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VANTAGE DX ANALYTICS

RELEASE NOTES — ON-PREMISES DEPLOYMENTS

RELEASE 3.20

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Release Notes — On-Premises Deployments
Release 3.20 - February 19, 2025

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 3.20. This document is intended for use by administrators.

Revision History

Document Date	Description
February 19, 2025	Vantage DX Analytics Release Notes — On-Premises Deployments Release 3.20

Vantage DX Analytics 3.20

The information in this document applies to Vantage DX Analytics Release 3.20. 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 Network Data Available

Vantage DX now retrieves local IP addresses from its integration with the Microsoft Call Quality Dashboard (CQD), as well as information about whether a call connected through a VPN.

Local IP Addresses

In previous releases, Vantage DX displayed the public IP address of each client device that participated in a call, as well as the public IP address of the endpoint device. In this release, Vantage DX also retrieves the local (private) IP address of the client devices and endpoint devices. This information improves your troubleshooting capabilities because it allows you to correlate call quality issues with specific devices inside your LAN.

The public IP address and local IP address are displayed in the raw properties of components and alerts.

VPN Connectivity

Vantage DX now indicates whether calls were connected through a VPN. If a call was connected through a VPN, the interface shows a status of "connected;" if a VPN was not used in the connection, the status is shown as "none." This status is based on Microsoft classifications, which use a range of criteria to determine whether the endpoints involved in a call were connected to a VPN when the call occurred.

The VPN status is included in alerts.

Building Data from the Microsoft CQD

The Microsoft CQD provides the option to upload building data, which allows you to correlate your call quality data with information about your office buildings, their locations, and their network addresses. If you have uploaded this data to your Microsoft CQD, you can now view it in Vantage DX.

The following information is now available:

- **Building names**—The building names identified in your file are displayed in Vantage DX as the office name.
- **Local IP addresses**—Local IP addresses are mapped to the buildings where they are deployed. Any calls that are not from these Offices are treated as remote calls.
- **VPN addresses**—If your building data file indicates that a network segment is used for a VPN, Vantage DX displays calls that used that segment as VPN calls. For example, if a remote worker connects to the office VPN, the call will show as a VPN call.

Vantage DX alerts, components, boards, and business services will display building data.

This option is designed as an alternative to using the Dynamic Office feature in Vantage DX. A dynamic office is when three or more user devices participate in a call using the same IP address. Vantage DX creates a group for that IP address. The health state is based on the call quality experienced by all the user devices contained in the group.

By default, dynamic offices are enabled and CQD building data is disabled. To display building data in Vantage DX, enable the option in the integration settings.

> **Note:**
> If you choose to use CQD building data instead of dynamic offices, information that Vantage DX retrieved about dynamic offices prior to the change will continue to display for up to 90 days.

New Setting for Notifications and Incident Automation

A new setting allows administrators to customize the time interval at which Vantage DX Analytics sends notifications. If you are using incident automation, the setting also determines the interval at which Vantage DX Analytics creates incidents. The default interval is 5 minutes, which is also the minimum that you can configure. The maximum interval is 30 minutes. You can find this new option by selecting **Settings** from the main menu and navigating to **General Settings > Notifications and Incident Automation**.

Recommended and Required Updates

If you have integrated SolarWinds with Vantage DX, or if you are using a remote agent to connect to Vantage DX to your Microsoft CQD, you must upgrade the remote agent in this release.

If you deploy a remote agent for use with other integrations, we recommend that you upgrade it, although doing so is not mandatory.

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
Application	Dialog boxes that allow users to edit table columns do not work well with screen readers. These tables have been updated for improved accessibility.
Application	When you attempt to open the Alerts tab on a board, the tab does not load.
Integration	The Solarwinds integration stops working and VDX Analytics displays a message that it is unable to connect to the source system.
Application	When the alert count for a board changes, the interface does not automatically refresh and show an updated alert count.
Integration	A warning is raised for the Microsoft Call Quality Dashboard (CQD) integraton, indicating that Vantage DX has been unable to retrieve ComponentRelationship objects for several hours.
Application	VDX Analytics displays a critical issue for the Teams workload, indicating that the Teams Connection time could not be retrieved due to an authorization error (401 Unauthorized).

Known Issues

The following items are known issues in the 3.20 release of VDX Analytics:

-

Incorrect Information Displayed on SLA Page

If you have configured a business service with a health roll-up of either Best Case or Percentage-based, the SLA page may display incorrect information. The page lists any components in a Critical or Down state as contributing to outages, even if the components did not impact SLA. This issue affects the display only; SLA calculations are completed correctly for the selected health roll-up.

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.

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 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.

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://helpcenter.martellotech.com/s/article/How-to-update-the-URL-for-Boards-and-Services-in-iQ

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
```

Increased Memory Usage in Elasticsearch

VDX Analytics release 3.20 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]
```

Open Alerts from Broadcom 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 3.20, 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.

Contact

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