VANTAGE DX ANALYTICS

RELEASE NOTES — ON-PREMISES DEPLOYMENTS

RELEASE 3.7

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Release Notes — On-Premises Deployments
Release 3.7 - October 17, 2022

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 3.7. This document is intended for use by administrators.

Revision History

Document Date	Description
October 17, 2022	Vantage DX Analytics Release Notes — On-Premises Deployments Release 3.7

Vantage DX Analytics 3.7

The information in this document applies to Vantage DX Analytics Release 3.7. 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:

- "Navigation Changes" on page 6
- "New Filter for Alerts" on page 6
- "Enhanced Support for Integration with Provance" on page 7
- "Raw Properties and Details Display by Default" on page 7
- "Database Selection for the Microsoft Teams CQD Integration" on page 7
- "Pre-Defined Searches for Teams Call Quality Data" on page 7
- "Expanded SNMP Version Support for AudioCodes SBC Integration" on page 8
- "Elasticsearch Upgrade" on page 8

Navigation Changes

In previous releases, Vantage DX Analytics opened to display a **Home** page that provided access to saved searches, as well as tabs for different component types. The saved searches and tabs that were previously available on the **Home** page are now available when you click on the **Explore** menu. The **Home** option has been removed from the main menu.

New Filter for Alerts

The **Alerts** tab now includes a filter that allows you to choose one of the following options:

- Show Alerts with incidents
- Show Alerts without incidents

To use these options, click the main menu and click **Explore**; select the **Alerts** tab.

Enhanced Support for Integration with Provance

This release supports an integration with Provance Service Team.

Raw Properties and Details Display by Default

In previous releases, a **Raw Properties** toggle displayed when you selected a component to view. You could use this toggle to display properties retrieved from the original monitoring system. The toggle has been removed in this release, and the raw properties display by default.

In addition to **Raw Properties**, a **Details** toggle also displayed when you selected an alert or incident. You could use this toggle to display messages related to the alert, or details about the incident, such as a description of the problem and who the incident was assigned to for resolution. The toggle has been removed in this release, and the details of alerts and incidents display by default.

Database Selection for the Microsoft Teams CQD Integration

This release introduces a new setting for the Microsoft Teams CQD integration. Use the **Sync Database Type** field to select the type of database that you want Vantage DX Analytics to use when syncing data. The default setting is Application Database. Select Local File Storage only if you are connecting to the Microsoft CQD through a remote agent.

Pre-Defined Searches for Teams Call Quality Data

This release introduces pre-defined searches that allow you to quickly find data that Vantage DX Analytics has retrieved from the Microsoft Teams CQD integration. The following searches are available:

- TeamUsers
- User Devices
- Teams Alerts
- Teams Meetings
- Offices
- ISPs
- Microsoft Datacenters
- Countries
- Cities
- PSTN Carriers
- PSTN Trunks

You can pin the search results to boards or business services. To access the pre-defined searches, select **Explore** from the main menu.

> **Note:**
> If you created searches in a previous version of Vantage DX Analytics that use any of these names, Vantage DX Analytics will append "_copy" to your existing search during the upgrade to the current version.

Expanded SNMP Version Support for AudioCodes SBC Integration

This features expands SNMP version support for the AudioCodes SBC integration. Previous releases supported V1 only; this release supports the following SNMP versions:

- V1
- V2c
- V3

The integration settings now allow you to choose the SNMP version and the SNMP port, and allow you to define the additional security options that SNMP V3 offers.

Elasticsearch Upgrade

Vantage DX Analytics has been updated to use Elasticsearch 7.17.6.

Fixed Issues

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

Issue Type	Issue	Affected Version
Integration	Components retrieved from the Microsoft CQD may be removed during an upgrade of Vantage DX Analytics. A new option that allows you to choose the Synch Database Type resolves this issue.	3.0
Application	Pages load slowly or fail to load when there is a large number of components.	3.6.2
Application	You are unable to add a new license after the previous license expires.	3.0
Application	If a user who does not have administrator privileges creates a board in Vantage DX Analytics, administrators are unable to view that board.	3.0.4
Application	If you use a saved search to add a component to a board, new alerts and incidents related to the board do not trigger email notifications.	3.5.0
Application	If you add components to a board using a saved search, a caching issue causes an inconsistency in how the health state of the components is reported. There may be a discrepancy in the health state when you preview the board and when you view detailed data.	3.5.0
Application	Alerts from the Microsoft Call Quality Dashboard (CQD) integration display incorrect date and time information.	3.5.0

Known Issues

The following items are known issues in the 3.7 release of VDX Analytics:

- "Devices Unavailable for External Users" on page 10
- "Delay when Generating SLA Reports " on page 11
- "Incorrect Alert Counts " on page 11
- "Unable to Remove Members from Boards " on page 11
- "Errors on Cisco Prime Alerts " on page 11
- "Webhook Listener Service Not Removed" on page 11
- "Error when Upgrading Elasticsearch " on page 11
- "Incorrect Timestamps on Alerts " on page 11
- "Board or Business Service Email Notifications" on page 11
- "Using Saved Searches with Incident Automation" on page 12
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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.

Board or Business Service Email Notifications

For cloud-based deployments of the Vantage DX solution, board or business service email notifications (including shares, state changes, and new alerts and incidents) may experience the following issues:

- For business service notifications, the URL that links to the business service is not present. You must manually navigate to the business service.

- When a board is shared, no notifications are sent. This issue does not affect business service sharing notifications.

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.

SLA Chart Shows Hours Incorrectly after Time Change

When Daylight Savings Time takes effect, the SLA chart does not display data correctly. Some errors occur only on the day of the change, and some errors may persist, depending on your configuration.

On the day that the change occurs, the SLA chart may contain the following errors:

- Data is shifted forward by one hour, and an extra hour is shown as not monitored.
- An hour is missing, and intervals may display out of order if a state change occurred.

An ongoing error occurs if you have enabled business hours and have chosen to use a time zone that observes DST. In this case, business hours display correctly only when you are viewing data for the current time period. If you choose to view data from a period when a different time was in effect, the business hours on the SLA chart are shifted by an hour. For example, if Daylight Savings Time is in effect and you view current data, business hours display correctly. However, if Daylight Savings Time is in effect and you view data for a date when Standard time was in effect, the business hours display incorrectly.

SLA uptimes are not affected by these display errors.

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.

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 3.7, 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 3.7, 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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