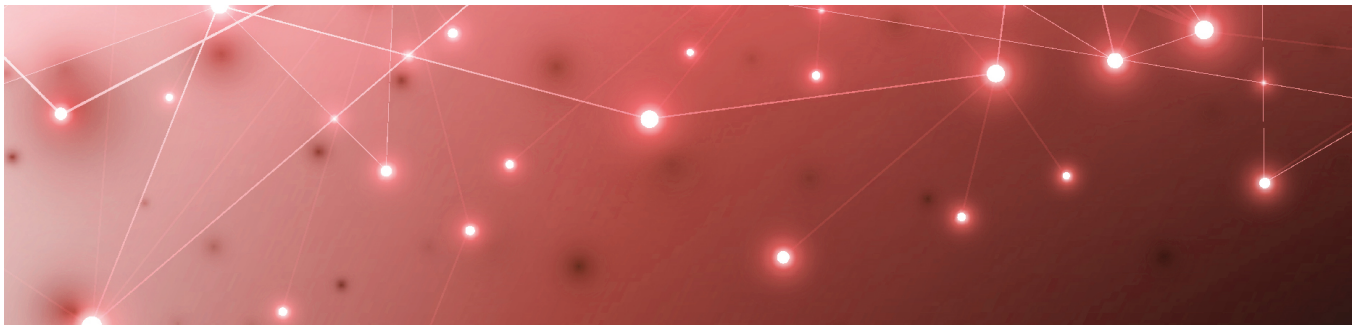


MARTELLO | *GSX* is a subsidiary of Martello Technologies

Martello Gizmo

RELEASE NOTES

RELEASE 2.1

DOCUMENT DATE: MARCH 24, 2021

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, GSX, Martello Technologies, 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.

© Copyright 2021, Martello Technologies Corporation

All rights reserved

Release Notes
Release 2.1 - March 24, 2021

CHAPTER 1

Introduction 5
Document Purpose and Intended Audience 5
Revision History 5

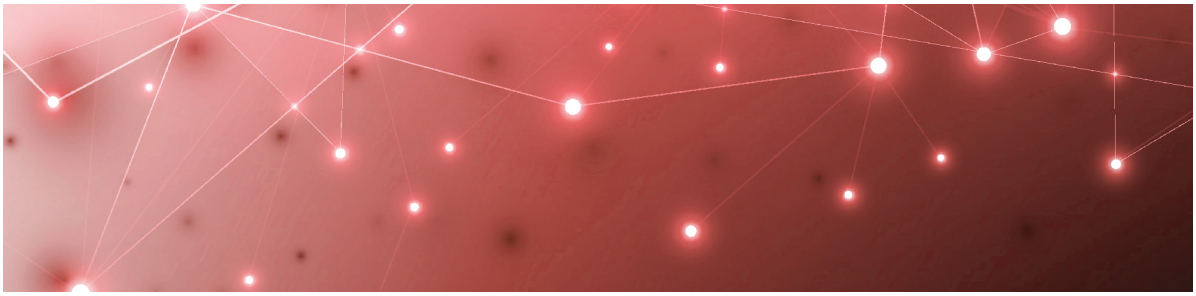
CHAPTER 2

Gizmo 2.1 6
New in this Release 6
New Navigation Panel Organization 6
Access for External Users 6
Scalability Enhancements 7
Aggregated Data in Power BI 7
New Tooltips on Icons 7
Fixed Issues 8
Known Issues 9
Requests Issue with Firefox 10
Browser Cache 10
EWS Delivery System Error 10
Errors in Gizmo Interface Pages 11
Incorrect Icon in the Robots Management Page 11
Scan Frequency Inconsistency 11
Scan Configuration Inconsistency 11
Gizmo Issue due to Language Setting 11
Exchange Server Issue 12
Azure AD Connect Issue 12
Error when no Robot Manager is Deployed 12
Exchange Edge Server Issue 13
Default Delivery Systems Not to Be Deleted 13
Alert Service Logs Information 13
Status Calculation Microservices 13
Local User Profile 13
Restart after Installing Gizmo 13
Pop up Message while Installing Gizmo 13
"Files in use" Error while Upgrading Gizmo 13
Invalid Username Parameter 14
Scan Configuration Parameters Values 14
Delivery Systems Command Not to Be Used 14
PowerShell Error while Upgrading Gizmo 14
RabbitMQ Error while Installing Gizmo 14

