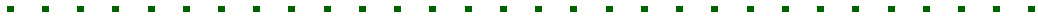




up.time
Version 4
Service Pack 6
September 2007

Release Notes



This document introduces the changes in [up.time](#) 4 Service Pack 6, and discusses:

- How to upgrade from a previous version of [up.time](#) 4.
- The new features and enhancements in [up.time](#) 4 Service Pack 6.

The Release Notes for [up.time](#) 4 Service Pack 6 cover the following topics:

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Upgrading from a Previous Version of up.time 4

If you have installed an earlier version of [up.time 4](#), you can upgrade to [up.time 4 Service Pack 6](#) using the installer for your monitoring station's operating system. The upgrade process installs new features, and does not modify or delete your data.

uptime software supplies installers for:

- Upgrading the Windows Version of up.time.
- Upgrading the Linux or Solaris Version of up.time.



You do not need to update your agents or your [up.time](#) license key.

Supported Platforms

The [up.time](#) monitoring station can run on the operating systems listed below. You should refer to the uptime software support Web site for the most up-to-date list of supported platforms:

Operating System	Version(s)
Microsoft Windows XP	XP Professional
Microsoft Windows Server 2003	<ul style="list-style-type: none">• Standard• Enterprise
Solaris (32-bit SPARC)	<ul style="list-style-type: none">• 8• 9• 10
Red Hat Linux AS (x86)	4
Red Hat Linux ES (x86)	4
SUSE Linux Enterprise Server	9
AIX	5.3

Supported Databases

up.time 4 works with the following databases:


- MySQL 4.1 (the default DataStore)
- Oracle 10g
- SQL Server 2000
- SQL Server 2005

Upgrading the Windows Version of up.time

In up.time 4 Service Pack 6 the installer and upgrader for Windows are a single executable. The upgrade process is different depending on which version of up.time 4 you are currently using:

- If you are using up.time 4 with Service Pack 2 or earlier, follow the instructions below.
- If you are using up.time 4 with Service Pack 3 or higher, run the upgrader and follow the two prompts.

In both cases, the older version of up.time 4 will be removed and Service Pack 6 will be installed. The information in your DataStore will not be deleted, and the configuration information for up.time will be saved to the folder `config-backup`.

 The Windows installer only works with Windows XP and Windows Server 2003.

Before you begin, you must have administrator privileges for the system on which you will be installing up.time 4 Service Pack 6.

To upgrade the Windows version of up.time 4, do the following:

- 1 Download the installer from the uptime software support Web site.**

The installer will have a name like `up.time-<build#>-win32-x86.exe`, where `<build#>` is the number of the up.time build to which you are upgrading (for example, `up.time-4.6.25-win32-x86.exe`).

- 2 Double click the installer file.**

- 3 **On the Introduction screen, click Next.**
- 4 **If you are currently using up.time 4 with Service Pack 2 or older, the upgrade installer warns you that it will first remove your older version of up.time 4, then install Service Pack 6.**

Click **Uninstall** to continue.

The uninstall program for the previous version of up.time 4 is launched. Follow the on-screen prompts to remove the application.


Once the previous version of up.time 4 is removed, you are returned to the upgrade installer.

- 5 **Click Next.**
- 6 **Do one of the following to select the location where the version of up.time that you are upgrading is installed:**
 - Click **Next** to accept the default location (C:\Program Files\uptime software\uptime4).
 - In the **Please Choose a Folder** field, type the name of the directory where you want to install the application and then click **Next**.
 - Click **Choose** and select a directory from the **Browse for Folder** window.
 - To recover the default directory, click **Restore Default Folder**.
- 7 **Click Next.**
- 8 **On the Pre-Upgrade Summary screen, review the options that you selected and then do one of the following:**
 - Click **Previous** to change the settings.
 - Click **Install** to begin the upgrade process.

The upgrade process will take several minutes.
- 9 **On the Install Complete screen, click Next.**
- 10 **Click Done.**

Upgrading the Linux or Solaris Version of up.time


To upgrade the Linux or Solaris version of **up.time** 4, do the following:

 You must be logged into the system on which you will be installing **up.time** 4 Service Pack 6 as the root user.

1 From the uptime software support Web site, download the upgrade installer.

The installer will have a name like `up.time-<build#>-<platform>-upgrade.bin`, where `<build#>` is the number of the **up.time** build to which you are upgrading, and `<platform>` is the operating system on which you are installing the upgrade. For example:

- Linux: `up.time-4.6.25-rhes4-x86-upgrade.bin`
- Solaris: `up.time-4.6.25-solaris8-sparc-32-upgrade.bin`

 Ensure that you download the upgrade and not the full release of **up.time** 4.

2 Enter the following command at the command line to run the upgrade installer:

```
sh up.time-<build#>-<platform>-upgrade.bin
```

For example, to upgrade **up.time** on a Linux system type the following:

```
sh up.time-4.6.25-rhes4-x86-upgrade.bin
```

It can take up to several minutes for the components of the installer to be extracted from the `.bin` file. Wait while this process completes.

3 On the Introduction page, press Enter to continue.

4 Do one of the following to select the location where the version of up.time that you are upgrading is installed:

- Press Enter to accept the default location, `/usr/local/uptime4/`.

- Type a new location at the command prompt and then press Enter.



The uptime user account must be able to access the directory that you specify.

5 On the Pre-Upgrade Summary page, review the installation options and then do one of the following:

- Type back and then press Enter to change any of the settings.
- Press Enter begin the installation process.

6 On the Install Complete page, press Enter.



It can take up to a minute for the [up.time](#) services to start. Wait before attempting to log into the monitoring station.

