
Release Notes for Zenoss Core Version 3.0.3

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Part Number: 02-102010-3.0-v04

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1. About These Notes

These release notes contain important information about this release of Zenoss, including:

- New features
- Where to download the software
- Supported software and environments
- Installation, upgrade, and implementation notes
- Known issues
- Defects and issues fixed in the release
- Reporting problems and providing feedback

1.1. What's New in Zenoss 3.0?

Version 3.0 of Zenoss Core offers:

- Completely redesigned user interface designed to improve operational effectiveness through simplified navigation, redesigned pages, and embedded tooltips and page tips.
- Expanded integration and customization through new REST API. In addition to its scriptable command line interface, interactive shell, and expansive Web services API based on XML-RPC, Zenoss now offers a REST API with easily consumable XML or JSON return formats. The benefit to end users is more flexible and simplified options for customization and rapid integration with other management tools.
- New search facility (accessed from the Infrastructure page) allows simultaneous substring search on device names, IP addresses, and device classes.
- Product documentation in EPUB e-book format. You can read EPUB books from your iPhone, iPad, Sony Reader, or Nook, or by using e-reader software such as Stanza, FBReader (for Linux devices), or the EPUBReader plugin (for Firefox users).
- Upgraded versions of Python (2.6) and Zope (2.12).
- Reliability and availability improvements.

1.2. Downloading Zenoss Core

Zenoss Core is available from this location:

<http://www.zenoss.com/download>

1.3. Supported Software and Environments

You can install Zenoss Core on these platforms:

- Linux®
 - RedHat® Enterprise Linux 4, 5
 - CentOS 4, 5
 - Fedora™ Core 12, 13
 - Debian® 5
 - Ubuntu® Server 8.04, 10.04
 - openSUSE 10.3, 11.1
 - SUSE® Linux Enterprise Server 10, 11

- Mac OS® X v10.5 Leopard®, Mac OS® X v10.6 Snow Leopard®
- Windows® (requires VMware™ Player and the Zenoss Virtual Appliance)

For each system that will access Zenoss through a Web browser, you need:

- Firefox 3.x or Internet Explorer 7, 8
- Adobe® Flash® Player

The following partial list of resources can be managed by Zenoss:

- Windows Server (2000, 2003, 2008), Windows XP, and Windows Vista®, Windows 7
- Linux or other UNIX® server
- Tomcat™ and other Java®/JMX servers
- Any SNMP- or SSH-enabled device

1.4. Installation, Upgrade and Implementation Notes

Read this section for important installation, upgrade, and implementation updates. For complete installation and update instructions, refer to the latest version of the *Zenoss Core Installation* guide.

1.4.1. Memory Requirements

For a small Zenoss installation (fewer than 250 devices), your system must have a minimum of 4GB available RAM. (Defect 6898)

1.4.2. Upgrade

- Refer to the following table to determine the upgrade path you must follow when upgrading to a newer version of Zenoss.

Note

Zenoss strongly recommends that you upgrade to the latest release to receive the latest features and defect fixes.

If your current version is:	You can upgrade directly to this version:
2.1.x	2.1.3
2.1.3	2.2.4
2.2.x	2.2.4
2.2.4	2.3.3
2.3.x	2.4.5
2.4.x	2.5.2
2.5.x	3.0.3*
3.0.x	3.0.3

*Before upgrading from Version 2.5.x, you must install the PreUpgrade ZenPack to prepare your environment for the transition. This version depends on a new global catalog that indexes most objects in your database for quick retrieval.

Run this ZenPack only against the Zenoss master; do not run it against Zenoss collectors.

To prepare your environment:

1. Download and save the PreUpgrade30 ZenPack .egg file from the Zenoss Community ZenPacks page:

<http://community.zenoss.org/community/zenpacks>

2. Run the following command as the zenoss user:

```
zenpack --install ZenPacks.zenoss.PreUpgrade30
```

3. Stop, and then restart the system with the following commands:

```
zopectl stop
zenhub stop
zopectl start
zenhub start
```

4. Run the following command to build the catalog:

```
zencatalog start
```

When the `zencatalog` daemon starts, it will traverse your database and build the catalog.

You can check the progress of the daemon from the event console, or from the `zencatalog.log` file. Run the following command:

```
tail -f $ZENHOME/log/zencatalog.log
```

Note

You must wait until `zencatalog` finishes before continuing upgrade. The amount of time required to create the global catalog depends on the number of devices and components in your database.

- Before upgrade, you must perform a "service zenoss start" (as root user) or "zenoss start" (as user zenoss) before restarting Zenoss. (Defect 7033)

Otherwise, you will see the following error:

```
Daemon: zeoctl Error: no program specified; use -p or -C
```

- Zenoss does not test or evaluate community, customer-developed, and custom ZenPacks for upgrades.

If you are using one or more ZenPacks that are not installed through the standard Zenoss installation process, you should contact the ZenPack author about its compatibility with your upgrade version. Zenoss further recommends you test the ZenPack for upgrade compatibility in a test environment.

