



Zenoss Service Impact Release Notes

Release 5.0.1

Zenoss, Inc.

www.zenoss.com

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Part Number: 1004.15.189

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About this document

Zenoss Service Impact Release Notes contains important information about Zenoss Service Impact (Service Impact) minor and micro releases.

Scope

This document provides information about the following releases of Service Impact:

- Release 5.0.1 (July 2015)
- Release 5.0.0 (March 2015)

Changes to the release notes

Date	Description
July 2015	Added the "Features 5.0.1" section.
	Added the "Fixed 5.0.1" and "Known 5.0.1" sections.
	Marked several 5.0.0 Known issues as Fixed.
	Added a new "Compatibility" section.

Supported clients and browsers

The client operating systems and web browser combinations supported in this release.

- All browsers must have Adobe® Flash® Player 11 installed, or a more recent version.
- Compatibility mode is not supported in Internet Explorer.

Client OS	Supported Browsers
Windows 7 and 8.1	Internet Explorer 11 (enterprise mode is supported)
	Internet Explorer 10
	Firefox 30 and above
	Chrome 30 and above
Windows Server 2012 R2	Firefox 30
	Chrome 36
Macintosh OS/X 10.9	Firefox 30 and above
	Chrome 36 and above
Ubuntu 14.04 LTS	Firefox 30 and above
	Chrome 37 and above
Red Hat Enterprise Linux 6.5, CentOS 6.5	Firefox 30 and above
	Chrome 37 and above

Compatibility

The following table shows version compatibility with Resource Manager.

Service Impact	Resource Manager
5.0.0	4.2.4 with Recommended Patch Set (RPS) 763 or later
	4.2.5 with RPS 457 or later
	5.0.0 or later
5.0.1	4.2.4 with RPS 763 or later
	4.2.5 with RPS 457 or later
	5.0.0 or later

Feature changes

Features 5.0.1

- Improved modeling and scaling.

The modeling and scaling performance is improved from the previous version.

- Organizing Groups enhancement.

When adding a Organizing Group that contains (or will later contain) one or more child organizing groups to a Service Model, all of the descendent organizing group hierarchies and devices are also added to the Service Model. Previously only the added parent organizing group's immediate devices were added, but not the child and descendent organizing groups and devices.

- Improved and new service graphs.

The State Propagation Backlog graph displays the length of the backlog and the age of the oldest node.

New graphs are available in the Control Center.

- Enhanced user experience.

The Impact View now provides a zoom scan bar in the upper right corner of the view. This helps you quickly access specific node details that are part of very large service models.

Using a touchpad with Service Impact now provides an improved user experience.

Features 5.0.0

- Organizing groups in service models.

Zenoss customers can leverage grouping to organize and manage devices according to a variety of business needs. You can now use group organization in service models to dramatically simplify model maintenance. As you add or remove devices from groups, any service models referencing those groups are automatically updated.

- Enhanced user interface.

Service graphs have dramatically improved usability, presentation, and respond much faster due to a new HTML5 interface.

- Monitoring and diagnostic enhancements.

To speed up resolution time and improve the identification and diagnosis of issues, significant instrumentation has been added to expose and allow monitoring of key Service Impact metrics. These include the tracking system resources, commit time/rate/size, model state propagation performance, and Neo4J database resources.

- Performance improvements.

Service event propagation, graph modification, and graph resets are significantly faster.

- Updated to support Java 7 (OpenJDK 7).

Fixed issues

Fixed 5.0.1

ID	Description
ZEN-4619	Changing the name of a Dynamic Service does not update the Impact View graph.
ZEN-8899	"Dynamic Services" is not a searchable string in the Add to Services search field.
ZEN-14054	In Impact View , the summary popup of a node may have missing or inaccurate text in the Production field. When a node is out of production, the text may be missing. When a node transitions out of production, the text may remain <code>true</code> .
ZEN-14350	the Add Dynamic Service submit button is not repsonding correctly.
ZEN-16861	Impact 4.2.6: Links in the Dynamic Services view (located on the right side of the user interface) are not working.
ZEN-16917	the Filter fails when multiple policies are applied to the same service, which sets the service to different states, causing the Global policy to take precedence over the Contextual policy.
ZEN-16997	Service Impact Server event processing rate is very slow when a large number of devices come back online at the same time.
ZEN-17052	On Resource Manager 5.0.x, the Neo4j administration console is not available.
ZEN-17082	Contextual policies Derived states color causes usability issues. The DOWN state was a solid red line. It is now a dotted red line to improve usability.
ZEN-17219	Exported XML does not conform to its schema.
ZEN-17525	A renamed node is not renamed in the Impact View graph.
ZEN-17564	Impact View does not render in Internet Explorer 10.
ZEN-17578	Unable to import graph information on Resource Manager 4.2.x master host due to an SSL authentication issue. For more information, see Configuring Resource Manager 4.2.x to use SSL in the "Notes and workarounds" section of this document.
ZEN-18206	Updating the Impact graph and device modeling slowed down significantly in Version 5.0.0.
ZEN-18195	The Zoom Slider tool was missing.
ZEN-18340	<code>zenimpactstate</code> does not mount volumes.

