Unified Management Portal

Unified Management Portal Release Notes

6.0

Document Revision History

Document Version	Date	Changes
1.0	09/28/2012	Initial version for UMP 6.0.

Legal Notices

Contact Nimsoft

For your convenience, Nimsoft provides a single site where you can access information about Nimsoft products.

At http://support.nimsoft.com/, you can access the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- Nimsoft Support policies and guidelines
- Other helpful resources appropriate for your product

Provide Feedback

If you have comments or questions about Nimsoft product documentation, you can send a message to support@nimsoft.com.

Contents

Chapter 1: New and Changed Functionality

This chapter summarizes the new and changed functionality in UMP 6.0.

Unified Service Manager

The centerpiece of UMP 6.0 is the redesigned Unified Service Manager (USM) portlet, which integrates data and alarms into the display, and focuses on improving the user experience throughout. The new USM includes these major features:

Device views

Out-of-box views provide dynamic information about the device, including performance graphs and a high-level view of alarms, disk usage, and interface status. You can drill down to view alarm details or performance graphs for disk usage and interface traffic.

Metrics

Performance data is displayed for each device. The metrics displayed vary according to the type of device and the probes monitoring the device, and can include, for example, metrics related to system uptime, database server performance, or memory usage on virtual machine hosts. Alarms related to a metric are indicated on the graph.

Executive views

Out-of-box executive-level views, or badges, show the overall status of critical services and customers. You can drill down into each badge to view detailed availability, performance, and alarm data for groups and devices, and can switch in context between three levels of badge views and a hierarchical tree view.

Integrated alarm view

An integrated alarm console allows you to view alarms for each group or device. You can move between summary and detailed views, and can view alarm details and history in-line in the console. Also available in-line in the console are performance graphs for the metric that triggered the alarm, with the alarm occurrence indicated on the graph.

Auto agent deployment

The auto agent deployment feature allows you to distribute agents (robots) to systems in bulk. You can specify the target systems in USM or import a list of systems from an XML file. USM automatically installs, configures, and launches robots on the target systems.

Out-of-box device reports

Out-of-box device dashboards and reports provide consolidated views of QoS, availability and monitoring, and continue the move away from legacy components, such as the dashboard_engine probe and Dynamic Views portlet.

Automatic grouping

Dynamic groups can be created according to several criteria. The groups are created under a parent group that you can name. For example, an MSP can automatically create groups by Origin under a parent group named Customers. This automatically creates a dynamic group in USM for each MSP customer.

Standalone USM

A standalone version of USM (outside of UMP) can be launched using a URL or an HTML file. This allows you to link to USM from other applications, or to integrate data for a group or system in USM into a web page. For example, if you are concerned about a particular service or group of customers, you can display a view of their availability, performance, or alarm data in a frame on your home page.

Additional Changes

In addition to the new USM features described previously, UMP 6.0 provides the following new and changed functionality:

Performance, Stability, Scalability

■ Updated wasp configuration that allows increased fine-tuning of the wasp's performance.

■ Updated dashboard_engine configuration that allows additional connection pool options, and improved database queries.

Usability

■ Redesigned user interface and updated primary navigation menu.

■ wasp_web_service package now available in both REST and SOAP versions.

■ Ability to save to accounts added in List Designer, aligning it with PRD.

■ Users no longer need to import a LAR file to access the Unified Reports portlet from within UMP.

■ PRD templates support automatic replacement of parameterized values with actual values for systems.

Security

- Addition of the Basic ACL permission in USM.

- Use of enriched origins in USM, improving support for multi-tenancy.

connectivity and interface traffic Device Grouping

Over the course of the last several releases, areas within UMP have been redesigned to provide similar functionality as before without relying on the legacy components, report_engine and group_server. nis_server and other UMP components now provide the functionality that group_server and report_engine used to provide.