- Older versions of Zenoss used a persistent disk cache in the `zope.conf` file. If you originally installed an older Zenoss version, it is possible that your upgraded system still has this cache enabled. This configuration is not compatible with Zenoss 3.0.x, and must be disabled before starting the upgrade process. (Defect 7069)

Follow these steps to disable and remove the cache:

1. In the `zope.conf` file, verify that the `client zeo1` line is commented out, as follows:

```
<zodb_db main>
mount-point /
# ZODB cache, in number of objects
cache-size 5000
<zeoclient>
server localhost:8100
storage 1
name zeostorage
var $INSTANCE/var
# ZEO client cache, in bytes
cache-size 20MB
```

```
# Uncomment to have a persistent disk cache
#client zeo1
</zeoclient>
</zodb_db>
```

2. As the `zenoss` user, enter these commands to remove old caches, if they exist:

```
zenoss stop
rm $ZENHOME/var/*.zec
zenoss start
```

- There is a known issue when upgrading from Zenoss 2.5.2 to Zenoss 3.0.x, for users who have installed ZenPacks with compiled C extensions. (LDAPAuthenticator ZenPacks users will most commonly experience this problem.)

The problem results from moving from Python 2.4 to Python 2.5 or later. Zenoss 3.0.x uses Python 2.6.

During upgrade, on a 64-bit OS, you may see this error during the post-upgrade process:

```
undefined symbol: Py_InitModule4
```

This message interrupts the upgrade. If it appears, you must:

1. Upgrade ZenPacks with new Python 2.6-compiled extensions
2. Run the post-upgrade cleanup script:

```
remove_preupgrade_zenpack.sh
```

Note

For Enterprise ZenPacks, the post-upgrade cleanup step is included in the Enterprise ZenPack RPM installation. If you have additional custom or community ZenPacks exhibiting this error, then you must run this script manually after installing ZenPacks with new Python 2.6-compatible extensions.

Note

The `zeo` database daemon must be running when you run the script.

Users on a 32-bit OS may see this message during the post-upgrade step:

```
RuntimeWarning: Python C API version mismatch for module XXXX: This Python has API version 1013
module XXXX has version 1012.
```

where `XXXX` contains the name of a specific, compiled C extension. This warning will not prevent the `remove_preupgrade_zenpack.sh` script from completing, but it does indicate that one or more extensions must be rebuilt for Python 2.6 before you can fully deploy your updated Zenoss system.

- On upgrade, you may see a message similar to:

```
WARNING:ZEO.zrpc:(9906) CW: error connecting to ('localhost', 8100): ECONNREFUSED
INFO:zen.migrate:Database going to version Zenoss 3.0.3
```

This message is benign and can be disregarded.

1.4.3. Event Status

Available status calculation has changed. (Defect 7192).

In Version 3.0.1, the status on the device details page showed 'Up' regardless of the associated /Status/Ping events, if:

- The `zPingMonitorIgnore` configuration property is `True`,
- OR
- The device's `Production State` is below the value of the device's `zProdStateThreshold` configuration property

In Version 3.0.2 and later, the status is determined by the current `/Status/Ping` events of the device, regardless of the value of the configuration properties.

1.4.4. Search

Global Device Search is available as a Core ZenPack. You can download this ZenPack from:

<http://community.zenoss.org/docs/DOC-7453>

1.5. Known Issues

The following issues are known for this version of Zenoss Core.

- A new attribute, `monitoredStartModes`, has been added to `WinServices` so that only Windows services that are expected to be running are actually reported as "down." Optional services that are Disabled or Manual startup are, by default, not reported as down. (Internal Defect 2248)
- ZenPacks whose names include an underscore break on export. To resolve this issue, reinstall the ZenPack via the command line, and then restart Zope. (Defect 5239)
- If an SSH connection times out (for example, `sshd` is dead, or remote device is unavailable), multiple events are generated. After SSH connections can be restored, when `zencommand` runs again, no clear event is generated. Events must be manually cleared when the device starts responding again. (Defect 5386)
- Starting up the BitRock stack may produce `ClientDisconnected` errors in log files. These do not indicate a problem and should be ignored. (Defect 5508)
- If your installation's `$ZENHOME` contains a dot (`.`), then Zenoss does not function correctly. (Defect 5838)
- Zenoss displays a status of "unknown" for Windows services that are disabled or not monitored. (Defect 7028)
- The `zenmodeler` daemon does not provide valid feedback on SNMPv3 authentication issues. (Defect 7165)

1.6. Defects Fixed in this Release

Go to the following location to view defects fixed in this version of Zenoss:

<http://tinyurl.com/28eh3uf>

1.7. Reporting Problems and Providing Feedback

Use the Zenoss forums (<http://community.zenoss.org/community/forums>) and Trac (<http://dev.zenoss.org/trac>) to submit issues and provide feedback.

1.7.1. Product Documentation Feedback

Zenoss welcomes your comments and suggestions to help us improve our product documentation. Please send your comments to:

docs@zenoss.com