

Sightline Assure Software Release Notes

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Introduction

Sightline Assure provides the assurance that your mission-critical systems and applications are both available and healthy. Assure offers a single, unified view of system health that includes hardware, system software and applications. Assure’s easy-to-use interface shows when systems are running well, or generates alerts when there are issues that require attention.

These release notes describe release version 2.0.8 of Sightline Assure.

Recommended Configuration

Windows Systems

- **Operating system:** Windows 2008 R2, Windows 2012
- **Processor:** 1000 MHz
- **Memory:** 2 GB (minimum)
- **HDD Free space:** 50 GB
- **Assure Installation File Size:** 50 MB
- **Network Speed:** 100 Mbit/second

Linux Systems

- **Operating system:** Red Hat Linux, Oracle Linux
- **Processor:** 1000 MHz
- **Memory:** 2 GB (minimum)
- **HDD Free space:** 50 GB
- **Assure Installation File Size:** 50 MB
- **Network Speed:** 100 Mbit/second

Assure Appliance

Assure can be deployed as an appliance on a VMware system. During the installation process, Oracle Linux 7.1 will be installed as the operating system on the VMware guest. The VMware guest will have the following specifications:

- **Operating System:** Oracle Linux 7.1
- **Processor:** 4 vCPU (virtual quad-core)
- **Memory:** 2 GB (minimum)
- **Disk space:** 175 GB (thin provisioned)
- **Assure Installation File Size:** 50 MB
- **Network Speed:** 100 Mbit/second

Specifications for Monitored Objects

Sightline Assure, as packaged, can monitor an impressive number of operating systems, hypervisors, hardware and peripherals, as listed below.

Operating Systems and Hypervisors

- **Microsoft Windows*** 64-bit Windows 2008 R2, Windows 2012
- **Linux*** 64-bit RHEL 6 and 7, SuSE 11, Oracle Linux 6
- **OpenVMS*** 7.2-1 thru 8.4

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- **VMware ESXi 5.0** and higher
 - **Stratus everRun 7.3** and higher

*Additional support is available from Sightline for monitoring older versions of these operating systems.

Hardware

- **Stratus ftServer:** all hardware monitoring versions on 5 Series, 6 Series, 7 Series, and 8 Series
- **Cisco CIMC 2.0** and higher
- **Dell OpenManage 7.3+** and iDRAC 6
- **HP ilo 4** and higher
- **IBM IMM** remote card; validated on firmware version 4.31, older versions may connect successfully

Storage

- **EMC VNXe (CLARiiON) *†**

* Requires the SMI-S provider to be enabled.

† EMC VNXe monitoring is provided in Assure 2.0.4 and Assure 2.0.5 as a technology preview; complete monitoring capabilities will be provided in a future release.

Peripheral Devices

- Assure will discover any SNMPv2c-compliant network devices that match the RFC1213 standard MIB or the Cisco Catalyst 3750X MIB
- ONVIF-compliant cameras

Assure 2.0.8 (February 2017)

Changes

Error with perpetual AccessKey (ticket #24322)

After applying a perpetual AccessKey, an error message was presented saying that “the AccessKey has expired” because the AccessKey was not encoded as expected. This has been corrected. In addition, the Windows Power Agent was not interpreting the AccessKey correctly. A new Windows Power Agent installation kit has been included in this version of Assure.

Error applying AccessKey after trial mode expiration (ticket #24382)

When the initial trial mode expired and the user applied a valid Assure AccessKey, the login screen did not enable Assure. This has been corrected.

Assure 2.0.7b (January 2017)

Changes

Trial mode not working with OVA

When deploying the Assure OVA the trial mode indicator was not set properly, and an AccessKey was always requested. This has been corrected. Note that the update for Assure 2.0.7b is only a rebuilt OVA, the Assure version being installed is the same Assure 2.0.7 released in November 2016.

Assure 2.0.7 (November 2016)

Changes

Updated embedded User's Guide

The previous version of Assure included in out-of-date version of the *Sightline Assure User's Guide*. This has been corrected.

