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 **VANTAGE DX ANALYTICS**

RELEASE NOTES

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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 3.0. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
November 23, 2021	Vantage DX Analytics Release Notes Release 3.0

Vantage DX Analytics 3.0

The information in this document applies to Vantage DX Analytics Release 3.0. It describes the changes in this release, and provides information about fixed issues and known issues.

New in this Release

VDX Analytics Release 3.0 includes the following new features and enhancements:

- ["Vantage DX Solution" on page 6](#)
- ["Vantage DX Diagnostics Integration" on page 7](#)
- ["Microsoft Call Quality Dashboard Integration" on page 7](#)
- ["Provance Integration" on page 9](#)
- ["New SLA Report" on page 9](#)
- ["Boards Management Enhancements" on page 10](#)
- ["Enhanced Property Retrieval for MS Azure Integrations" on page 10](#)

Vantage DX Solution

VDX Analytics is now available as part of the Martello Vantage DX solution. Vantage DX Analytics integrates with Vantage DX Diagnostics and Vantage DX Monitoring in an end-to-end cloud-based solution that allows you to:

- Quickly detect performance issues.
- Locate the source of performance issues to determine the best path to resolution.
- Anticipate and correct potential performance issues before they impact your users.
- Report on and share service level agreement statistics.

The Vantage DX solution has a portal that provides single sign-on capabilities for all of the Vantage DX modules. If you are using VDX Analytics as part of the Vantage DX solution, you must configure user authentication in the Vantage DX portal. For more information, see the *Vantage DX Deployment Guide*. It is available on the Martello website at:

<https://martellotech.com/documentation/vantage-dx/>

Vantage DX Diagnostics Integration

As part of the Vantage DX solution, this release supports an integration with Vantage DX Diagnostics.

Vantage DX Diagnostics is a diagnostic tool that tests the network paths between your physical office sites business-critical endpoints. By default, Vantage DX Diagnostics is configured to monitor the path between your sites and Microsoft Teams web services, but you can configure custom endpoints. Vantage DX Diagnostics provides a visual representation of the quality of the connection at each hop in a network path. This information is shown on network path diagrams to help you quickly understand where issues are occurring along the network path, how your end users' experiences are affected, and which networks are responsible for the issues. Vantage DX Diagnostics also provides information on packet loss rate, round-trip latency, and jitter average for each network path.

Vantage DX Diagnostics works by deploying a probe at each of your business sites. These probes monitor and report on the flow of data along the network paths between your business sites and the endpoints you are monitoring.

VDX Analytics displays Vantage DX Diagnostics components as follows:

- **Sites**—The customer sites where the probe is installed display as Groups.
- **Endpoints**—The endpoints that are monitored at a site display as Services.
- **Probes**—The probes that are installed at the customer sites display as Objects.
- **Endpoints (aggregated)**—The endpoints that are monitored for an entire site group or customer display as Services.

When Vantage DX Diagnostics reports poor test results, VDX Analytics displays these performance degradation issues as Alerts.

For more information about using Vantage DX Diagnostics, see the *Vantage DX Diagnostics Administration Guide*, available on the Martello website at:

<https://martellotech.com/documentation/diagnostics/>

Microsoft Call Quality Dashboard Integration

VDX Analytics provides real user monitoring data through its integration with the Microsoft Call Quality Dashboard (CQD).

When you configure this integration, VDX Analytics connects to the Microsoft Call Quality Dashboard (CQD). The CQD is a tool that is available in the Teams Admin Center. It monitors all voice and video calls made in Teams and provides call quality metrics within 30 minutes of the end of a call.

You can use this integration to correlate call quality data with factors that impact call quality, such as the ISP, the connection type, or the location of the user. VDX Analytics collects a wide range of call quality metrics for all of these factors, including PSTN data.