Restart after Upgrading Gizmo 15
Installer Logs Folder Issue 15
Gizmo Installer Executable 15
RabbitMQ and SQL Passwords Restrictions 15
Power BI Report Display Issue 15

CHAPTER 3

Contact 16



CHAPTER 1

Introduction

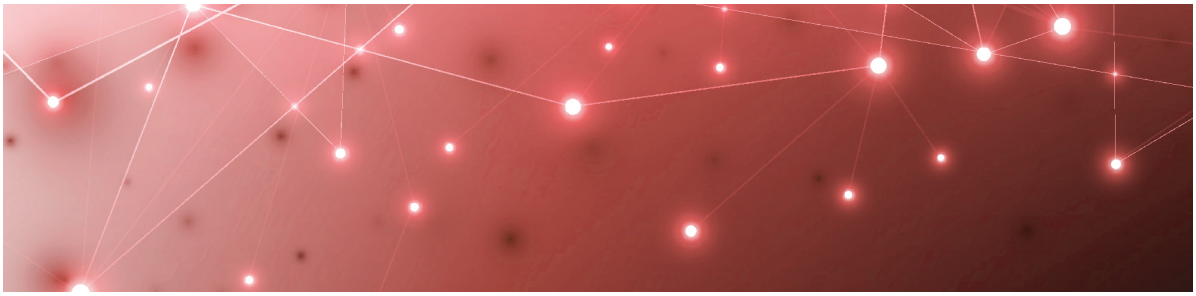
Gizmo is a monitoring tool that provides the information you need in order to understand service delivery issues on Microsoft applications and resources. It provides you with proactive alerts so that you can work directly on issues before they become a problem for your business.

Document Purpose and Intended Audience

This document summarizes the content introduced by Gizmo release 2.1. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
March 24, 2021	Gizmo Release 2.1



CHAPTER 2

Gizmo 2.1

This document summarizes the content introduced by Gizmo release 2.1.

For a full description of the new capabilities, refer to the User Guide and Installation Guide available at the following URL:
https://martellotech.com/documentation/martello-gizmo/.

New in this Release

Gizmo release 2.1 includes the following new features and enhancements:

- "New Navigation Panel Organization" on page 6
- "Access for External Users" on page 6
- "Scalability Enhancements" on page 7
- "Aggregated Data in Power BI" on page 7
- "New Tooltips on Icons" on page 7

New Navigation Panel Organization

The Gizmo navigation panel is now divided into two main sections: Dashboards and Settings. The dashboards are now sorted alphabetically, with the exception of Office 365 Operations, which is always located at the top of the list since it provides an overview of Office 365 workloads. The options within the Settings section are ordered as follows: Credentials, Delivery Systems, Robots, Status & Alerts, and Dashboards.

Access for External Users

This release introduces the ability for users from multiple tenants to access a single Gizmo instance. You can use this feature to give external users—such as support personnel or delivery engineers—access to your Gizmo deployment. This feature is available when you use Single Sign-On (SSO) and Role Based Access (RBAC). To enable it, contact your delivery engineer or our support team.

Scalability Enhancements

This release of Gizmo now supports hundreds of Robot Managers and thousands Monitoring Configurations. It also provides the following improvements to the Robots management page:

- Robot Manager names are displayed in alphabetical order, allowing you to easily find the Robot Manager you want to view.
- Up to twenty-five Robot Managers are displayed per page. If there are more than twenty-five Robot Managers, use the previous and next buttons to navigate through the pages.
- You can select all the Robot Managers displayed on the current page by checking the **Select all in page** box. This selection allows you to apply an action to all Robot Managers at once.
- The **Select configurations** panel displays the configurations in alphabetical order in the drop-down list.
- The **Select configurations** panel displays a tooltip for the Windows Service credentials section that provides guidance for using this option.