Document known issue with hostnames that contain underscores

The EDM component of Sightline Assure will not start when installed on a server whose computer name contains an underscore(_). The underscore is a non-standard character for hostnames; hostnames must start with a letter, end with a letter or digit, and have as interior characters only letters, digits and dashes.

Assure 2.0.6 (October 2016)

New Features

Trial mode

An Assure AccessKey is no longer required to log into Assure after installation. Assure will now start in *Trial mode* when the first user login occurs, and will run for 45 days or until an AccessKey is applied. Trial mode allows the user to monitor up to 5 systems and 5 devices. A green *Trial mode* indicator will appear beside the Sightline Assure logo until a valid AccessKey is applied.

Support for everRun 7.4

Assure has been tested with everRun 7.4 with no reported issues.

Changes

Excessive alert messages (ticket #24213)

In an everRun configuration using OpenManage monitoring, Assure showed over 50 alerts per node. A alert group in the Dell Hardware monitoring was causing a lot of false positives, and has been removed from alerting.

Caution alert on storage devices still showing healthy check-mark

Yellow alerts were not properly displayed on the Monitored Device tables. This has been fixed.

everRun node reporting incorrect guest VMs

If an everRun node had a single VM and it migrated to another node (leaving the node with no VMs), the Assure UI still reported that VM on both its original node and the other node. This has been fixed, and the everRun node will properly reflect the guests that are or are not on it.

No alert for hard disk failures reported by everRun HP ilo

It was found that HP hardware connections had issues with their storage/disk metrics when using bulk get. We no longer use bulk get for these types of connections, and existing connections will be converted to not use bulk get on upgrade.

Known Issues

everRun VM guests not displayed on correct node during power loss or node shutdown

Current behavior is that the guests of the affected node will all display on the healthy node, but will also be displayed on the affected node. This is due to the Sightline Power Agent being shutdown on the affected node, thus not being able to alert Assure that the guests have been moved to the other node. Assure does, however, report that the affected node is down. All guests are displayed correctly on each node after the affected node is back up and running.

Assure 2.0.5 (September 2016)

Changes

Slow response when clicking View All , View Less and other links in Assure UI

When clicking **View All** and **View Less** links on the Assure Dashboard to expand or collapse the device tables it could take several seconds for Assure to respond. This behavior was also seen when clicking other links in the Assure display. Clicking again did not cause the display to change more quickly. The behavior was related to the poller and has been corrected.

Assure 2.0.4 (August 2016)

New Features

Discovery for cameras that require user-supplied credentials

Discovery failed for ONVIF-compliant cameras that required user-supplied credentials. These devices will now be discovered and included in the results list so that can be saved to the Assure instance. The Userid and Password can be provided using the Edit dialog box for the device; the credentials are saved and passed to the camera so that it can be monitored. In addition, an alert will be generated indicating that credentials are required for the specific camera.

Check for previously executed installation

A new feature has been added to the Assure installation to check if the installer has already been used for an installation. Because the configuration files within the folder are updated during the installation process, they cannot be reused for a subsequent Assure installation; a freshly unzipped copy of the installation files must be used.

Dell hardware monitoring using iDRAC connection

Support for Dell iDRAC monitoring has been added to Assure for all supported OS types. Previous versions only supported Dell ilo configurations.

Changes

No notification when emails cannot be delivered (ticket #24128)

Email alerts were not being received as expected. In some cases, the Assure alert emails were in the user's Spam folder, but in other cases they were not sent at all. Assure now generates a system notification (the little bell icon at the top right of the screen) when an email alert fails to be delivered.

Assure generating too many alert emails

An alert email should only be sent when a new alert is triggered. If one or more alerts are active and an email has already been sent for that set of alerts, a new email should not be sent. However, emails were being generated for the same alert multiple times rather than tracking the alert(s) as an active alert. This has been corrected.

Cannot add Monitored Application for Linux system if Corrective Action Script is included

Monitored application could not be added to Linux servers if a corrective action script was included in the application's definition. This has been corrected.

