Imhostid returns '000000000000' error

The Imhostid returns the value '000000000000' on some occasions. This issue results from Uptime Infrastructure Monitor expecting the primary Network Interface Card (NIC) device name of eth0. If the name is not eth0, issues can result when registering your license.

Use the following workaround to rename your current NIC device name.

1. Run the command below to ensure that the biosdevname package is installed. It is requirement that this package is installed.
rpm -qa | grep biosdevname
2. Edit the **/etc/default/grub** file.
vi /etc/default/grub

***** Example file *****
GRUB_TIMEOUT=5
GRUB_DISTRIBUTOR="\$(sed 's, release .*\$,g' /etc/system-release)"
GRUB_DEFAULT=saved
GRUB_DISABLE_SUBMENU=true
GRUB_TERMINAL_OUTPUT="console"
GRUB_CMDLINE_LINUX="rd.lvm.lv=rootvg/usrlv rd.lvm.lv=rootvg/swaplv crashkernel=auto vconsole.keymap=us rd.lvm.lv=rootvg/rootlv vconsole.font=latarcyrheb-sun16 rhgb quiet"
GRUB_DISABLE_RECOVERY="true"
***** End Example *****
3. Change the line that begins with GRUB_CMDLINE_LINUX, adding net.ifnames=0 biosdevname=0 to the end of the line. See the following example.
GRUB_CMDLINE_LINUX="rd.lvm.lv=rootvg/usrlv rd.lvm.lv=rootvg/swaplv crashkernel=auto vconsole.keymap=us rd.lvm.lv=rootvg/rootlv vconsole.font=latarcyrheb-sun16 rhgb quiet net.ifnames=0 biosdevname=0"
4. Run the **grub2-mkconfig**, to rebuild the boot config.
grub2-mkconfig -o /boot/grub2/grub.cfg
5. Rename the network interface start-up script. Note that your interface may have a different name and this is simply an example.
mv /etc/sysconfig/network-scripts/ifcfg-ens192 /etc/sysconfig/network-scripts/ifcfg-eth0
6. Edit **/etc/sysconfig/network-scripts/ifcfg-eth0**.
Find the two lines:
NAME=ens192 and DEVICE=ens192
And then change them to read as follows:

```
NAME=eth0 and DEVICE=eth0
```

7. Reboot the server using this command:
`shutdown -r now`

8. When logging in after the reboot, run:
`/usr/bin/ifconfig -a`

9. To perform a test, do the following:
`cd /usr/local/uptime/bin`
`run ./lmhostid`
It should return the proper hostid/mac address.

If you any questions about this article or the procedure itself or any of the commands contained herein, please contact UIM Support and a member of the team can help.

Big and Little Endian modes for Agents on Linux/AIX on POWER platform require [lm_sensors.so](#) file

Power Linux Agents have a dependency [lm_sensors.so](#), which is part of `lm_sensors-libs` package(rpm) on RHEL. If not present, you can obtain this file by running `'yum install lm_sensors-libs'` on RHEL platform.

You also can download the file from <https://rpmfind.net> by searching for `lm_sensors-libs` (eg : `lm_sensors-libs-3.4.0-12.fc28.ppc64.rpm`).

Citrix XenApp Monitor returns ' (null): 0x80041010 ' error

The Citrix XenApp Monitor returns a ' (null): 0x80041010 ' error on some occasions when WMI is in use. Be sure the Citrix WMI service is enabled on the Citrix XenApp host.

Upgrading from Uptime 7.8.0 to 7.8.3 may cause the Agent to not install or not appear in the Windows Control Panel

Users who update from Uptime Infrastructure Monitor 7.8.0 to 7.8.3 may notice that the Uptime Agent does not appear in the Windows Control Panel. If this occurs, note that the automatic installation of the Agent did not occur and you must manually start the installation.

CPU Utilization Ratio report incorrectly highlights CPU Ratios of 0.0

The CPU Utilization Ratio report highlights systems with a CPU ratio over 0.0. However, an error causes Uptime Infrastructure Monitor to highlight all CPU ratio results including values of 0.0.

Upgrading on Ubuntu causes the Agent to fail (*Uptime Infrastructure Monitor 7.8.2 only, resolved in 7.8.3*)

When running `apt-get update` and `apt-get upgrade`, the following error is caused by missing LSB tags and overrides from `/opt/uptime-agent/bin/upt_daemon.sh`:

```
insserv: warning: script 'S99uptm_daemon' missing LSB tags and overrides
insserv: There is a loop at service plymouth if started
insserv: Starting upt_daemon.sh depends on plymouth and therefore on system facility `$all' which can not be true!
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```

To prevent compatibility issues please add the following LSB tags and override to the header of `upt_daemon.sh`:

```
### BEGIN INIT INFO
# Provides: uptime-agent-daemon
# Required-Start: $local_fs $network
# Required-Stop: $local_fs
# Default-Start: 2 3 4 5
# Default-Stop: 0 1 6
# Description: Uptime Agent Daemon
### END INIT INFO
```

Linux installation/upgrade leads users to create two installation paths and breaking Apache

The Uptime Infrastructure Monitor Linux installer assumes Apache should be or is installed in `/usr/local/apache`, but it checks where Uptime is installed. This causes the user to have two different install paths for Uptime, which causes Apache to fail.

New installations may not launch the Auto-Discovery Wizard from installer

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 may not stop stunnel.exe process

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.

Wait I/O report displays 0 instead of the correct value on elements using a Windows agent

Legacy code used in implementing the Wait I/O report for elements using a Windows agent is causing the report to display 0 instead of a proper value. In comparison, the same stat returned when using a Linux agent shows the correct value. This issue will be addressed in a future release.

Virtual Machine issues

In the Quick Snapshots for both VMware and Hyper-V, the Swap Usage vs. Swap Space sometimes displays '*0 undefined*.' This issue will be addressed in a future release.

Contacting Support

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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