In UMP 6.0, the Dynamic Views portlet has been updated so that the connectivity and interface traffic sections of the Dynamic Views tree now group devices according to the groups created by nis_server. These groups were implemented in the server section of the Dynamic Views tree in a previous UMP release, and are the same groups that are used in the USM portlet.

In addition to leveraging these existing groups, this change provides the following benefits:

- A consistent approach for viewing devices under each section of the Dynamic Views tree.

- Navigation in the Dynamic Views tree is less complicated, particularly for environments that monitor a large number of devices.

- The top-level group displays the highest severity-level of any of the devices it contains. In previous releases, you could only see alarms for devices by drilling down into each group.

- The underlying database queries that populate the Dynamic Views tree are less complex, which improves performance by freeing up database resources.

Chapter 2: Requirements

To improve accuracy and provide the most current information possible, UMP system requirements are now provided at the Nimsoft Support site, support.nimsoft.com. This section provides links to these online resources, and additional information that is not at the Support site.

- For a list of supported operating systems, databases, and browsers, see the Nimsoft Compatibility Support Matrix at:
  http://support.nimsoft.com/downloads/doc/Compatibility_SupportMatrix_current.pdf.

  Note: The Nimsoft Compatibility Support Matrix has been updated to include supported operating system information for the Automated Deployment Engine (ADE).

- For information on components that are no longer supported or that are being deprecated, see the Nimsoft End of Sales document at:
  http://support.nimsoft.com/Files/Announcement/current_-_end_of_sales_announcement.pdf.

Note: You must have a login to access the Support site. You can request one by emailing support@nimsoft.com.

Hardware Requirements

Memory

4 GB minimum of RAM if you install UMP and supporting probes (wasp, dashboard_engine, and dap) on a dedicated server, which is recommended.

Note: The wasp and dashboard_engine probes are resource intensive. Based on the amount of memory available, configure wasp and dashboard_engine appropriately.

Swap space

For Linux and Solaris, 4 GB of swap space, 6 GB recommended. The Windows OS allocates swap space as needed, so there is no minimum requirement.

CPU

3 GHz processor with two cores or more, x86 32-bit or 64-bit.

Additional UMP Requirements

Linux requirements

For systems running Linux, the libstdc++.so.5 library is required.

Note: The OS platform of the host UMP is installed on must be the same as the OS platform of the primary hub. For example, if the primary hub runs on a Linux host, UMP must also be installed on a Linux host. However, the OS *version* does not have to be the same, and can be any supported version.

Nimsoft Dashboard Generator

Nimsoft Dashboard Generator (NDG) 2.64 or later requires the Dashboard API.

Named instances in SQL Server

Named instances are supported, but see the known issue described in Incorrect Port Displayed.

Note: Nimsoft is aware of significant improvements in the performance and scalability of MySQL with the release of version 5.5. As a result Nimsoft highly recommends MySQL version 5.5 over MySQL version 5.1. This Nimsoft product supports both versions, but support for MySQL version 5.1 will be discontinued in a future release.

Turn Off Compatibility View with IE 8 or 9

If you use Microsoft Internet Explorer 8 or 9 to access UMP, you must turn off the Compatibility View for navigation menus to work properly. Check the Compatibility View Settings under the Tools menu in Internet Explorer to be sure Compatibility View is turned off for UMP.

Supported Languages

UMP is available in these languages:

- English
- Simplified Chinese
- Japanese
- Spanish
- Brazilian Portuguese

Chapter 3: Considerations

This chapter describes characteristics found in this release that affect the installation, upgrade, localization, or general behavior of UMP.

Installation Considerations

This section describes characteristics found in this release that affect the installation of UMP.

Verify JRE Package Prior to UMP Installation

Before you install or upgrade to UMP 6.0, verify that the JRE package for your OS is present in the Archive folder in Infrastructure Manager. For Windows and Linux, this is the java_jre package. For Solaris, this is the jre_solaris package. If necessary, right-click on the package for your OS, and download it before installing UMP.