Correct Action script saved for a Monitored Application without credentials supplied

When creating a Monitored Application, the application included a script for corrective action but no credentials were specified. This is invalid because Assure must log in to the monitored system in order to execute the script. This has been corrected.

everRun guests not found when the Power Agent was installed after discovery

While it's not necessary to install a Power Agent on an everRun guest for it to be monitored, we recommend that Power Agents are installed to provide deeper monitoring especially for critical VMs. However, if the Power Agent was installed after the guests was discovered, the existence of the Power Agent was not registered by Assure. This has been corrected by adding a **Scan for Power Agent** link on the **Edit Guest** dialog for everRun guest VM instances.

everRun guest VM instances appear twice

everRun guest VM instances were listed twice in the Guest table on the everRun Overview Page. This has been corrected.

everRun guest application inconsistencies

Applications on everRun guests were not always represented accurately on the Assure Dashboard. The status of the applications in the Server Table was not counted correctly, and the everRun Overview page was not updated properly. This has been corrected.

No thresholds on network charts on everRun guest Overview pages

The **Edit** link for thresholds on the **VM Network Send** and **VM Network Receive** charts on the everRun **Guest Virtual Server** Overview page were missing. This has been corrected.

Active alerts not shown on Guest VM Overview page

Active alerts for everRun guests were not listed on the Overview page for the guest VM, although they were rolling up to the Assure Dashboard. This has been corrected.

Network device discovery taking too long

Scanning a large range of IP addresses for network devices took an excessive amount of time. The analysis of the mapping file has been updated to reduce the time for discovery.

Display name not saved for devices

After entering a display name for a network or storage device in the **Edit Device** dialog box, the display name was not shown on the Assure Dashboard. Investigation showed that the display name was not properly saved. This has been corrected.

Empty hardware ring chart when Hardware connection dropped

The Hardware ring chart on the Assure Dashboard was sometimes blank if a connection dropped alert was active for any of the hardware nodes. This has been corrected.

Assure installation failed on non-English Windows system

The Assure installer for Windows systems requested responses to `XCOPY` commands to be in the localized language. This has been resolved by using `COPY` commands in the installer.

Power Agent not discovered on dual-NIC systems

Sightline Power Agent connections were not discovered in situations with dual NIC cards, when one of them didn't have a network address. This has been fixed, and the Power Agent is now discovered in this situation; Assure sends requests for discovery and connects on all IP Addresses on the system.

Format change for Daily and Weekly Summary Report emails

The format of the entries for guest OS instances has been updated to be more clear. The email now identifies the guest instance and its hypervisor.

Negative value for health check numbers

A negative value (-1) was displayed in the system health check display for a monitored device. This was caused by improper counting of Active Alerts and has been corrected.

ftServer hardware not being fully monitored

ftServer hardware monitoring was not complete for all operating systems. This has been corrected.

Application alert text being duplicated and overwriting text for other alerts

While categorizing active alerts, and an application with same connectionid, metricname and state exists, Assure referenced the same alert and updated the description. This has been corrected.

Known Issues

Storage monitoring is a Technical Preview

Storage monitoring (for EMC VNXe arrays) is provided as a Technical Preview. A fully functional monitoring solution for arrays will be provided in the next release of Assure.

Disconnects and periodic gaps in charts for storage data (ticket #24129)

You may see periodic gaps in the charts on the EMC VNXe overview page, as well as repeated disconnects/reconnects to the storage array. This is due to a difference in the way the collection interval is counted by the Power Agent and the EMC Solutions Enabler. The next version of Assure includes a redesigned mechanism for collecting data from the storage array, and data gaps should no longer be an issue.

Dependence on EMC Solutions Enabler to collect storage array data

When starting the Windows Power Agent with SMI-S data collection for storage arrays, the EMC Solutions Enabler must be already active. If not, the storage array will not be detected and no data will be retrieved, so the charts on the storage array overview page will be empty. As a workaround, the EMC service can be manually added as a dependency to the Sightline Power Agent *agentmgr* service, to prevent the Power Agent from starting before the EMC software is active.