Gizmo dashboards now display up to twelve Robot Managers per graph. By default the robots with the most critical statuses are displayed.

Aggregated Data in Power BI

Gizmo now displays aggregated data for the past year through Power BI reports. Three new buttons located at the right top of the report allow you to display Raw data, Hourly data, and Daily data. This new feature allows you to visualize different granularities of data, depending on your needs.

New Tooltips on Icons

This release of Gizmo introduces icons with tooltips thoughout the user interface to help guide you in the use of the application.

Fixed Issues

The following issues were fixed in the 2.1 release of Gizmo.

Issue Type	Issue	Affected Version
Application	The Alerts management page is unable to fetch updated or created delivery systems.	1.9+
Application	Gizmo is unable to display the name of the Robot Manager when you install more than four Robot Managers.	1.8+
Application	From the Alerts management page, Gizmo is unable to set a new delivery system for all alerts at once.	1.9+
Application	Gizmo is unable to tag several Robot Managers at once with a new key and a new value. The action fails at the validation step.	2.0
Application	In the Mail Routing dashboard, the Hops table does not display the hops numerically sorted.	1.9+
Application	After an installation or an upgrade, Gizmo does not implement new features correctly due to a browser cache issue.	2.0
Robots	The DNS resolution time reported by the robots does not return accurate values.	1.7+
Scanning	The Teams Video scan fails when it tries to use the web application link after logging in.	2.0

Application	Gizmo displays dashboards in alphabetical order only if the dashboard name begins with a capital letter.	2.0
Scanning	The Teams Advanced scan fails and provides the following error message: "Check Presence Time could not be retrieved".	2.0
Application	When you install 200 Robot Managers for Exchange Online, the performance gauge in Exchange Online dashboard displays a SQL error.	2.0
Power BI	Power BI does not display the SLA number in the right color for some pages.	1.8+
Application	After you edit delivery systems or credentials, the Robots management page does not update correctly until you refresh the page.	2.0
Application	When Single Sign-On is enabled and you have not used Gizmo for a few minutes, you cannot perform any action and Gizmo redirects you to a dashboard page.	1.9+
Scanning	The Dynamics 365 web application scan fails due to new changes introduced by Microsoft.	2.0

Known Issues

The following items are known issues in the 2.1 release of Gizmo:

- "Requests Issue with Firefox" on page 10
- "Browser Cache" on page 10
- "EWS Delivery System Error" on page 10
- "Errors in Gizmo Interface Pages" on page 11
- "Incorrect Icon in the Robots Management Page" on page 11
- "Scan Frequency Inconsistency" on page 11
- "Scan Configuration Inconsistency" on page 11

- "Gizmo Issue due to Language Setting" on page 11
- "Exchange Server Issue" on page 12
- "Azure AD Connect Issue" on page 12
- "Error when no Robot Manager is Deployed" on page 12
- "Exchange Edge Server Issue" on page 13
- "Azure AD Connect Issue" on page 12
- "Error when no Robot Manager is Deployed" on page 12
- "Exchange Edge Server Issue" on page 13
- "Default Delivery Systems Not to Be Deleted" on page 13
- "Alert Service Logs Information" on page 13
- "Status Calculation Microservices" on page 13
- "Local User Profile" on page 13
- "Restart after Installing Gizmo" on page 13
- "Pop up Message while Installing Gizmo" on page 13
- ""Files in use" Error while Upgrading Gizmo" on page 13
- "Invalid Username Parameter" on page 14
- "Scan Configuration Parameters Values" on page 14
- "Delivery Systems Command Not to Be Used" on page 14
- "PowerShell Error while Upgrading Gizmo" on page 14
- "RabbitMQ Error while Installing Gizmo" on page 14
- "Restart after Upgrading Gizmo" on page 15
- "Installer Logs Folder Issue" on page 15
- "Gizmo Installer Executable" on page 15
- "RabbitMQ and SQL Passwords Restrictions" on page 15
- "Power BI Report Display Issue" on page 15

Requests Issue with Firefox

If you view Gizmo using Firefox and keep the browser open for five days or more, you might encounter an issue that prevents data requests from sending.

