



up.time
Version 5

June 2008

Release Notes



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Installing up.time

On the up.time 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, but there are several steps you should consider to ensure you are up and running quickly:

- ensuring your network is ready to accommodate **up.time**-related communication
- identifying which system will act as the monitoring station, and which servers and network devices will be monitored
- ensuring the systems that will have **up.time** agents are on the supported platforms list for this release
- being aware of any platform-specific caveats for the installation process

Refer to the *up.time 5 User Guide* for complete instructions on performing a first-time installation

Upgrading from a previous version

If you have installed an earlier version of **up.time**, you can upgrade to this latest release 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 <http://support.uptimesoftware.com/upgrade.php> for detailed upgrade directions.

See the rest of this document to learn about the latest features and changes since the previous release.

New Features

up.time 5 contains the following new features:

- Service Level Agreement Monitoring and Reporting
- End-User Experience Monitoring
 - Web Application Transaction Monitoring
 - Email Delivery Monitoring

Also included in up.time 5 is the wider release of the following features:

- New Time Period Definitions
- up.time Configuration and uptime.conf Optimization
- Quick Snapshot Improvements
- My Enterprise Overhaul

Service Level Agreement Monitoring and Reporting

up.time now allows you to define, monitor, alert on, and generate reports for Service Level Agreements (SLAs).

Ease of Deployment

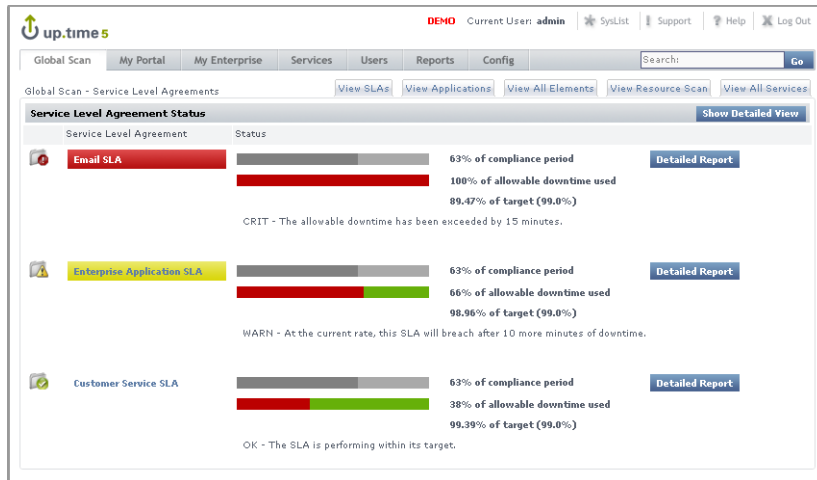
SLAs can be defined and deployed quickly, particularly for upgrading up.time users that have a significant amount of existing performance data for their infrastructure. Regardless, even two weeks' worth of performance data can be leveraged to test proposed SLA thresholds, and ensure the final values are both realistic and beneficial to end users.

Monitoring

SLAs help you to define and measure the quality of service—the performance and availability of your systems and applications—that you are providing to your business users.

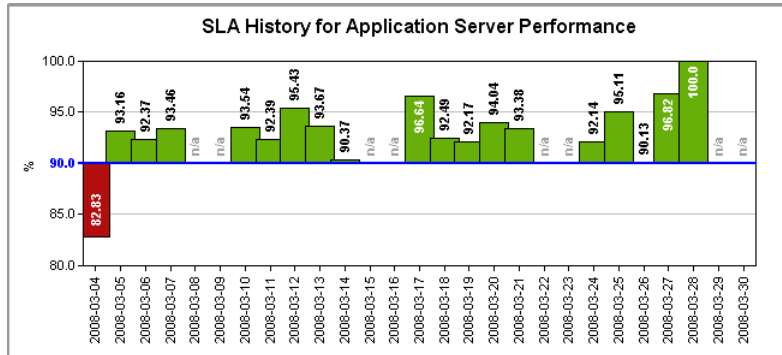
By being comprised of any of **up.time**'s existing or custom monitors, SLA definitions offer you the flexibility of establishing end-user performance targets for different tiers of the service delivery chain.