Slow UI response when clicking links

The Assure UI is occasionally slow to respond when clicking links such as **Show/Hide**, **View All**, or displaying a dialog box. This is being investigated.

Invalid camera credentials cannot be updated

After user-supplied credentials have been supplied for a camera, using the **Edit Device** dialog box, they cannot be updated. This can present a challenge if the credentials were entered incorrectly or if they have been changed. The work-around is to delete the device from Assure and re-discover it, and then enter new credentials. This will be corrected in a future release.

Hardware details cannot be added or updated from Edit Server dialog

Hardware monitoring must be configured from the **Add Server** dialog box. The hardware details for the monitored server should be displayed in the **Edit Server** dialog box when you click the **Hardware Monitoring** link; however, this is inconsistent and the details are not always shown. In addition, hardware monitoring cannot be updated or added from the **Edit Server** dialog box; this will be implemented in the next release of Assure. If the configuration for monitoring hardware must be updated or added after the server has been added to Assure, it must be removed and added again, with the hardware details supplied on the **Add Server** dialog box.

Printed pages not formatted correctly

When printed, the page is not formatted correctly and some charts are not rendered. This will be addressed in a future release.

Firewall rules/exceptions for monitoring Windows services

When creating applications to monitor Windows services, the firewall rules on the monitored server may need to be updated. Specifically, the File and Printer Sharing (NB-Session-In) rule must be enabled for Assure to retrieve the services list and then monitor the services.

Assure 2.0.3 (August 2016)

New Features

Additional logging for everRun server monitoring

When adding an everRun server, only errors were logged. Logging has been added to indicate that everRun servers have been successfully added, including IP address and hardware information.

Hardware monitoring for OpenVMS systems

The option to monitor hardware for OpenVMS running on supported platforms has been added to Assure.

Display the number of monitored components in Assure

On the "Update Assure AccessKey" dialog box, the number of monitored servers or devices of that type are now displayed in front of the AccessKey, in addition to the number of devices enabled for each component type.

Changes

everRun server name not displayed in Edit Server dialog box

Occasionally the everRun server name was not displayed properly in the Edit Server dialog box; the dialog contained empty brackets in place of the name. This issue was caused when the everRun nodes were not discovered and added to Assure properly. This has been corrected.

Network ring chart showing both red (error) and green (good) indicators at the same time

Although a network device showed an active alert and the Network ring chart was red, there was a green check mark in the middle of the ring. The health status was not being properly updated when the poller refreshed the page; this has been corrected.

Clicking Power Agent alert causes Assure to crash

When the Power Agent on an everRun guest VM was not running, a "Power Agent not responding" alert was triggered and displayed on the Dashboard. Clicking on the alert, however, caused the browser session to abort and the user was returned to the login page. This was due to an error in the alert mapping, and has been corrected.

Assure 2.0.2 (July 2016)

New Features

Status bar for device discovery

When discovering devices across a wide range of IP addresses, several minutes can elapse before results are displayed. A progress bar has been added to reflect the status of the discovery.

Changes

Active Alert Table Doesn't Clear (#24053)

Active alerts would continue to display issues in the dashboard alerts table, even when the issue no longer exists. This has been corrected.

Enhanced support for ONVIF-compliant cameras

Assure 2.0 includes monitoring for ONVIF-compliant cameras, which are shown in the Peripherals section of the Assure Dashboard. Assure 2.0.2 includes updates to the discovery process for cameras as well as the stability of the connection to these devices.

No Edit Server options for everRun guests

In previous versions of Assure, the everRun guests did not have an Edit link to present the Edit Server dialog box. As a result, the **Send Alert Email** capability could not be disabled for individual guests. This has been corrected, and there is now an Edit Server for everRun guests.

Incorrect breadcrumb when everRun is the only item in a view

When a monitored everRun server was the only object selected for a view, the breadcrumb on the everRun server overview page did not display correctly; it appeared as Dashboard > Dashboard > everRun. In addition, clicking the second Dashboard link caused Assure to crash. This was caused by an invalid setting for the view name, and has been corrected.