To resolve this issue, click the Reload icon in the browser.

Browser Cache

When you upgrade a previously installed version of Gizmo, you must clear your web browser cache. This action ensures that the latest version of Gizmo is displayed in the browser.

EWS Delivery System Error

Ensure that you use a dedicated account for the EWS delivery system. Otherwise some alert issues may are not sent and the following error message displays: "The server cannot service this request right now. Try again later."

Errors in Gizmo Interface Pages

When Gizmo Services are stopped due to technical issues, some Gizmo interface pages do not display correctly.

- When the Alert Service is stopped, the Robots page and the Delivery Systems page display the error message "Cannot establish connection to the server."
- When the Status Service is stopped, the status components in the dashboards cannot update and the Statuses & Alerts page cannot load. The following error message displays: "An unknown error has occurred."
- When the Scan Configuration Service is stopped, the Robots page and the Credentials page cannot load. The following error message displays: "Cannot establish connection to the server."
- When the Preprocessing Service is stopped, any dashboard that contains a graph component displays the error message "No data found."

Incorrect Icon in the Robots Management Page

When you install a Robot Manager, you may see on the Robots management page an "Empty icon" located in the Enable Alert and Delivery Systems columns.

To resolve this issue, click the Refresh icon at least two minutes after the Robot Manager installation.

Scan Frequency Inconsistency

In any status component, if you observe a value for the last scan date that greatly exceeds the scan frequency (e.g. if your scan frequency is five minutes and you observe a last scan at eight days ago), this may mean that:

- All the robots affected to this status have been manually deleted and the status component keeps the latest known status.
- The license has expired.

Scan Configuration Inconsistency

In the Robots management page, inconsistencies may be encountered if you add or remove a scan configuration from the GSX Management Shell. For example, if you are on the Robots management page and in parallel you add a new scan configuration using PowerShell commands, it does not immediately appear in the Select Configurations list on the Robots management page.

To resolve this, click the Reload icon in your web browser. The new scan configuration will now display in the Select Configurations list on the Robots management page.

Gizmo Issue due to Language Setting

The language parameter in the appsettings.json file defines the language used in Gizmo. Do not modify the parameter that is set to EN. Modifying it causes Gizmo to fail with a blank page.

Exchange Server Issue

Exchange Server issues may be the result of the authentication protocol set for the scan configuration being configured incorrectly. This can cause the PowerShell process to become stuck and the PS command New-PSSession to never reach its default timeout (three minutes). This issue prevents Gizmo from scanning an Exchange DAG for long periods of time.

To resolve this issue, create a PSSession on the server that you are targeting.

If the issue remains, do the following:

- End the Exchange DAG robot process.
- Set the scan configuration with the correct authentication protocol.

Azure AD Connect Issue

When deploying Azure AD Connect on a Windows Server 2016, you may encounter the following error "No match was found for the specified search criteria for the provider 'nuget'. The package provider requires 'PackageManagement' and 'Provider' tags. Please check if the specified package has the tags".

To resolve this issue, run the following command in a PowerShell console with administrator rights, on the machine where the robot is deployed:

```
[Net.ServicePointManager]::SecurityProtocol =
[Net.SecurityProtocolType]::Tls12 if (-not (Get-Module -ListAvailable -
Name MSOnline)) { Install-PackageProvider nuget -Force Find-Module -
Name MSOnline | Install-Module -Force -Confirm:$false }
```

Error when no Robot Manager is Deployed

Gizmo may display the error message "Failed to retrieve the view" on some components when a Robot Manager has not yet been deployed for the workloads listed below. This message disappears once the Robot Manager is deployed and is returning results.