If the appropriate JRE package for your OS is not present at installation, the UMP installer will prompt you to download it before it will continue with the installation.

Verify automated_deployment_engine During UMP Installation

The UMP installer automatically detects the probes required for the UMP installation, and lists their locations in the Verify Probes panel of the installer. With UMP 6.0, this list now includes the automated_deployment_engine (ade) probe. As with the other probes in the list, verify that the full address displayed is correct.

Note: The UMP 6.0 installation will not proceed unless the automated_deployment_engine and the other probes in the Verify Probes panel are installed and active.

Upgrade Considerations

This section describes characteristics that affect upgrading to this version of UMP.

Supported Upgrade Path

The supported upgrade path for UMP 6.0 is available in the Nimsoft Compatibility Support Matrix online at:
http://support.nimsoft.com/downloads/doc/Compatibility_SupportMatrix_current.pdf.

Installer Reports No JRE Package Was Detected

Symptom:

When I run the UMP 6.0 installer, I see the error message:
No Java JRE package was detected in the local Nimsoft archive. The JRE for the target system is required for installation.

Solution:

You may see this error message if you are upgrading to UMP 6.0, and 2.6.x is un-installed prior to the upgrade. As described in the section Verify JRE Package Prior to UMP Installation (see page 13), the appropriate JRE package for your OS must be present in the Archive folder in Infrastructure Manager when you run the UMP 6.0 installer.

Note: You do not need to cancel the UMP 6.0 installation.

Follow these steps:

1. Open Infrastructure Manager and download the appropriate JRE package for your OS from the Archive--either jave_jre or jre_solaris.

2. When the JRE package has finished downloading, click the **Retry** button in the UMP 6.0 installer.

General Use Considerations

This section describes characteristics found in this release that affect the general use of UMP.

Report Scheduler Options for Monthly Reports

The Report Scheduler portlet in UMP 6.0 includes a fix that affects the options available for scheduling jobs.

Under the Schedule accordion, if you select **Monthly** --> **Every** --> **Weekday,** the options for the day the job runs are constrained to the **First** and **Last** weekday of the month**.** In previous UMP versions, the choices **Second**, **Third**, **Fourth**, and **Fifth** were also available.

Size Limits for SQL Queries in SLM

The SLM portlet includes a SQL Query tool you can use to enter custom SQL queries. From the SLM portlet, select the **Tools** tab > **SQL Query** to access this tool.

In environments with extensive monitoring, database tables may contain a considerable number of rows. In this situation with a previous UMP version, a SQL query in SLM could cause UMP to become unresponsive. For this reason, SLM SQL queries in UMP 6.0 are now limited to a maximum size of 1000 rows; columns are now limited to a maximum of 1024 bytes.

Although it is not recommended, you can override these limits. To do so, edit the <webapp/slm> section of the wasp.cfg file, and add the parameters max_rows and max_field. See the following example.

Example

```
<slm>
    reloadable = true
    cross_context = true
    load_on_startup = true
    unpack_war = true
    path = /slm
    max_rows = 10
    max_field = 2048
</slm>
```

Localization Considerations

Some areas of the product are not fully localized for this release:

- Non-localized strings may appear in summary views for non-English locales

- Some portlet views include English-language text which has not yet been localized

- Some portlet views include localized text which is shortened with ellipses

- Some Date/Time formats have not yet been localized

In addition to the above, account login names can only use English-language characters

Chapter 4: Known Issues and Workarounds

This chapter summarizes known issues in the product, and provides additional details or workarounds in some cases.

Performance, Stability, Scalability

- Changes to a dashboard on a multi-UMP system do not propagate to the other UMP servers.

Usability

- CUE Monitor Portlet Single Sign-on Configuration Overwritten with Upgrade to UMP 6.0. (see page 18)

- Changes made to alarms in AlarmConsole may not display correctly right away if you navigate away and then return to the page shortly after making the change.

