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VANTAGE DX ANALYTICS

RELEASE NOTES — ON-PREMISES DEPLOYMENTS

RELEASE 3.11

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Release Notes — On-Premises Deployments
Release 3.11 - June 6, 2023

CHAPTER 3

Introduction

VDX Analytics is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Vantage DX Analytics Release 3.11. This document is intended for use by administrators.

Revision History

Document Date	Description
June 6, 2023	Vantage DX Analytics Release Notes — On-Premises Deployments Release 3.11

Vantage DX Analytics 3.11

The information in this document applies to Vantage DX Analytics Release 3.11. It describes the changes in this release, and provides information about known issues.

New in this Release

VDX Analytics includes the following new features and enhancements:

- "Monitoring AAD Groups" on page 6
- "Support for MFA Accounts" on page 7
- "Accessibility Enhancements" on page 7
- "Option to use Non-Administrator Accounts for AudioCodes SBC Integrations" on page 7
- "Update to Microsoft Teams CQD Integration Settings " on page 7
- "ServiceNow Integration Settings" on page 7
- "Change to Default Display of Boards" on page 8
- "Improvement to Integration Settings" on page 8
- "Recommended Updates" on page 8

Monitoring AAD Groups

When you integrate Vantage DX Analytics with your Microsoft 365 Call Quality Dashboard (CQD), VDX Analytics retrieves data about all of the users who are configured in your Microsoft tenant.

If you prefer to monitor only a subset of users, you can do so by using a new feature that is available in preview mode in this release. This new feature allows you to monitor users in a specific Azure Active Directory (AAD) group. When you configure the feature, VDX Analytics retrieves data only for the users in the specified AAD group.

For example, if you have a group of VIP users who are configured in an AAD group, you can configure VDX Analytics to retrieved data for that group only. If you have multiple AAD groups that you want to monitor, you can configure a separate integration for each group.

This feature is in preview mode and is not generally available. If you would like to trial this feature, contact your Martello Delivery Engineer, who can provide you with configuration information.

Support for MFA Accounts

VDX Analytics requires an account that it can use to sign into your Microsoft Call Quality Dashboard (CQD). In previous releases, the account could not use multi-factor authentication (MFA). This release allows you to configure the integration with an account that uses Native Azure MFA in a passive authentication flow. The account must be cloud-native.

Accessibility Enhancements

This release includes the following accessibility improvements:

- **Boards page**—When you navigate to the **Boards** page and choose **Pie Chart** from the **Visualize By** options, the pie charts now include labels to indicate the health state.
- **Context menus**—When you click the **More** icon in the top corner of a board, a context menu displays. It is now easier to select menu items using a keyboard.

Option to use Non-Administrator Accounts for AudioCodes SBC Integrations

VDX Analytics requires an account that it can use to log into SBC AudioCodes devices and retrieve data. In previous releases, VDX Analytics required an account that had Administrator permissions for the device. This release introduces an option to use an account with Monitor permissions instead.

Update to Microsoft Teams CQD Integration Settings

When you configure an integration between VDX Analytics and the Microsoft Teams CQD, the settings now include an option to **Leverage the Martello VDX App**. This option is enabled by default, and allows the integration to use the permissions that you granted to the Martello VDX App when you first registered it.

ServiceNow Integration Settings

This release includes a new setting for the integration with ServiceNow. The **Fields for incident creation** provides the ability to enable or disable retrieval of the following data:

- Assignment Group
- Assigned To

When these options are enabled, VDX Analytics retrieves this data from ServiceNow and includes it in new incidents and automatic notifications. When these options are disabled, the data is not retrieved. Both of these options are enabled by default.

VDX Analytics retrieves existing incidents and component relationships from ServiceNow. If you do not want to use this functionality, you can scope the data that VDX Analytics retrieves using a Access Control List (ACL) in ServiceNow.

