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# Release Notes for Zenoss Service Dynamics Analytics and Optimization Version 4.1

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## 1. About These Notes

These release notes contain important information about this release of Zenoss Service Dynamics Analytics and Optimization ("Analytics"), including:

- Where to download the software
- Supported software and environments
- Installation and implementation notes
- Known issues
- Reporting problems and providing feedback

### 1.1. Downloading Analytics

Contact your Zenoss representative for more information about Analytics.

### 1.2. Supported Software and Environments

You can install Analytics on these platforms:

- RedHat® Enterprise Linux 5
- CentOS 5 (verified with CentOS 5.6)

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

- Firefox (verified with 4, 5, 6) or Internet Explorer (verified with 7, 8, 9)
- Adobe® Flash® Player 10 or later version

### **1.3. Installation and Implementation Notes**

For complete installation and implementation instructions, refer to the *Zenoss Service Dynamics Analytics and Optimization* guide.

### **1.4. Known Issues**

The following issues are known for this version of Analytics.

- Due to slightly different time windows and different resolution in the data, Resource Manager and Analytics reports may vary slightly.
- Default accounts are not locked/disabled/set-to-good-default-passwords on initial installation.
- Full access controls (device ACLs, roles, and groups) are not supported.

### **1.5. Reporting Problems and Providing Feedback**

To contact Zenoss Customer Support, go to the support portal at:

<https://support.zenoss.com>

#### **1.5.1. Product Documentation Feedback**

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

[docs@zenoss.com](mailto:docs@zenoss.com)