Application credentials not unique for everRun guests

When adding an application to an everRun guest, only one set of credentials could be assigned for all guests. This has been corrected, and all guests can now have unique credentials.

Unable to add application after editing an existing application

When adding applications to a monitored server, you can keep adding as many as you need. However, testing revealed that you cannot add a new one after editing an existing one. This has been corrected.

Deleting everRun nodes added as devices causes everRun server to be deleted from Assure

When the SNMP connections to the everRun nodes are added to Assure as devices, and then the everRun system is added as a monitored server, Assure treats them as one item. As a result, if the everRun server instance is deleted then the device entries are also removed. This has been corrected.

Selecting the IP address for monitored devices logs the user out of Assure

When the user clicked on the IP address of a monitored device or storage array, he was logged out of Assure and the login page was displayed. This has been fixed.

Server and device Display Names populated with the object's IP address

When added to Assure, the Display Name fields for servers and devices were automatically populated with the object's IP address. This is not valid, as the user should populate the Display Name field. This has been corrected.

Canceling Report Settings dialog box hangs

After pressing the Cancel button on the Report Settings dialog box, the Assure UI became unresponsive. This has been corrected.

Meter charts not sorted correctly

When a meter chart contains more than 10 items, only the top 10 are displayed. They should be sorted in descending order, so that potential issues can be seen; in addition, any alerting item should be in the display. This was not happening; the behavior has been corrected and the top 10 entries are now displayed in meter charts.

Hardware ringchart on Assure dashboard not updating properly

The values in the Hardware ringchart were not updating unless the user manually refreshed the page. In addition, if the user added a server to be monitored and then added the hardware later, it was not reflected on in the Hardware ringchart on the dashboard. These issues have been corrected.

Documentation updates

Updates have been made to the installation instructions for the Sightline Power Agents for Windows and Linux Systems (under the **Additional Monitoring** menu item). These updates reflect installation options for SMI-S data collection (in the Windows Power Agent) and corrections to the installation steps for the Linux Power Agent. Other miscellaneous updates have also been made to *the Sightline Assure User's Guide*.

Known Issues

Occasional duplicate alerts

You may occasionally see duplicate entries in the Active Alerts table. This is usually caused by a deadlock in Assure's admin database, where the alert records are stored. When the alert clears, both instances of the alert may be cleared; however, to ensure that all duplicate alerts are cleared you must restart the Assure application (which clears all active alerts).

Assure 2.0 (June 2016)

New Features

Support for Stratus everRun systems

Assure 2.0 includes everRun as an option when adding a monitored system to Assure. The everRun Overview Page includes information about the everRun system, the status of each node and information for each guest on the everRun system. Optionally, the hardware status for each node can also be monitored, and applications can be created on everRun's KVM guests.

Support for OpenVMS and KVM operating systems

Assure now includes support for the OpenVMS and KVM operating systems.

Additional hardware monitoring

Assure 1.2 included the ability to monitor hardware on ftServers. Assure 2.0 includes additional hardware monitoring options: Cisco UCS, HP, Dell and IBM.

Network device monitoring

Assure now includes the ability to monitor SNMP-compliant network devices such as switches and routers. Devices compatible with the RFC1213 or Cisco Catalyst 3750X MIBs can be discovered by Assure. The **Network Device** table on the main dashboard has one row for each network device that is being monitored. Click on the device name to navigate to the Device Overview page.

Storage monitoring

Using Assure, you can monitor the status of your EMC VNXe storage arrays. The **Storage Device** table on the main dashboard has one row for each storage array being monitored. Click on an array name to navigate to the Storage Overview page.

Monitoring peripheral devices

Assure includes the ability to monitor ONVIF-compliant cameras.

Display Name for servers and devices

When adding or discovering servers and devices, the DNS name or IP Address was often presented as the name of the monitored object. Assure includes the ability to over-write this with a "display name" that can be more user-friendly.