Change to Default Display of Boards

In previous releases, the Boards page in VDX Analytics displayed child boards as well as top-level boards. If you wanted to view top-level boards only, you needed to use a filter to exclude child boards. In this release, child boards are excluded by default. You can include them by de-selecting the filter.

Improvement to Integration Settings

In previous releases, if you edited the settings in an existing integration, VDX Analytics required you to re-enter the password for the integration. This release removes the requirement so that you can edit settings without re-submitting passwords. Changes to the settings are tracked in a log file.

Recommended Updates

If you deploy a remote agent, we recommend that you upgrade it. To obtain the latest remote agent, perform the following steps. This procedure must be performed by an administrator:

1. From the main menu, select **Settings**.
2. Click the **Agents** tab.
3. Click the **Download Agent** button.
   A dialog box displays.
4. Click **Save** to download the AgentInstaller.zip file.
5. Unzip the file on the Windows server where you want to install the remote agent and execute the command file.

Fixed Issues

The following issues were fixed in this release of VDX Analytics.

Issue Type	Issue	Affected Version
Application	For integrations that have a large number of components, such as SCOM, an error may occur when you perform a search. VDX Analytics displays the following message: Internal Server Error.	3.5.1
Application	When VDX Analytics sends an email to notify you of changes to a business service, the email does not include a link to the business service. This issue is fixed for new business services that you create, and also for existing business services that you update. The format of emails is also corrected.	3.9
Integration	When you try to configure an email integration, an error occurs when VDX Analytics attempts to establish an SSL or TLS connection.	3.9.
Application	The health check for the Microsoft CQD integration does not display an error when issues occur with the account credentials.	3.9
Application	Incorrect authorization allows an authenticated remote user to invoke a specific REST API endpoint and see a list of all users on the system.	3.9 and earlier

Application	An error occurs with specific settings in the Service Level Objectives (SLOs). If you have configured SLOs to be calculated over a week, and have selected to use business hours only, the timeline does not display in the SLA summary.	3.7
Application	When you click the **More** button on a component and try to pin it to a board, you are unable to search for a target board.	3.5
Application	Boards remain in maintenance mode after the scheduled maintenance period ends.	3.7 and higher
Application	When you configure notifications for a board, the list of possible recipients is not consistent. The list varies, depending on how you configure the notification. The list that displays when you configure a notification from the board is different than the list that displays when you configure the notification from the overview page.	3.9

Known Issues

The following items are known issues in the 3.11 release of VDX Analytics:

SLA Report Does Not Generate

If you are unable to generate an SLA report on the server where VDX Analytics is installed, verify that the browser on the server has been configured. SLA reports may not generate if the browser has not been configured and used prior to generating the report. If the browser has not been configured and used previously, you can resolve this problem by starting the browser as the app pool user. Subsequent SLA reports will be available to download.

Devices Unavailable for External Users

When you integrate the Microsoft Teams Call Quality Dashboard (CQD) with Vantage DX Analytics, external participants are included in the meeting data. If the meeting is organized by an external user, however, the devices of the external attendees are not available.

Delay when Generating SLA Reports

When you generate an SLA report, it may take up to 29 hours to become available. If the report is not available after this period of time, regenerate it.

Incorrect Alert Counts

Boards may display an incorrect number of alerts in deployments where there more than a million component relationships.

Unable to Remove Members from Boards

When you perform a search in Vantage DX Analytics and pin the results to a board, you are unable to remove a member from the board if the name contains an apostrophe.

Errors on Cisco Prime Alerts

When you view an alert that was retrieved from the Cisco Prime integration, an error message displays and the button to view Related Components is disabled.

Webhook Listener Service Not Removed

If you have configured an integration with Google Cloud Platform, you need to upgrade the webhook listener service when you upgrade to a new version of Vantage DX Analytics. The existing webhook listener may not be removed correctly by the un-install process. If this occurs, you must manually remove the service using the tools provided in Windows.

