MARTELLO

VANTAGE DX

RELEASE NOTES

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Release Notes
Release 3.15.2 - March 11, 2024

CHAPTER 1

Introduction 5
Document Purpose and Intended Audience 5
Revision History 5

CHAPTER 2

New in this Release 6
New in Vantage DX Analytics 6
Classifying the Quality of Video and Screen-Sharing Streams 6
Default Setting Updated for Vantage DX Monitoring Integration 7
Recommended Updates 7

CHAPTER 3

Fixed Issues 8
Fixed Issues in Vantage DX Analytics 8

CHAPTER 4

Known Issues 9
Known Issues in Vantage DX Analytics 9
Incorrect Information Displayed on SLA Page 10
Some Dashboard Colors Not Compliant with Web Content Accessibility Guidelines 10
Devices Unavailable for External Users 10
Delay when Generating SLA Reports 10
Incorrect Alert Counts 10
Unable to Remove Members from Boards 10
Errors on Cisco Prime Alerts 10
Incorrect Timestamps on Alerts 11
Using Saved Searches with Incident Automation 11
SLA Impact End Time 11
Heat Map Displays Incorrectly for Business Services 11
Error Message when Retrieving SolarWinds Nodes 11
Changing Time Zones Affects SLA Data 11
Unclear Error Message when Adding Jira Integration 11
Unclear Error Message when Adding Cherwell Integration 11
Components Displayed on Boards and Services 12
Editing an Alert Field Causes Buttons to Work Incorrectly 12
Incorrect SLA Calculations 12
Relationships Not Shown in Cisco Prime Integrations 12

BMC Remedy Error when Email is the Reported Source 12
Open Alerts from DX APM 12
Unexpected Results in Saved Searches 13
Connection Error with Splunk 13
Incorrect Data in Cisco Prime and TOPDesk 13
Known Issues in Vantage DX Monitoring 13
Limitation when Creating Tags for Robot Manager Instances 13
Increased Requirements for Teams Video 14
Custom Dashboard Status Card Errors for Office Subscriptions and Skype 14
Known Issues in Vantage DX Diagnostics 14
ICMP is the Only Protocol Supported 15

CHAPTER 5

Contact 16

CHAPTER 1

Introduction

Vantage DX is a powerful analytics tool that allows you to proactively monitor Teams call quality, as well as the status of Microsoft 365 services. The Vantage DX solution is made up of three modules, which work together to provide:

- Teams call quality data, in near-real time.
- Performance metrics based on synthetic transactions.
- Network path diagnostics.

The information in this document applies to Vantage DX Release 3.15.2. It describes the changes in this release, and provides information about fixed issues and known issues.

Document Purpose and Intended Audience

This document summarizes the content introduced by Vantage DX Release 3.15.2. It is intended for use by trained partners and IT administrators.

Revision History

Document Date	Description
March 11, 2024	Vantage DX 3.15.2 Release Notes

CHAPTER 2

New in this Release

The following sections describe the new features and enhancements included in this release of Vantage DX:

- "New in Vantage DX Analytics" on page 6

New in Vantage DX Analytics

Vantage DX Analytics includes the following new features and enhancements:

- "Classifying the Quality of Video and Screen-Sharing Streams" on page 6
- "Default Setting Updated for Vantage DX Monitoring Integration" on page 7
- "Recommended Updates" on page 7

Classifying the Quality of Video and Screen-Sharing Streams

Microsoft classifies each video and screen-sharing stream as good or poor, based on the following metrics:

- **Video Frame Rate**—For video and screen-sharing streams.
- **Video Frame Loss**—For video and screen-sharing streams.
- **Video Post FEC PLR**—For video streams only.

Vantage DX performs additional tests on these streams, even if Microsoft has classified the video or screen-sharing stream as good. In some instances, this extra layer of testing identifies problems in calls that were classified as good. If the additional testing identifies that any of the metrics breached the performance threshold, the metric is listed as a reason for poor call quality in the Vantage DX dashboards and alerts.