OPC Server

Assure 2.0 includes an OPC server. See the *Sightline Assure User's Guide* for more information.

Notifications

Assure 2.0 includes a notification drop-down, where informational notices can be posted such as AccessKey expirations for Assure and Sightline Power Agents on monitored systems.

User-defined views

Assure's main page, the Dashboard, includes references to all servers and devices that have been added to the Assure implementation. However, you might not want to see them all at the same time, or even at all; one user may be interested in servers, but another may be interested only in network devices. Assure now includes the option to create your own view; where you will see only the devices that you're interested in.

Collapse Server table on Assure dashboard

The Server table on the Assure dashboard can be lengthy and push the Device ringcharts off the screen. You can now collapse the Server table on the display.

Changes

Windows Power Agent not accepting Assure AccessKey

The version of the Windows Power Agent packaged with the Assure 1.2 installation kit did not support all Assure AccessKeys. This has been corrected.

Alerts emails sent incorrectly

Emails for OS alerts continued to be sent by Assure after the "Send Alert Emails" checkbox was disabled. This has been corrected.

Updates to Add Application and Credentials dialogs

When creating applications, the behavior of the Add Application and Add/Edit Credentials dialog boxes was not always user-friendly. The behavior of these dialog boxes has been updated.

Assure doesn't handle incorrect IP assignment on servers with multiple NICs

When installed on a system with multiple NICs, Assure did not always bind to the expected IP address. This has been corrected, and the preferred IP address can be specified in Assure's configuration files.

Updates to VMware guests not displaying without manual page refresh

When a VMware guest was marked as Do not Monitor, the icon for the guest on the VMware Overview page did not reflect the change until it was manually refreshed. This has been corrected.

Assure Linux installer unpackaging issues

When installing Assure on a Linux system, the unpackage process failed. This has been corrected.

Uninstalling Assure on Windows system not working correctly

Uninstalling Assure from a Windows system did not work correctly. This has been fixed.

Known Issues

Clear cache on upgrade

In each version of Assure, we change content in javascript and CSS files, but the filename remains the same. Many modern browsers cache these files to help pages load after the first time, but this means that you can be using previous versions of the code. To avoid unexpected behavior in the product,

clear your browser cache after each Sightline Assure upgrade. This ensures that your browser will download the new version of the files on the first login to the new version.

Unable to add application after editing an existing application

When adding applications to a monitored server, you can keep adding as many as you need. However, testing has revealed that you cannot add a new one after editing an existing one. The workaround is to leave the page and return to it. This will be fixed in the next release of Assure.

Assure 1.2.1 (December 2015)

Changes

Incorrect alert duration

Alerts triggered on VMware guest systems were reported with incorrect durations. This has been corrected.

Disable link to VMware Guest Overview Page when guest is not being monitored

Assure includes a “Do not Monitor” option for VMware guests. When enabled, the Overview page in Assure cannot be populated so the link to the page is suppressed.

Assure 1.2 (December 2015)

Changes

Add Applications / Add Credentials updates

Changes were made to the **Add Applications** and **Add Credentials** dialogs to enhance the user experience.

Tailor support/contact information for non-Sightline support

The `support.properties` configuration file is checked by Assure so that the Assure support contact information presented in the Assure UI can be personalized.

Incorrect hover timestamp

The timestamp in the Alert History hover text was incorrect. This has been fixed.

Alert email updates

Various issues with the alert emails, such as incorrect alerts being included, have been updated or corrected.

Support localization

Localization for Assure has been implemented, and Assure 1.2 supports Spanish and Japanese as well as English.

Assure 1.0 (September 2015)

Version 1.0 is the initial release of Sightline Assure. Sightline Assure provides the assurance that your mission-critical systems and applications are both available and healthy. Assure offers a single, unified view of system health that includes hardware, system software and applications. Assure's easy-to-use interface shows when systems are running well, or generates alerts when there are issues that require attention. Assure 1.0 includes monitoring for VMware, Windows and Linux operating systems.