You can create performance and availability objectives based on the new Web Application Transaction and Email Delivery monitors, and combine them into an SLA that directly reports on end-user performance. Or, you can also create an SLA whose performance objectives are comprised of database performance and availability monitors, and ensure the back end is able to accommodate end-user activity. Various SLA definitions can be combined to cover a wide variety of business metrics.



Reporting

SLA reports enable you to investigate when individual services hinder SLA fulfillment, and provide you with a means to demonstrate to business customers that performance goals are being met.



For more information, see “Working with Service Level Agreements” in the *up.time User Guide*.

End-User Experience Monitoring

There are two new [up.time](#) monitors that allow you to gain insight into end users’ experience with your infrastructure. Web transactions and email delivery are prominent user-facing services whose monitoring allows system administrators to take a preventative stance toward system or infrastructure issues instead of reacting to end-user-reported issues.

Web Application Transaction Monitoring

The Web Application Transaction monitor reports and alerts on the availability and performance of Web transactions. Tested transactions are pre-recorded in [up.time](#), ensuring they are identical to transactions that end-users work with. Checkpoints are created during the recording process; this allows the transaction to be divided up into meaningful stages (e.g., “login” or “database query” steps). The speed at which these stages are completed are used to trigger alerts.

You can also generate Service Metrics graphs to analyze transaction checkpoint-completion times and pinpoint where along the service delivery chain the source of any problems may lie.

See the section entitled “Web Application Transactions” in “Application Monitors” in the *up.time User Guide* for more information.

Email Delivery Monitoring

The Email Delivery monitor tests and alerts on your infrastructure’s email send and receive times. It can test any combination of internal or external SMTP, POP3, and IMAP servers, to ensure it matches how email is delivered in your environment.

The monitor will send test emails and time their delivery, and notify you if round-trip times do not meet defined thresholds.

New Time Period Definitions

The time period definition window used to define maintenance profiles and monitoring periods has been removed. Instead of assembling time periods by declaring start and end points for times and dates, **up.time** now uses expressions whose time period definitions can be included or excluded from a greater definition. Combining expressions allows you to create very specific time periods that accurately match how your IT center operates.

For example, a maintenance profile can be defined with the following expressions:

```
Mon-Fri 2AM-3AM
```

```
Exclude every Jan 1
```

```
Exclude every Jan 2
```

For the systems that use this profile, no alerts are sent between 2 a.m. and 3 a.m. every weekday morning because IT staff are running maintenance routines; however, this window does not apply on the 1st and 2nd of January, when the department is closed and responding only to emergencies.

up.time Configuration and uptime.conf Optimization

up.time configuration options, formerly found and edited in both the `uptime.conf` file and the **up.time Configuration** panel, have been separated:

- Settings whose modification require a core restart are now defined only in the `uptime.conf` file. Changing these requires that you edit the file in a text editor, and restart the Core service.
- Settings whose modification do not require a core restart can be edited in the up.time GUI, on the **up.time Configuration** panel. To expedite reviews of configuration settings, only the attributes whose default values have changed appear in this panel.

Quick Snapshot Improvements

The Quick Snapshot summarizes key hardware and process-related information for a system for the last 24 hours. It is designed to be used as a preliminary step in root cause analysis.

The Quick Snapshot now includes more charts that summarize additional aspects of a system such as network I/O, outages, and disk usage. This expanded set of information helps administrators view the status of a system from more perspectives, helping them debug a problem as quickly as possible.