Error when Upgrading Elasticsearch

When you upgrade Elasticsearch, an error may occur where Elasticsearch is unable to perform a synced flush. To resolve this issue, shut down the Martello iQ app pool and then upgrade the software.

For information about this error, see

https://www.elastic.co/guide/en/elasticsearch/reference/7.17/indices-synced-flush.html#_synced_flush_api

Incorrect Timestamps on Alerts

After an upgrade, the "Created On" and "Last Updated Time" for Alerts are set to the time that the server was upgraded. This issue may persist for up to 24 hours.

Using Saved Searches with Incident Automation

VDX Analytics can automatically create incidents based on alerts for objects or components in a Saved Search. If you want to enable incident automation for a Saved Search, we recommend that you add an asterisk (*) to the end of your search term before your perform the search. For example, search on `sql*`.

SLA Impact End Time

When a component in a business service is in a critical state, VDX Analytics calculates its impact on SLA. If you remove the component from the service, the SLA Impact End Time is not updated.

Heat Map Displays Incorrectly for Business Services

If you pin an object to the end-user perspective of a business service, the heat map displays correctly. However, if you then pin a rule to any perspective in the same

business service, the heat map displays an incorrect color for the end-user perspective. The overall health status of the business service displays correctly.

Error Message when Retrieving SolarWinds Nodes

VDX Analytics correctly retrieves nodes from SolarWinds; however, in some instances, you may see the following query error: `Query failed, check fault information.\n'\u001b', hexadecimal value 0x1B, is an invalid character.` The error is caused by an invalid character in the node name.

Changing Time Zones Affects SLA Data

If you configure SLA for a business service and then subsequently change the time zone, the components that impacted the SLA historically are no longer shown.

Unclear Error Message when Adding Jira Integration

If you make a mistake when you enter the URL for a Jira integration, VDX Analytics provides the following error message: Cannot add integration: Object reference not set to an instance of an object. Verify the URL and enter it again.

Unclear Error Message when Adding Cherwell Integration

If you make a mistake when you enter the credentials for a Cherwell integration, VDX Analytics provides the following error message: Cannot add integration: Error calling ServiceToken:. Verify the credentials and enter them again.

Unable to Log in with Domain User

When you install VDX Analytics, you choose whether to connect to the SQL server using Windows Authentication or SQL authentication. If you choose SQL authentication, VDX Analytics may display an "Unknown or Unauthenticated User" message the first time you log in. If you see this error message, change the app pool user to a domain user that has permission to request information from the domain controller.

Components Displayed on Boards and Services

VDX Analytics displays a maximum of 10,000 components on a board or service, even if the board or service contains a higher number of components.

SQL Server 2012 Native Client Error

When you install VDX Analytics on a server for the first time, the SQL Server Native Client is installed as part of the initial process. Later in the installation process, you have the option to install SQL Server 2017 Express. If you choose this option, the following error displays: `sqlncli.msi is not found in the path`.

To resolve this issue, uninstall the SQL server 2012 Native Client and then install SQL Server 2017 Express before you continue with the installation of VDX Analytics. For more information, refer to the following Knowledge Base article:

https://support.martellotech.com/knowledgeBase/11002910

URL Used for Notifications

When you create a board or business service, VDX Analytics creates a URL for the item. The URL is based on how you are connected to VDX Analytics at the time that you create the board or business service. For example, if you connect to VDX Analytics through localhost, the URL is based on the localhost address. If you configure automatic notifications, this URL is included in the message sent to recipients. Recipients who click the link may see an "unable to connect" or "connection refused" message, or may be redirected to a search engine, depending on the browser.

If you configure email notifications, or if you use PowerShell to send notifications to other applications, you need to configure the URL used by the notifications. A script is available from our support team to help you change the URL. For more information, see the following Knowledge Base article:

https://support.martellotech.com/knowledgeBase/10320492

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in VDX Analytics, some alerts include editable fields from the source system, depending on the integration. In this release, if you enter an address in the editable URL field, the **Go To Related Components** and the **Go To Source** buttons do not work correctly; these buttons open the URL that you added to the editable field.