VDX Analytics displays Microsoft CQD data as follows:

- **Users**—Display as Objects. Each object includes the status of the user, such as its health state, the amount of uptime, and the number of incidents and alerts. Raw properties are also available for each user.
- **User devices**—Display as Objects. These objects include information about a user's experience from a specific location and network connection type. It is based on the geographical location of the device, the network connection type, the operating system, and the IP address. Because this object is based on multiple properties, VDX Analytics may display more than one object for each device.
Each object includes information about the status of the device, such as its health state, the amount of uptime, and the number of incidents and alerts. Raw properties are also available for each device.
- **Teams conference calls**—Display as Groups. Each group lists all of the user devices that were part of that meeting. You can view the group properties to see which users experienced poor call quality.
- **Geographical locations**—Display as Groups. These groups are based on the local city or country of user devices. Each group lists information about the status of the location, such as its health state, the amount of uptime, and the number of incidents and alerts. Raw properties are also available for each location.
- **ISPs**—Display as Groups. The ISP group is based on the service provider information for user devices. Each group lists information about the status of the service provider, such as its health state, the amount of uptime, and the number of incidents and alerts. Raw properties are also available for each ISP.
- **Dynamic offices**—Display as Groups. A dynamic office is when three or more users participate in a call using the same IP address. VDX Analytics creates a group for that IP address.
- **TCP calls**—Display as Groups. These groups display all the users that make and receive TCP calls.
- **Microsoft Data Center**—Display as Groups. When a Teams call is initiated, the location of the server that hosts the call is typically determined by the first user to join the call. The call is hosted by the Microsoft data center that is in the same region as the first user. VDX Analytics creates a group for each data center and displays the users who participated in calls hosted by that data center.
- **Call rating information**—Display as Groups. These groups display the score that users provide when they are prompted to rate the quality of a Teams call.

After you configure an integration between VDX Analytics and the Microsoft CQD, VDX Analytics automatically creates a set of boards that contain Teams data for the specific Microsoft CQD integration.

For more information about the Microsoft CQD integration, see the *Real User Monitoring Guide*, available on the Martello website at:

<https://martellotech.com/documentation/vantage-dx/>

Provance Integration

This release supports an integration with Provance IT Service and IT Asset Management.

VDX Analytics retrieves incidents from Provance, and also allows you to create and update incidents in Provance directly from the VDX Analytics interface.

New SLA Report

This release introduces a new PDF report for SLA availability statistics across multiple business services. The report allows you to view SLA statistics on a weekly or a monthly basis, and contains the following information:

- **Report summary**—Shows general report information including report title, number of services included, weekly or monthly time increments, the specified date range, the health states defined as downtime for the services (as configured in the administrator General Settings), and the report description.
- **Combined SLA statistics**—Shows a view of the combined SLA statistics for all business services in the report:
 - A graph shows the combined actual percent SLA availability versus the configured SLA percent availability goal for all services for the entire reporting period.
 - A graph shows the combined actual uptime versus the targeted amount of uptime for all services for the entire reporting period.
 - A table lists the combined average SLA availability for each week or month in the reporting period. For any weeks or months in the reporting period with SLA issues, the services that most impacted the SLA availability for those weeks or months are also listed.
- **Individual SLA statistics**—Shows a view of the individual SLA statistics for each business service in the report:
 - A graph shows the actual percent SLA availability versus the configured SLA percent availability goal for this service for the entire reporting period.
 - A graph shows the actual uptime versus the targeted amount of uptime for this service for the entire reporting period.
 - SLA per period—A table lists the average SLA availability for this service for each week or month in the reporting period.
 - Timeline—A chart shows the SLA status for this service over the reporting time period. The average SLA % displays as a line, and bar graphs show a color representation of the SLA status for the weeks or months in the reporting time period according to the SLA goal.
 - Components impacting SLA—A table lists information about the components that have impacted the SLA for this service during the reporting period, including the duration of the impact, the name of the component, the perspective, the start and end time of the impact, and the source integration.

- **Component outages**—Tables list details about any component outages, including the outage start time and duration, and whether the outage has been included or excluded from the SLA statistics (as configured on the business service SLA tab).

Boards Management Enhancements

The Boards page has been enhanced to improve loading time and provide additional page view and filtering options. You can now choose to show a maximum number of boards on the page; you can reduce the page load time by decreasing the number of boards to show.

