up.time

up.time
Version 5.1

December 2008

Release Notes

The Release Notes for up.time 5.1 cover the following topics:

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, 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

Additionally, if you are deploying up.time in a multi-datacenter environment, there are additional preparations and post-installation steps that need to be performed. 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.

If you are working with a version of up.time that has been customized in any manner beyond the standard installation available on the product CD or downloaded from the uptime software Web site, contact Client Services before performing an upgrade.

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

New Features

up.time 5.1 contains the following new features:

- Multi-Datacenter Capability
- AD- and LDAP-Based Authentication
- Process Workload Graph Configuration

Multi-Datacenter Capability

up.time can now be used for centralized reporting from multiple datacenters.

In a multi-datacenter (MDC) deployment, two or more Monitoring Stations in different locations (whether geographical or organizational) collect, alert on, and report metrics from respective sets of systems and network devices. An additional up.time Monitoring Station, enabled as the central repository, collects replicated metrics from the other Monitoring Stations. Administrators of this Enterprise Monitoring Station (EMS) can also view the status of each Local Datacenter (LDC), reported through the availability and actions of each LDC-based Monitoring Station.

This EMS allows enterprise-wide business stakeholders and administrators monitor and report on the entire enterprise from a unified view.

From the perspective of the administrators in each Local Datacenter, Monitoring Station management and local monitoring, alerting, and reporting function no differently than in a standalone context; metrics aggregation to a central repository is transparent.

Monitoring Stations that are part of a multi-datacenter deployment require MDC-specific configuration during installation, and the database used to store metrics and configuration data must be an Oracle instance instead of the included MySQL implementation.

For more information about multi-datacenter monitoring see the chapter entitled “Defining and Managing Your Enterprise” in the *up.time User Guide*.

AD- and LDAP-Based Authentication

up.time can be configured to connect to a centralized directory (i.e., Active Directory or LDAP) against which up.time users can be authenticated. This authentication method would be used in place of the up.time DataStore (where users' passwords are normally stored), and ensure administrators do not have to modify up.time user accounts to reflect staffing changes in the organization.

Process Workload Graph Configuration

When defining a Process Workload - Process Name graph, you can now use a regular expression to automatically include process names in the graph.

Enhancements and Changes

Version 5.1 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 5.1.

New Monitoring Station Platform Support

- Windows Server 2008
- Oracle 11g R1 (DataStore)

New Agent Platform Support

- Windows Server 2008 (Standard, Enterprise, Web Server)
- WebLogic 10
- Red Hat Enterprise Linux AS and ES 5

Changes to WebLogic 9 Monitoring with up.time 5.1

With the introduction of WebLogic 10 support in up.time 5.1, you will notice changes to the list of service monitors:

- the monitor known as "WebLogic" in v5.0 and earlier is now called "WebLogic 8"
- the renamed "WebLogic 8" monitor is no longer used to monitor WebLogic 9; in v5.1 it is exclusively used to monitor WebLogic 8
- there is a new monitor in v5.1 called "WebLogic" that is now used to monitor WebLogic 9, as well as the newly supported WebLogic 10

Existing customers who are monitoring WebLogic servers with up.time 5.0 or earlier may need to make changes to their configuration after upgrading:

- if you are monitoring WebLogic 8, no changes are required after upgrading to v5.1; note, however, the name change of the WebLogic 8 monitor (formerly “WebLogic”, now “WebLogic 8”)
- if you are monitoring WebLogic 9, your existing WebLogic monitors will *not* work after upgrading to 5.1; you will need to make changes to your up.time configuration
    - re-establish all your WebLogic service monitors by re-adding “WebLogic” monitors
    - after configuring your new WebLogic monitors, there is no need to redeploy any JARs, as the monitor now uses JMX
    - enable IIOP on your WebLogic server

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

Feature Enhancements

- The generation time for the Resource Usage report has been dramatically reduced. (6843)
- The HTTP (Web Services) monitor now recognizes, and will work with proxy servers. (6809)

Changes to Existing Features

7582 Java Management Extensions (JMX) is now used to monitor WebLogic 9.

7460 Reports can now be emailed to more than one User Group.

7459 Added maximum memory line to the VMware Workload report; for multiple ESX servers, the line is the sum of all alloted memory.

7456 SLAs can be configured to not include maintenance periods as downtime (by default, maintenance still counts as downtime).

7485
7411 Renamed “entity” to “Element” in various parts of the user interface including confirmation dialogs and the User roles pages.

7378 External Check monitor behavior has been modified to take its associated hostname into account, allowing the use of multiple External Check monitors in a Service Group.

