MARTELLO | *Savision* is a subsidiary of Martello Technologies

VANTAGE DX ANALYTICS

RELEASE NOTES — ON-PREMISES DEPLOYMENTS

RELEASE 3.15.1

DOCUMENT DATE: MARCH 4, 2024

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Martello Technologies Corporation. The information is subject to change without notice and should not be construed in any way as a commitment by Martello Technologies or any of its affiliates or subsidiaries. Martello Technologies and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Martello Technologies.

Trademarks

MarWatch™, Savision, Martello Technologies, GSX, and the Martello Technologies logo are trademarks of Martello Technologies Corporation.

Windows and Microsoft are trademarks of Microsoft Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.

Release Notes — On-Premises Deployments
Release 3.15.1 - March 4, 2024

CHAPTER 1

CHAPTER 2

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 3.15.1. This document is intended for use by administrators.

Revision History

Document Date	Description
March 4, 2024	Vantage DX Analytics Release Notes — On-Premises Deployments Release 3.15.1

Vantage DX Analytics 3.15.1

The information in this document applies to Vantage DX Analytics Release 3.15.1. 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:

- "Updates to Alerts " on page 6
- "Enhancements to the ServiceNow Integration" on page 7
- "Improvements to Notifications" on page 7
- "Changes to User Access Settings" on page 8
- "Vantage DX Monitoring Components" on page 8
- "Recommended Updates" on page 9

Updates to Alerts

VDX Analytics now retrieves metrics from the Microsoft Call Quality Dashboard (CQD) about endpoint performance and about application sharing. If any of these metrics contributed to poor call quality, they are listed in the alert that VDX Analytics raises for the call.

Endpoint Performance

VDX Analytics now monitors the following endpoint performance metrics from the Microsoft Call Quality Dashboard (CQD):

- **Teams CPU**—The average CPU usage by the Teams process. The threshold is 50%.
- **System CPU**—The average overall CPU usage for the system. The threshold is 80%.
- **Teams Memory**—The average memory usage by the Teams process. The threshold is 50%.
- **System Memory**—The average overall memory usage for the system. The threshold is 80%.

The metrics are calculated as average values to monitor the general performance of the endpoint over time.

If Microsoft classifies a call as poor, VDX Analytics raises a critical alert. If any of the endpoint metrics breached their performance threshold during the call, the metric is listed in the alert as a potential cause of poor call quality.

Endpoint metrics are available for desktop and mobile clients; they are not available for web-based or Linux clients.

Application Sharing Metrics

VDX Analytics now monitors the following application-sharing metrics:

- **Spoiled Tile Percent Total**—The percentage of tiles that are discarded instead of sent to a remote peer. Bandwidth restrictions between client and server may cause tiles to be discarded. The threshold is 36%
- **AppSharing RDP Tile Processing Latency Average**—The average latency (in milliseconds) when tiles are processed on the conferencing server. The threshold is 400 milliseconds.
- **AppSharing Relative One Way Average**—The average one-way delay (in seconds) between the endpoints for application sharing streams. The threshold is 1.75 seconds.

If the metric breaches the performance threshold, Microsoft classifies the call as poor and VDX Analytics raises a critical alert. The metric that breached its performance threshold is listed in the alert as the cause of poor call quality.

Enhancements to the ServiceNow Integration

This release includes new options for the integration with ServiceNow. Two new options have been added to the Fields for incident creation setting. You can now enable or disable the retrieval of the following data:

- Category
- Service
- Service Offering
- Impact
- Urgency

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. All of these options are disabled by default.

Improvements to Notifications

This release includes the following improvements to notifications:

- If you have configured notifications when an alert is raised for a board or business service, you now receive a notification when the alert is resolved.
- Notifications delivered by email or to a Teams channel are updated to include more detailed information about the change to the related board or business service.

Changes to User Access Settings

This release consolidates the location of user access settings, to improve the workflow of the interface. In previous releases, user access settings were available in two locations: on the Roles tab, and on the General Settings tab. In this release, the settings are consolidated on a new Authorization tab:

- Roles
- Scope Components by Boards and Services
- Saved Search Visibility

The new Authorization tab replaces the previous Roles tab.

Vantage DX Monitoring Components

VDX Analytics creates components that represent data it has retrieved from the source systems it is integrated with. These components are a helpful addition to the dashboards because you can pin them to boards or business services to model your data in the way that best suits your needs. You can configure notifications for boards and business services so that you are aware when there is an alert associated with any of the components that you have pinned.

This release introduces a new object component that represents a Vantage DX Monitoring Robot Manager. There is one component for every Robot Manager that you configure. This component raises alerts under the following circumstances:

- If the Robot Manager has not sent a heartbeat, which may indicate that the machine where it is installed is offline.
- If any of the workload configurations assigned to this Robot Manager are not working.

This new object component works in conjunction with the existing service component, which also represents a Robot Manager instance. The existing service component raises alerts under the following circumstances:

- If the Robot Manager has been unable to perform synthetic transactions.
- If the Robot Manager has not sent a heartbeat, which may indicate that the machine where it is installed is offline.
- If any of the workload configurations assigned to this Robot Manager are not working.

The benefit of having two components that are related to the Robot Manager is that you can use them to monitor infrastructure issues separately from issues with your applications. For example, you can monitor the new object component and send notifications to a specific team when the machine where the Robot Manager is installed is offline; you can monitor the service object and send notifications to a different team when there are issues with the applications or workloads that the Robot Manager is monitoring.

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	SLA reports do not generate.	3.11.x
Application	When you exclude a component from an SLA calculation, the SLA does not recalculate and following error message persists: The calculation for this SLA is out of date.	3.13.0
Application	When you import services from Live Maps, you are unable to view data in the business service and an error message displays.	3.13.3
Application	When you set up notifications for a business service, the following error message displays at the top of the page: Something went wrong.	3.13.3
Application	Performance is slow, and an error message indicates that the Microsoft 365 integration cannot synch.	3.12.1
Application	When you run a PowerShell script on a remote agent, the script is unable to complete and an "Invalid Token" error message displays.	3.12.2
Application	Users with read-only access to a board are able to modify the rules for a board.	3.13.2
Application	When you use the **Sort By** filter on the Boards page, the setting does not persist when you open a new session.	3.11.2

Integration	In some cases, meeting information may not be retrieved from the Microsoft CQD. This typically occurs if the meeting is of long duration.	3.7.0
Application	When you configure a notifications directly from a board, only administrators display in the Recipients list.	3.11.1
Application	Email notifications display an incorrect timestamp.	3.9.0
Application	A timeout error displays when you create a saved search. If you navigate to a dashboard after this error occurs, the dashboard displays an error message indicating that the content is blocked.	3.11.1
Application	When boards have a large number of components, alerts related to the Microsoft Call Quality Dashboard are slow to load.	3.11.2
Application	When you configure notifications, the checkbox to select a recipient does not display if the name is long.	3.11
Application	Data from some Teams meetings does not display, or is delayed for several hours.	3.11
Application	The SLA calculation does not reflect the selected health roll-up.	3.12.1
Application	If a user connects to the same call more than once, VDX Analytics displays the first connection only and does not show subsequent connections.	3.11.0

Known Issues

The following items are known issues in the 3.15.1 release of VDX Analytics:

- "Incorrect Information Displayed on SLA Page" on page 12

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.

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 3.15.1 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 3.15.1, 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 3.15.1, 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.