The Filters panel contains the following page view and filtering options:

- **Display Top**—Choose to show a maximum of 20, 50, or 100 boards on the page.
- **Visualize By**—Choose how you want the boards to display information.
- **Sort By**—Choose whether to sort the boards by the board states or the board names.
- **Display Board States**—Filter the boards based on the state of the board.
- **Health Rollup Types**—Filter the boards based on the type of health rollup configured for the board.
- **Exclude Child Boards**—When you select the option to exclude child boards, only top-level boards display. Boards that roll up their health state to a higher-level board are not shown.
- **Display boards with**—Filter the boards based on whether incident automation or notifications are enabled for the board.

Enhanced Property Retrieval for MS Azure Integrations

The raw properties retrieved for MS Azure integrations now include Tags for virtual machines and databases.

Fixed Issues

The following issues were fixed in the 3.0 release of VDX Analytics.

Issue Type	Issue	Affected Version
Application	CPU and memory usage increase after an upgrade.	2.11.0
Integration	The preview version of the Teams CDQ integration does not show calls if the app pool user is in English (South Africa).	2.11.0
Integration	VDX Analytics could not retrieve objects or alerts from VMware vCenter.	2.11.0
Integration	The Azure Insights Integration shows error code 429: "Too Many Requests."	2.10.0
Integration	Incomplete retrieval of service objects for Nagios integration.	2.9.3

Known Issues

The following items are known issues in the 3.0 release of VDX Analytics:

- ["Board or Business Service Email Notifications" on page 12](#)
- ["Boards Heat Map and Pie Chart Views May Be Estimated" on page 12](#)
- ["Sending Notifications to a PowerShell Script " on page 12](#)
- ["Non-Administrative Users Cannot Resolve Alerts" on page 12](#)
- ["Using Saved Searches with Incident Automation" on page 12](#)
- ["SLA Impact End Time" on page 13](#)
- ["Heat Map Displays Incorrectly for Business Services " on page 13](#)
- ["Error Message when Retrieving SolarWinds Nodes " on page 13](#)
- ["Changing Time Zones Affects SLA Data " on page 13](#)
- ["Unclear Error Message when Adding Jira Integration " on page 13](#)
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- ["Unable to Log in with Domain User" on page 14](#)
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- ["Editing an Alert Field Causes Buttons to Work Incorrectly" on page 15](#)
- ["VDX Analytics Launches on the Default Port" on page 15](#)
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- ["Error: Limit of Mapping Depth" on page 15](#)
- ["Relationships Not Shown in Cisco Prime Integrations" on page 16](#)
- ["BMC Remedy Error when Email is the Reported Source" on page 16](#)
- ["Open Alerts from DX APM" on page 16](#)
- ["Unexpected Results in Saved Searches" on page 16](#)
- ["Connection Error with Splunk" on page 16](#)
- ["Incorrect Data in Cisco Prime and TOPDesk" on page 17](#)

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.
- For board notifications, if the URL path contains a virtual directory, the link will not work. In this case, you must manually navigate to the board.
- When a board is shared, no notifications are sent. This issue does not affect business service sharing notifications.

Boards Heat Map and Pie Chart Views May Be Estimated

When there are large numbers of board objects (greater than 100), the Heat Map and Pie Chart views display as an estimation of objects in the boards. When there are less than 1% of the objects in any one state, that state may not be shown in the views. The state of the board is still calculated to show the correct health state.

Sending Notifications to a PowerShell Script

In cloud-based deployments of Vantage DX, the option to send VDX Analytics notifications to a PowerShell script is not yet supported.

Non-Administrative Users Cannot Resolve Alerts

In cloud-based deployments of the Vantage DX solution, you must have administrative privileges to acknowledge and resolve alerts in VDX Analytics.

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 you 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.

Remote Agent Does Not Work

If you install the Remote Agent, you can verify that it is working by selecting **Settings > Agents** in the VDX Analytics interface. If the Remote Agent is not listed, follow these steps to restart the Remote Agent service:

1. Log into the Windows Server where the Remote Agent is installed.
2. Click the **Windows Key + R**.
3. Enter `services.msc` and click **Open**.
4. Right-click on the VDX Analytics Agent and click **Restart**.

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 3.0, 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 3.0, 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 gsx-support@martellotech.com.



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