7318 SLAs and Applications now appear in the Elements list in the Global Scan panel, and the All Elements subpanel.

7285 Time period definitions now accept full names of days and months.

7155 Maintenence Profiles can now be assigned to groups of Elements in addition to individual Elements.

7153 When alerts are acknowledged and commented, this information now appears in the Service Monitor Outages report.

7062 Alert Profiles and Action Profiles can now be assigned to Applications and SLAs.

6918 My Enterprise has been renamed to My Infrastructure. For up.time multi-datacenter deployments, the Enterprise Monitoring Station uses the term My Enterprise.

6807 After a Service instance is created, its main profile page is now displayed, which provides users with a configuration summary, and easier access to the service test function.

6731 Maximum heap size for installers has been increased to 1 GB.

6718 Made changes to Oracle database schema to improve query speeds.

6519 When a report is printed to screen, the spawned window includes the browser menu bar, allowing easier access to the Print command.

6328 Host check monitors now act as an element-wide status indicator for maintenance: the status of all services attached to an element will change to MAINT if a host check service (e.g., Ping) changes to MAINT.

Resolved Issues

7572 Fixed issue where clearing the Enable Archiving checkbox on the Archive Policy panel would not always disable the archiver.

7562 Fixed issue where Scheduled Report options became disabled for a saved report, making further edits difficult.

7512 Entering non-alphabetic and non-numeric ASCII characters in the Search box no longer results in a “Database is not responding” message.

7495 UTF-8 encoding is now used for Windows. Service names that use “international characters” are correctly returned in status messages.

7494 7164 up.time’s “`erdcdeleter --list`” and “`erdcdeleter -l`” commands no longer cause exceptions when using Oracle as the database.

7455 7426 Fixed issue where after the up.time Core is restarted, some system monitors (e.g., Platform Performance Gatherer) stop collecting data after a period of time.

7435 Fixed issue with LPAR Workload report where Disk IO Workload option would incorrectly report free memory.

7415 Fixed issue where acknowledged alert comments were not being sent to members of the Notification Group.

7365 Fixed charting for Resource Usage report's Workload options, where graphs were not rendered with the full time range.

7284 Service Group member names are now accompanied by their respective associated host names in the Application Availability, Service Monitor Availability, Service Monitor Outages, and SLA Detailed Reports.

7271 Fixed issue with File System Capacity monitor with a warning—but no critical—threshold defined; the monitor now correctly moves into a WARN state.

7269 Fixed issue where a scheduled report would sometimes only run the first time.

7236 Fixed issue with Windows agent where disk statistics were being sent back to up.time in the wrong order.

7218 Rendering performance issues for Disk Usage graph in Quick Snapshot have been fixed.

7122 Fixed issue where administrators could not see Reports created by non-administrator users.

7107 Remote reporting no longer fails by looping back to itself when configured to use the same database as the Data Collector.

7046 Element sorting, when displayed through SysList, is no longer case sensitive.

7039 Splunk Query monitor is now compatible with Splunk 3.3.38914.

6989 Fixed issue where emailed reports were appearing alongside saved reports in My Portal.

6971 Corrected default login timeout for Linux and Solaris to be 24 hours long.

6969 Fixed issue with DNS monitor when the attached system was shut down, then restarted: the DNS monitor status remained as UNKNOWN ("Host is down").

6851
5755 Fixed issue where Disk Usage values reported by the ESX v3 Workload monitor were incorrect.

6775	Modified CRIT message for Process Count Check monitor to be clearer.
6641	Configuration pages for service monitors that have multiple “Save for Graphing” checkboxes now have a “Save All for Graphing” checkbox.
6616	Pop-up configuration windows that are kept open and fall to the background now receive focus (and move to the foreground) when the configuration command that originally called it is used again.
6542	SNMP traps that are sent as part of an Action Profile now include the hostAddress parameter.
6360	Fixed issue where large tables of data in archives could not be deleted.
6010	Fixed issue with SNMP-based, multi-CPU elements where CPU values in Global Scan were sums of all CPU values instead of an average.
5998	Fixed issue where unpublishing a saved report would not completely remove the report from scheduled publishing.
5707	Fixed issue where localhost and VMware instances could not be added if maximum number of systems, according to license, was reached.
5453	Applications now appear in the Available Service Monitors list when defining an SLO.
5398	MySQL (Basic) monitor no longer returns error if Port Check not selected, and Script not specified.
5373	Changes made to php.ini file to fix issues with 64-bit Windows systems.
5220	When no metrics selected for graphing on plug-in monitors, inaccurate “no data found” error message no longer provided.
5067	The Java heap size setting is no longer reset to 256 MB when up.time is upgraded.

4985 Fixed issue where no information appeared in the `uptime.log` file when `loggingLevel` settting in `uptime.conf` was set to `INFO`, and the Archive Now button (on the Archive Policy Configuration panel) was clicked.

4918 Fixed issue where recovery emails were not preceeded by warn/critical emails.

Contacting Support

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

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

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