- Report name not retained with auto-scheduled reports from PRD to Report Scheduler.

- After UMP 6.0 upgrade, Custom Dashboard Link Doesn't Open Dynamic View (see page 19).

- PRD changes location of percentile line when converting to PDF.

- Invalid Characters Appear After UMP 6.0 Upgrade (see page 20).

- Service Desk application-side should display a message and terminate previous session for a concurrent login.

- Guest Dashboards Not Displayed (see page 20).

Localization

- English language selected by default with localized OS during UMP installation.

- (Non-English locales) Labels for domain or hub are truncated in Infrastructure Manager.

CUE Monitor Portlet Single Sign-on Configuration Overwritten with Upgrade to UMP 6.0

The ssoConfig.xml file contains the single sign-on credentials for accounts that can access the Cloud User Experience (CUE) Monitor portlet. This file is located in the directory *<nimsoft_installation>*/probes/service/wasp/webapps/cloudmonitor. If you upgrade to UMP 6.0, the ssoConfig.xml file is overwritten during the upgrade process, and users will see the error message **Not all credentials have been configured for this User Account** when they attempt to log in.

Before you upgrade to UMP 6.0, it is strongly recommended that you create a backup copy of the ssoConfig.xml file. When the upgrade completes and the wasp probe restarts, use the backup copy of the ssoConfig.xml file to overwrite the version installed during the upgrade.

Important! If the ssoConfig.xml file is overwritten during the upgrade, you will have to manually re-enter the account credentials to restore users' access to the CUE Monitor portlet.

Custom Dashboard Link Doesn't Open Dynamic View

Valid after upgrading to UMP 6.0

If you have custom dashboards linked to dynamic views and upgrade to UMP 6.0, links to interface traffic or connectivity dynamic views may break as a result. If this occurs, the alarm status of the underlying dynamic view is not propagated to the custom dashboard, and double-clicking on the link in the custom dashboard will not open the dynamic view. In addition, you will see the following error message: `DashboardService.SRV_ERR_NO_ACCESS`

Note: This issue does not affect links pointing to server dynamic views.

The workaround for this issue is to manually update the link.

Follow these steps:

1. In Dashboard Designer, open the affected dashboard, and click on the widget that contains the broken link.

   Note: You can determine the target of the broken link by either:

   - Clicking the **Preview** button, and then hovering the mouse over the widget.

   - Clicking the **xml** button under the Current Dashboard tab of the Dashboard pane, and then searching for the Link element.

2. In the Link Properties window, select the **Dashboard** button.

3. In the Select Dynamic Dashboard dialog, drill down and select the target dynamic view.

4. Save and republish the dynamic view.

Invalid Characters Appear After UMP 6.0 Upgrade

Symptom:

I see invalid characters in certain UMP portlets after upgrading to UMP 6.0.

Solution:

In some cases, upgrading to UMP 6.0 may result in the dashboard_engine and wasp being configured to use different encoding. If this occurs, invalid characters may appear in the Alarm Console, Dynamic Views, and Custom Dashboards portlets.

You can correct this issue by configuring both the dashboard_engine and wasp probes to use UTF-8 encoding.

Follow these steps:

1. Open the dashboard_engine Raw Configure UI.

2. Add the <startup> section if it is not already present in the tree in the left-hand navigation pane.

3. With the <startup> section selected:

   a. Add the key **options**.

   b. Enter the value **-Dfile.enconding=UTF-8**.

4. Open the wasp Raw Configure UI and verify that the wasp is configured to use UTF-8 encoding. Repeat the steps in this section for the wasp if necessary.

Note: If the **options** key already exists under the <startup> section, click the **Edit Key** button. If you do not wish to overwrite its value, you can enter a space after the existing value, and then enter **-Dfile.enconding=UTF-8**.

Guest Dashboards Not Displayed

Valid for multiple-UMP configurations

Symptom:

I have the Superuser ACL, but when I log into UMP, I don't see all of the Guest dashboards in the Custom Dashboards portlet.