- Exchange Edge
  - CPU% Average
  - RAM% Average
  - Current Number of Messages in Submission Queue
  - Current Number of Messages in Unreachable Queue
  - Current Number of Messages in Poison Queue
- Network
  - Teams: Average Packet Loss by App (%)
  - Exchange: Average Packet Loss by App (%)
  - SharePoint: Average Packet Loss by App (%)
- URL
  - Card 95%ile Response Time (ms)

Exchange Edge Server Issue

When deploying an Exchange Edge Server template, in order to create the remote PS Session, you need to add the Edge server to your trusted host on the Robot Manager side. To do this, use the following command:

```
Set-Item wsman:\localhost\Client\TrustedHosts -Value 'fqdn' -Force -Confirm:$false
```

Default Delivery Systems Not to Be Deleted

Gizmo provides default delivery systems to help you customize alerts. Do not remove the EventLog and Exchange Online default delivery systems using PowerShell commands. Doing so may cause issues upgrading the Gizmo application.

Alert Service Logs Information

If delivery system issues are encountered, search the key word `AlertLogAnalysis.StatusProcess.SendAlert` in the Alert Service Logs to view details as to what might be causing the issues.

Status Calculation Microservices

Due to changes to the Status Calculation microservices, all tickets opened before an upgrade from Gizmo 1.9 to 2.1 are no longer updated. If emails have previously been sent for open tickets or other delivery systems, closing ticket emails will not be received. This does not apply when upgrading from Gizmo 2.0 to 2.1.

Local User Profile

When you install Gizmo, you must use a local user profile and not a roaming profile.

Restart after Installing Gizmo

When you finish installing or upgrading Gizmo, the installer interface shows a Restart button to reboot your system. Clicking this button can sometimes close the installer interface. If this occurs, you need to reboot your system manually.

Pop up Message while Installing Gizmo

While installing Gizmo, one or more pop-up messages might appear asking if you want to run certain files. If this occurs, click the Cancel button on the pop-up message to resume the installation.

"Files in use" Error while Upgrading Gizmo

When upgrading Gizmo, you may encounter the following error in the installer interface "Files in use. The following applications are using files that need to be updated by this setup. Click ‘Ignore’ to continue setup (reboot may be required). Click ‘Abort’ to abort setup. Click 'Shut down' to close the applications."

To resolve this issue, close all PowerShell consoles and click Ignore.

Invalid Username Parameter

Before upgrading Gizmo from 1.9 to 2.1, you must update any Username parameter that contains a backslash character. This applies to scan configurations for Exchange DAG, Exchange Edge Server, and Exchange Mailbox Server workloads. Not updating this parameter will cause the scan configuration to fail due to an invalid parameter.

Scan Configuration Parameters Values

Scan configuration commands do not display scan configuration parameters if they contain an array of nested list objects. For example, when you get parameters from a scan configuration by running the `Get-GsxScanConfiguration` commandlet, values of the array are empty even though there are existing values.

To resolve this issue, use a `ToString` method. The following example shows how to display values for the list of `ChecksWhereToIgnoreDatabases`:

```
$ScanConfiguration = Get-GsxScanConfiguration -Guid 'xxxxxxxx-xxxx-
xxxx-xxxx-xxxxxxxxxxxx'
$Parameters = $ScanConfiguration.Parameters
$Parameters.ChecksWhereToIgnoreDatabases.ToString()
```

Delivery Systems Command Not to Be Used

If updates to the delivery systems are needed, do not use the command `Set-GsxAlertOutputRoute` in PowerShell. Perform the updates using the Gizmo interface instead. Using the PowerShell command causes the following error message "Error while retrieving delivery systems."