System information in the Quick Snapshot is reported in charts and tables:

- CPU utilization chart
- Memory usage chart
- Disk I/O chart
- Network I/O chart
- Recent outages chart
- Table of top current processes
- File system table

The charts and tables in the Quick Snapshot now link directly to the relevant graph configuration page. This allows administrators to move from Global Scan, to the Quick Snapshot, to a specific graph in a limited number

of mouse clicks, expediting root cause analysis. The following graph configuration pages are one click away from the following Quick Snapshot charts and tables:

Quick Snapshot Element	Click-Through Graph Configuration
CPU Usage	CPU Usage (% busy)
Memory Used	Memory Used
Disk I/O	Disk Performance Stats
Network I/O	Network I/O
Disk Usage	File System Capacity
Current Top 10 Processes	Detailed Process Information
Current File System Stats	File System Capacity

My Enterprise Overhaul

Navigation and element-management improvements have been made to My Enterprise, emphasizing its strengths as an asset management tool. Element and element group lists have been streamlined, accommodating larger organizations' need to manage many systems effectively:

- you now navigate into group and subgroup lists instead of scrolling through a hierarchical list
- bread crumb links facilitate easy navigation in and out of groups
- action-based tabs used to manage elements, groups, and views have been removed; common tasks are now in the Tree panel

Enhancements and Changes

Version 5 of [up.time](#) includes the following changes.

Platform Support and Integration

Visit uptime software's Knowledge Base for the latest comprehensive listing of supported monitoring station, database, and agent platforms. The following outlines platform support changes for [up.time](#) version 5.

New Monitoring Station Platform Support

- Red Hat Enterprise Linux AS and ES, versions 4.5, 4.6, 5.0, and 5.1
- SUSE Linux Enterprise Server 10.x
- Windows Server 2003 Standard and Enterprise R2
- Windows Vista Business and Ultimate

Removed Monitoring Station Support

- Red Hat Enterprise Linux AS and ES, versions 4.0, 4.1, 4.2, and 4.3
- SUSE Linux Enterprise Server 9
- Windows Server 2003 Standard and Enterprise R1
- AIX 5.3
- Solaris 8 and 9

Agent Platform Support Changes

- VMware ESXi support added
- VMware ESX 3.5 support added
- VMware ESX 2.x is no longer supported.

If you are upgrading from [up.time](#) 4.x, any elements that are based on VMware ESX 2.x will automatically be removed during the upgrade process. Contact uptime software's customer support team if your monitored elements include ESX 2.0 systems.

Splunk 3 Support

up.time now supports version 3 of Splunk. Splunk is a third-party search engine that indexes, and allows you to analyze log files and data from the devices, servers, and applications in your network.

User Interface

- The up.time UI look and feel has been improved to streamline use. UI color and layout changes make it easier to scan information lists.
- A link directly to an element's Resource Usage report is now available from the element's view in **My Enterprise**.
- When viewing an element group in **My Enterprise**, you can now switch to a **Global Scan** view at the same level in the element hierarchy.

Product Features

- The old VMware Workload report has been removed due to the removal of ESX v2 support.
- What was the VI3 Workload report in version 4 of up.time is now called the VMware Workload report in version 5.
- Full threshold monitoring is now available for WebLogic and WebSphere.
- Permissions have changed for the following:
 - Monitoring period configuration options have been moved from the Config page to the Services page; these options are no longer exclusive to Administrator Roles.
 - User Roles now include permission options for Service Level Agreement and Time Period definition.

Back End

- Improvements have been made to data archiving.
- Data collection and database performance improvements have been made, which in turn affect the front-end performance.

- Scalability improvements have been made.
- The included MySQL and Apache components have been updated.

Other

- Licensing changes have been made due to changed ESX support.
- New plug-in service monitor packaging options are available.

Contacting Support

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

- Documentation
- Knowledge Base articles
- Telephone
+1-416-868-0152
- E-mail
support@uptimesoftware.com
- Web site
<http://support.uptimesoftware.com>

Contacting uptime software

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