Known issues

Known 5.0.1

ID	Description	Status
ZEN-17182	Some Service Impact graphs are missing in Control Center.	Open
ZEN-18522	Cannot rename or edit an Organizing Group .	Open

Known 5.0.0

ID	Description	Status
ZEN-9077, ZEN-16861	In Overview view, node links do not display the page of the associated device or component.	Fixed (5.0.1)
ZEN-9339	Service nodes representing Resource Manager process sets are not using process set names, which complicates the process of associating Service Impact events with specific processes on a device.	Fixed (5.0.1)
ZEN-9905	Similar events that occur within microseconds of each other may be excluded from root cause analysis results	Fixed (5.0.1)
ZEN-13617	The Add to Service dialog may display a lower count of items in the left column than it displays in the right column	Fixed (5.0.1)
ZEN-14054	In Impact View , the summary popup of a node may have missing or inaccurate text in the Production field. When a node is out of production, the text may be missing. When a node transitions out of production, the text may remain <code>true</code> .	Fixed (5.0.1)
ZEN-14243	In Impact View , clicking a node's event rainbow does not display the events subpage of the affected device or component.	Open
ZEN-14341	A node with cyclical relationships to other nodes in a service can result in a persistent service down event without a valid cause, even though the device or component is up and available.	Open
ZEN-15183	On Resource Manager 4.2.x systems, the <code>zenbackup</code> command is unable to release file handles after copying data from the Neo4j database, due to an unresolved issue in Neo4j. To release the file handles, restart the Service Impact server process.	Open
ZEN-16660	When a vSphere host is attached to clusters, the node representing the host includes a cyclical relationship to the clusters, and is unable to represent the state of the host itself.	Open
ZEN-17052	On Resource Manager 5.0.x systems, the Neo4j administration console is not available.	Closed (5.0.1)
ZEN-17199	On Resource Manager 4.2.x systems, the following JMX graphs are not displayed: Impact Commit Rate, Impact Traversal Rate, Impact Model Acquisition, Impact State Propagation, and Impact API Calls.	Open

Notes and workarounds

Notes 5.0.1

Installation

To install the current release for use with Resource Manager 5.0.x, you will download the Service Impact ZenPacks from the Zenoss Enterprise Software Downloads portal at <https://zenoss.leapfile.net>:

- `ZenPack.zenoss.ImpactServer 5.0.1.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact 5.0.1.0.0-py2.7.egg`

To install the current release for use with Resource Manager 4.2.4 or 4.2.5, you will need to download `zenoss_impact-5.0.1.0.0.noarch.rpm` from the same location.

Note To complete all installation steps for this release, please refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x* or *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

If you do not have a user account for the download portal, you can request a new account on the portal log in page, or contact Zenoss Support.

Configuring Resource Manager 4.2.x to use SSL (ZEN-17578)

Due to an SSL authentication issue, graph data cannot be imported to the Resource Manager 4.2.x master host. A workaround for this issue is to configure SSL on Resource Manager 4.2.x. The steps to perform this procedure are documented on the [Zenoss Help Center](#).

Errata

With the 5.0.1 release, the procedures for installing, upgrading, and removing Service Impact with Resource Manager version 5.0.x deployments have been removed from the *Zenoss Resource Manager Installation Guide* and placed in a separate manual named *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*. You can access the new installation guide at <http://docs.zenoss.com>.

Additional information

This release includes the following, additional documents:

- *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*
- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*
- *Zenoss Service Impact Users Guide*

Documentation feedback

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