PowerShell Error while Upgrading Gizmo

When upgrading Gizmo from 1.9 / 2.0 to 2.1, the following error can occur in the installer interface if you do not close your PowerShell sessions first: "Failed executing command "C:\Windows\system32\Windows PowerShell\v1.0\powershell.exe" -Command "& 'C:\Program Files\GSX Solutions\PowerShell\Installer.GsxManagementShell\CopyDependencies.ps1'."

To resolve this issue, ensure that all of your PowerShell sessions are closed and click the Retry button to resume the installation.

RabbitMQ Error while Installing Gizmo

When installing Gizmo, the following error can occur at the RabbitMQ Connection validation step "Could not load file or assembly 'RabbitMQ.Client, Version=5.0.0.0, Culture=neutral, PublicKeyToken=89e7d7c5feba84ce' or one of its dependencies. The system cannot find the file specified."

To resolve this issue, close the installer and execute it again.

Restart after Upgrading Gizmo

When upgrading Gizmo from 1.9 / 2.0 to 2.1, the installer suggests to restart your system at the Finish step. Do not click the Restart button as it can prevent Robot Managers from being updated with all of the required dependencies for several minutes. The missing dependencies can cause scanning issues.

Installer Logs Folder Issue

When installing Gizmo on Windows Server 2019, the Installer Logs files might not be zipped in the Installer Logs folder located in "%ProgramData%\Gsx Solutions\Installer Logs."

To resolve this issue, access the logs in the Temp folder by running the PowerShell command:

```
explorer $env:TEMP
```

The log files are named as follows "GSX_Gizmo_<product_version>_<date_and_time>_<msi_to_install>.log."

Gizmo Installer Executable

Execute the Gizmo installer with administrator rights in order to retrieve the existing IIS Applications Pools and Sites.

RabbitMQ and SQL Passwords Restrictions

Do not set passwords for existing RabbitMQ and existing SQL database starting with dash or special characters such as: slash, back-slash, quote, back-quote, double-quote, space+dash, space+dollar. Note that the local installation will generate a password only with letters and "numbers.Installation" packages.

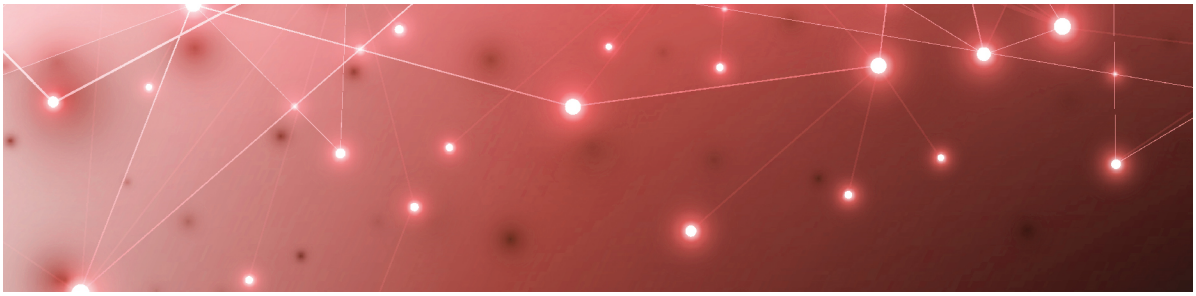
Power BI Report Display Issue

In Power BI reports, the individual report pages display component details when you hover over them. A specific area displays a hand cursor instead of value details due to an overlay of components.

To resolve this issue in Power BI Desktop, click Edit in a report page, resize the Location element until you see the values correctly, and save the changes.

To resolve this issue in Power BI Service, click the component area to make it as selected. Then you will be able to see the value details.

Perform these actions for each report page.



CHAPTER 3

Contact

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

© Copyright 2021, Martello Technologies Corporation. All Rights Reserved.
MarWatch™, Martello Technologies, and the Martello Technologies logo are trademarks of Martello Technologies Corporation.
Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.