VDX Analytics Launches on the Default Port

By default, VDX Analytics uses port 59212. When you launch VDX Analytics from the installer or from the shortcut created by the installer, the application always uses port 59212, even if you have changed the default settings and configured the server to use a different port.

Incorrect SLA Calculations

SLA calculations for a business service may be incorrect for a period of up to 15 minutes if the health state of the service changes during that interval. VDX Analytics makes SLA calculations every 15 minutes, and if the health state changes in between calculations, the interface continues to display information based on the previous health state until a new calculation is performed. For this reason, information such as the Current SLA value may drop and then revert to a higher number when the status is updated.

Error: Limit of Mapping Depth

You may see an error in the log file that contains the following text: "`Limit of mapping depth [20] in index [<Index Name>] has been exceeded due to object field...`"

If you see this error, increase the limit of the number of inner objects of the Elasticsearch index. You can do so by using curl to execute the following PUT request:

```
curl -u <username:password> -X PUT <Elasticsearch URL>/<Index Name>/_
settings -H "Content-Type: application/json" -d "{
\"index.mapping.depth.limit\" : 50 }"
```

To verify that the limit has been correctly updated, use curl to execute the following GET request:

```
curl -u <username:password> -X GET <Elasticsearch URL>/<Index Name>/_
settings
```

Relationships Not Shown in Cisco Prime Integrations

In Cisco Prime integrations, VDX Analytics displays objects and health states, but does not show the relationship between groups. This issue occurs if the group name in Cisco Prime includes a comma. To resolve this issue, ensure that there are no commas in the group names that you configure in Cisco Prime.

Increased Memory Usage in Elasticsearch

VDX Analytics release 3.11 has a higher data throughput than in previous releases. Because of this, the memory usage of Elasticsearch could increase. Martello recommends that you increase the heap space when the elasticsearch log file contains the following messages:

```
[o.e.m.j.JvmGcMonitorService][UD2zDJd] [gc][215085] overhead, spent
[1.2s] collecting in the last [2s]
```

BMC Remedy Error when Email is the Reported Source

When you create a BMC Remedy incident in VDX Analytics and select Email as the option for the **Reported Source** field, BMC Remedy reports an error.

Open Alerts from DX APM

When an alert rule in Broadcom DX APM triggers an alert, the alert is reported in VDX Analytics. If you subsequently disable the alert rule in DX APM while there are still open alerts, the alerts become inactive in DX APM but continue to display as open alerts in VDX Analytics.

If you want to disable an alert rule in DX APM, you can avoid this issue by performing the following steps:

- In DX APM, lower the threshold that triggers the alert.

- Wait for VDX Analytics to remove the alerts.
- Disable the alert rule in DX APM.

Unexpected Results in Saved Searches

A search for numeric values may not return all the expected results. For example, if a Component contains the integer property "Parent ID" with the value 123, searching for only the number 123 will not return that component. In order to get the desired results, you must specify the field name in the search: source.prtg.ParentId:123. In this case, all the PRTG components that have the property "Parent ID" equal to 123 are returned.

Connection Error with Splunk

After you upgrade to release 3.11, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

Incorrect Data in Cisco Prime and TOPDesk

After you upgrade to release 3.11, Cisco Prime and TopDesk integrations may show an incorrect number of components, and states may display as unknown.

To fix this issue, Martello has created a PowerShell script that clears the data from integration without affecting any of the objects that are discovered and placed in board or services. For instructions on how to use the script, see the following Knowledge Base article: https://support.martellotech.com/knowledgeBase/9528506.

Contact

For additional information, please visit our support page at https://support.martellotech.com, or email our Support Team at vdx-support@martellotech.com.

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