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VANTAGE DX ANALYTICS

RELEASE NOTES — ON-PREMISES DEPLOYMENTS

RELEASE 3.9

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Release Notes — On-Premises Deployments
Release 3.9 - January 25, 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 3.9. This document is intended for use by administrators.

Revision History

Document Date	Description
January 25, 2023	Vantage DX Analytics Release Notes — On-Premises Deployments Release 3.9

Vantage DX Analytics 3.9

The information in this document applies to Vantage DX Analytics Release 3.9. 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:

- "New Pre-Defined Search: Meeting Rooms" on page 6
- "Notifications for SLO Thresholds" on page 7
- "New Option in SCOM Integration Settings" on page 7
- "Streamlined Settings for the Microsoft CQD Integration" on page 7
- "Improvements to Email Notifications" on page 7
- "Remote Agent Upgrade" on page 7
- "Accessibility Enhancements" on page 8
- "New Option for PRTG Integrations" on page 8
- "Changes to Alert Counts" on page 8

New Pre-Defined Search: Meeting Rooms

When you hover over the Explore menu, sub-menus display that provide access to pre-defined searches. These searches allow you to quickly find data that VDX Analytics has retrieved from the Microsoft Teams CQD integration.

This release includes a new pre-defined search: Meeting Rooms. The search displays meetings associated with Teams meeting rooms, and provides details such as the meeting health, the attendees who experienced poor call quality, and metrics associated with those users.

Before you use this option, you must configure a consolidation rule for meeting room data. For information about how to configure a consolidation rule, see the "Getting Started" chapter in the *Real User Monitoring Guide*. It is available on the Martello website at https://martellotech.com/documentation/analytics/.

Notifications for SLO Thresholds

This release provides the ability to trigger notifications when the Service Level Objectives (SLOs) for a business service are breached, or are close to being breached.

To support this capability, there are two new **Trigger** settings in the Notifications panel:

- Service SLA About to Breach
- Service SLA Breached

These triggers correspond to the following SLO settings:

- Set a Goal—Use this field to specify the SLA goal for the business service, as well as the threshold that VDX Analytics will use to trigger a "Service SLA Breach" notification.
- Set a Threshold—Use this field to specify the threshold that VDX Analytics will use to trigger a "Service SLA About to Breach" notification. For example, if your SLO goal is 90%, you can set a threshold of 95% to receive a notification when the performance reaches that threshold. When you configure an SLO goal, VDX Analytics automatically adds a threshold, but you can edit it to a value of your choice.

New Option in SCOM Integration Settings

This release provides two options for connecting VDX Analytics to source system:

- Navigate to the SCOM console for the source system—This is the default option and allows you to connect to the SCOM Web Console without the use of LiveMaps.
- Navigate to LiveMaps for the source system—This option is available for customers who wish to use existing deployments of LiveMaps.

Streamlined Settings for the Microsoft CQD Integration

This release reduces the number of settings that you must configure when you integrate your Microsoft Call Quality Dashboard (CQD) with VDX Analytics. The settings are grouped in logical sections and tooltips are provided for each.

Improvements to Email Notifications

This release improves the email notifications that VDX Analytics sends to notify you of changes to a board or business service. The email provides details of the change that triggered the notification, as well as a link to VDX Analytics where you can view the board or business service.

Remote Agent Upgrade

The installer for the remote agent has been improved so that you no longer need to re-enter configuration information when you upgrade it.

If you use a remote agent to connect Vantage DX Analytics to the Microsoft Call Quality Dashboard (CQD) or to other monitoring tools, it is a best practice to upgrade the remote agent whenever your Vantage DX deployment is upgraded. We recommend that you upgrade the remote agent in order to take advantage of improvements and fixed items included in this release.

Accessibility Enhancements

This release includes changes to improve the accessibility of the Vantage DX Analytics interface:

- Colors on the interface have changed to make screen text easier to read.
- Keyboard navigation has been improved.