New Features

up.time 4 Service Pack 6 contains the following new features:

- Plug-In Monitor Integration
- Additional Capacity Planning Reports

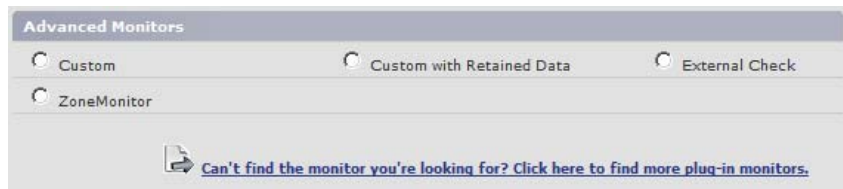
Plug-In Monitor Integration

In some cases, the standard up.time service monitors may not fully enable you to monitor all of the systems, applications, and proprietary devices in your environment; in some cases, you may need to capture unique metrics.

up.time can now be integrated with plug-in monitors that are not part of the standard distribution. Plug-in monitors are custom service monitors that have been created by uptime software, or other up.time users.

The benefit of sharing plug-in monitors is that uptime customers with relatively unique, but not exclusive, monitoring needs can share the results of their efforts with each other. Additionally, if uptime software creates a custom plug-in monitor for a customer's environment, this monitor would then be available to all customers.

The uptime Support Portal is the host to all plug-in monitors. There, you can find and download a plug-in monitor archive before installing it on your Monitoring Station. All plug-in monitors that have been installed will always appear in the **Add Service Monitor** window, ready to be configured as would any pre-packaged system monitor:



Installing Plug-In Monitors

To use a plug-in monitor with up.time, do the following:

- 1 **Download the plug-in monitor from the uptime Support Portal.**

- 2 **Locate the `loadpluginmonitor` script, which is found in your `up.time` scripts directory.**
- 3 **In a command line shell, change to the `[UP.TIME_HOME]/scripts/` directory, and locate the `loadpluginmonitor` script.**
- 4 **Run the `loadpluginmonitor` script with a single argument that points to the location and name of the plug-in monitor you downloaded.**

The plug-in monitor will be installed in a subdirectory under the `/scripts` directory. The installation directory is determined by the plug-in monitor's XML file.

- 5 **Run the `up.time` GUI.**
- 6 **Click Services on the `up.time` tool bar.**
- 7 **Click Add New Service Instance in the Tree Panel.**
The **Add Service Monitor** window appears.
- 8 **In the Advanced Monitors section, you will see the plug-in monitor you added to `up.time`.**

You can now select and configure the plug-in monitor.

Additional Capacity Planning Reports

New capacity planning reports are available that help you more effectively manage your IT environment by identifying under- and overused resources. These new reports focus on multi-CPU system efficiency, as well as data flow across the network and network storage.

The following reports help you assess the performance of multi-processor systems:

- CPU Run Queue Threshold Report

This report lists the number of jobs that were ready to run but waiting in a queue for a given time period, which can help you assess whether systems are being overloaded. Multiple CPUs are taken into account so that the defined threshold scales up with each additional CPU present on a monitored system.

Run queue information is reported only when CPU usage is higher than a user-defined percentage, and the jobs waiting in the queue exceeds a user-defined number. The amount of time systems spent in this state (total amount, and daily totals for the given time period) is also reported.

- **Solaris Mutex Exception Report**

Mutex (mutual exclusion) locks can occur on multi-CPU Solaris systems when two or more threads are waiting for the same resource. This report indicates which systems are experiencing an unacceptably high number of mutex stalls by highlighting the averages that exceed the defined threshold. (The average is for all CPUs on a system, over a given time period.)

The following reports help you identify the heaviest network and disk I/O users in your enterprise — a first step toward eliminating bottlenecks and improving the efficiency of the network as a whole.

- **Disk I/O Bandwidth Report**

This report allows you to keep track of disk I/O by tallying the total amount of data that has moved on and off each hard disk (reported as megabytes or blocks). You can optionally exclude entire directories or drives, or include specific directories found in those excluded areas. This report allows you to identify systems with relatively excessive disk I/O activity.

- **File System Service Time Report**

This report complements the Disk I/O Bandwidth Report, indicating which system disks (and file systems) are using an excessive amount of time to complete disk operations. This report helps you identify which systems may benefit from configuration changes (e.g., adding RAM, moving a file system to another hard disk, implementing a RAID).

- **Network Bandwidth Report**

This report allows you to keep track of network I/O by tallying the amount of data that has moved in and out of each NIC on monitored systems. This report helps you identify or confirm that specific systems are being overloaded, based on the amount of data they are sending or receiving; such systems could become bottlenecks for the whole network.

Although results are reported in megabytes, a user-defined conversion ratio is used to report for systems that measure data by packet instead of by byte (e.g., AIX, FreeBSD, IRIX, MacOS, Novell NRM).

Enhancements

up.time 4 Service Pack 6 contains the following enhancements:

- Performance improvements to My Enterprise and Global Scan
- Performance improvements to searches in My Enterprise

Performance Improvements

Rendering a large list of elements in the **My Enterprise** panel is now significantly faster. Likewise, page rendering and chart generation speeds on the **Global Scan** panel have improved.

Optimization has resulted in faster entity searches in the **My Enterprise** panel.

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
- Telephone
416 868 0152
- E-mail
support@uptimesoftware.com
- Web site
<http://support.uptimesoftware.com>

Contacting uptime software

uptime software inc.
555 Richmond Street West,
PO Box 110
Toronto, Ontario
M5V 3B1

Main Telephone Line: 416 868 0152
Main Fax Line: 416 868 4867

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