Solution:

This issue may occur in environments with multiple UMP servers if the setting **Allow full dashboard access for Superuser ACL** is not enabled on each instance of the dashboard_engine probe.

To enable this setting, follow these steps:

1. Open Infrastructure Manager, and locate the dashboard_engine probe under the **Service** node.

2. Double-click on the dashboard_engine probe, and then select the **Advanced** tab.

3. Under the **General** heading, select **Allow full dashboard access for Superuser ACL.**

4. To see all Guest dashboards, repeat steps 1 - 3 on each instance of the dashboard_engine probe.

Chapter 5: Defects Fixed

The following defects were fixed in UMP 6.0.

Performance, Stability, Scalability

- PDF export errors in List Viewer with multiple-UMP installation.

- UMP performance issues with Dynamic Views.

- The wasp probe does not allow configuration of common attributes available to Tomcat's HTTP connector.

Security

- Customers can view all existing SLA reports for all customers.

Usability

- Cloning an SLA in SLM fails if the SLA name is longer then 58 characters.

- Alarm history does not show the clear alarms that arrived and closed the alarm.

- When a user is set to read-only, List Viewer should to not show folder options or allow user to open lists.

- SDP graphs not populating in custom dashboards.

- Inconsistent Regex filtering for Alarm Object in Dashboard Designer vs. Alarm Console.

- Alarm caption text is cut off at the bottom in Dashboard Designer.

- Performance Reports Designer displays unable to locate new series error.

- Unable to consistently edit info text in Performance Reports Designer.

- Alarm sounds playing continuously and alarms not refreshing in Custom Dashboards.

- Dashboard API shows SOAP error on LUA script.

- Unable to change the origin for multiple objects with the SLM webapp.

- In the SLA Reports portlet, clicking on the "Predicting line" shows an empty report.

- Filtering stops in the SLM portlet if a pop-up appears and you have more than 1000 QoS objects.

- Available QoS Objects popup in the SLM portlet doesn't work properly.

- Server availability alarms not propagating in Dynamic Views tree.

- Unable to escape a forward slash in Alarm Filter regular expressions.

- Issue with adding new origins in the SLM portlet.

- The dashboard_engine is subscribing to queues on the primary hub multiple times.

- The Alarm Console standalone.jsp matches wildcards instead of doing a strict match.

- On-demand reports in Dynamic Views display too many devices for the selected metrics.

- Incorrect time stamp format for QoS export data in Performance Reports Designer.

- Regular Expressions with Alarm Object do not match alarm messages in Dashboard Designer.

- Query in SLM portlet causes UMP to become unresponsive.

- List Viewer not handling cache misses.

- Hidden alarms not displaying in Alarm Console.

- Performance Reports Designer: URL does not work for pool resource-size due to pipe character in the target string.

- Performance Reports Designer deletes folders with same name but different case when trying to delete just one folder.

- XML dashboards where QOS has a % sign in the target cause data display to fail.

- SLA report shows incorrect threshold unit and incorrect threshold breach computation.

- Dashboard Designer: Select Datasource field is blank.

- SLA Reports: window to select SLA needs corrected sizing options.

- User has to log in again to each portlet when a comma is used in the password.

- Voice Quality SLAs reporting 100% compliance AND 100% unavailable.

- Account users in Alarm Console cannot see invisible alarms.

- List Viewer filter does not persist between refreshes.

- Norwegian characters do not work in alarm filters.

- Dynamic View alarm status is inconsistent.

Localization

- Performance Reports Designer: Japanese folder names not displaying.

- Incorrect Japanese translation for LDAP authentication in Remote Admin.

- Chinese and Japanese is garbled in Performance Report titles.

Compatibility and Integrations

- Queries cannot be run from SLM on Oracle DB.

- SLM portlet is very unresponsive and many operations don't work with Oracle.