New Option for PRTG Integrations

This release introduces an option to configure an integration between Vantage DX Analytics and specific PRTG probes. When you configure an integration with a specific probe, Vantage DX Analytics retrieves data from the specified probe only; it does not retrieve data from other probes in the same instance. This option is useful if you have probes at remote locations and want to scope user access based on the location of the probe. You can create separate integrations for each probe and then assign the integration to a role in Vantage DX Analytics. For information about how to create an integration that targets a specific probe, see the *Vantage DX Analytics Installation Guide*. It is available on the Martello website at:

https://martellotech.com/documentation/analytics/

Changes to Alert Counts

This release improves how alert counts are reported. In previous releases, the number of open alerts included informational alerts, in addition to warnings and errors. In this release, the number of open alerts includes warnings and errors only; informational alerts are no longer included in the total.

VDX Analytics displays the number of open alerts in the following locations:

- The **Alerts** tab for individual boards.
- The **Alerts** column on the **Business Services** overview page.
- The **Alerts** tab for individual business services.
- The **Alerts** tab for individual components.

In these locations, the alert count is based on errors and warnings only. Alert counts are also available when you click **Explore** from the main menu and select the **Alerts** tab. By default, this page displays the a count based on the total number of errors and warnings, but you can use the filter to include informational alerts if you wish.

Fixed Issues

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

Issue Type	Issue	Affected Version
Application	The Explorer does not display the health status of child boards.	3.5
Application	After an upgrade, a data grooming error may display, indicating that VDX Analytics cannot retrieve all incidents.	3.0
Application	When you have two trusted domains with users configured in each, VDX Analytics may display the following error message when a user attempts to log in: "Your user has no assigned roles(s), please contact your administrator."	3.7
Application	Pre-defined searches may not display corresponding results.	3.7
Integration	Vantage DX Analytics times out and is not able to create incidents in ServiceNow if there is a large data set.	3.5
Integration	Stability errors occur with the Microsoft CQD integration, such as "service unavailable" messages or timeout errors when load retrieving data.	3.7
Application	When you configure Vantage DX Analytics to send notifications to a PowerShell script, you receive notifications about board state changes but do not receive notifications about new alerts.	3.7
Application	When Daylight Savings Time takes effect, the SLA chart does not display data correctly.	3.0

Known Issues

The following items are known issues in the 3.9 release of VDX Analytics:

- "SLA Report Does Not Generate " on page 10
- "Devices Unavailable for External Users" on page 11
- "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 12
- "Board or Business Service Email Notifications" on page 12
- "Using Saved Searches with Incident Automation" on page 12
- "SLA Impact End Time" on page 12
- "Heat Map Displays Incorrectly for Business Services " on page 12
- "Error Message when Retrieving SolarWinds Nodes " on page 12
- "Changing Time Zones Affects SLA Data " on page 12
- "Unclear Error Message when Adding Jira Integration " on page 13
- "Unclear Error Message when Adding Cherwell Integration " on page 13
- "Unable to Log in with Domain User" on page 13
- "Components Displayed on Boards and Services" on page 13
- "SQL Server 2012 Native Client Error " on page 13
- "URL Used for Notifications" on page 13
- "Editing an Alert Field Causes Buttons to Work Incorrectly" on page 14
- "VDX Analytics Launches on the Default Port" on page 14
- "Incorrect SLA Calculations " on page 14
- "Error: Limit of Mapping Depth" on page 14
- "Relationships Not Shown in Cisco Prime Integrations" on page 15
- "Increased Memory Usage in Elasticsearch" on page 15
- "BMC Remedy Error when Email is the Reported Source" on page 15
- "Open Alerts from DX APM" on page 15
- "Unexpected Results in Saved Searches" on page 15
- "Connection Error with Splunk" on page 15
- "Incorrect Data in Cisco Prime and TOPDesk" on page 16

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.

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.

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 3.9 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 3.9, 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 3.9, 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.