You can find the poor call reason listed on the following dashboards:

- **Users dashboard**— The Recent Calls table.
- **Locations dashboard**—The Poor Reasons chart indicates whether these metrics were the cause of poor call quality. These metrics are also listed in the Top Users table for the location.
- **Meeting Rooms dashboard**—The Recent Calls table.

Default Setting Updated for Vantage DX Monitoring Integration

In previous releases, the Operation Interval for the Vantage DX Monitoring integration was set to 120 seconds by default. In this release, the Operation Interval is set to 300 seconds by default.

The Operation Interval determines how often health states and alerts are collected.

Existing integrations are not affected by this change; it applies to new integrations only.

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.

CHAPTER 3

Fixed Issues

The following issues were fixed in this release of Vantage DX:

- "Fixed Issues in Vantage DX Analytics" on page 8

Fixed Issues in Vantage DX Analytics

The following issues were fixed in this release of Vantage DX Analytics.

Issue Type	Issue	Affected Version
Application	Newly created boards remain in an "unmonitored" state.	3.13.3
Application	The Good Call Rate gauge and the Call Segments gauge may display inaccurate percentages. These gauges located are the Users dashboard and also on the Locations dashboard.	3.13
Application	Notifications that are sent to a Teams channel are no longer color-coded to indicate the severity of the issue.	3.13.3
Application	When you configure notifications, the checkbox to select a recipient does not display if the email address of the recipient is long.	3.13.3

CHAPTER 4

Known Issues

The following sections describe the known issues in this release:

- "Known Issues in Vantage DX Analytics" on page 9
- "Known Issues in Vantage DX Monitoring" on page 13
- "Known Issues in Vantage DX Diagnostics" on page 14

Known Issues in Vantage DX Analytics

The following items are known issues in this release of Vantage DX Analytics:

- "Incorrect Information Displayed on SLA Page" on page 10
- "Some Dashboard Colors Not Compliant with Web Content Accessibility Guidelines" on page 10
- "Devices Unavailable for External Users" on page 10
- "Delay when Generating SLA Reports " on page 10
- "Incorrect Alert Counts " on page 10
- "Unable to Remove Members from Boards " on page 10
- "Errors on Cisco Prime Alerts " on page 10
- "Incorrect Timestamps on Alerts " on page 11
- "Using Saved Searches with Incident Automation" on page 11
- "SLA Impact End Time" on page 11
- "Heat Map Displays Incorrectly for Business Services " on page 11
- "Error Message when Retrieving SolarWinds Nodes " on page 11
- "Changing Time Zones Affects SLA Data " on page 11
- "Unclear Error Message when Adding Jira Integration " on page 11
- "Unclear Error Message when Adding Cherwell Integration " on page 11
- "Components Displayed on Boards and Services" on page 12
- "Editing an Alert Field Causes Buttons to Work Incorrectly" on page 12
- "Incorrect SLA Calculations " on page 12
- "Relationships Not Shown in Cisco Prime Integrations" on page 12
- "BMC Remedy Error when Email is the Reported Source" on page 12

- "Open Alerts from DX APM" on page 12
- "Unexpected Results in Saved Searches" on page 13
- "Connection Error with Splunk" on page 13
- "Incorrect Data in Cisco Prime and TOPDesk" on page 13

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.

Some Dashboard Colors Not Compliant with Web Content Accessibility Guidelines

Some colors that are used to indicate health status in the Vantage DX Analytics dashboard widgets do not comply with Web Content Accessibility Guidelines (WCAG).

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.

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

Vantage DX 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, Vantage DX 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

Vantage DX 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, Vantage DX 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, Vantage DX Analytics provides the following error message: Cannot add integration: Error calling ServiceToken:. Verify the credentials and enter them again.

Components Displayed on Boards and Services

Vantage DX 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.

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in Vantage DX 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.

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. Vantage DX 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.

Relationships Not Shown in Cisco Prime Integrations

In Cisco Prime integrations, Vantage DX 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 Vantage DX 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 Vantage DX 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 Vantage DX 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 Vantage DX 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.

Known Issues in Vantage DX Monitoring

The following items are known issues in this release of Vantage DX Monitoring:

- "Limitation when Creating Tags for Robot Manager Instances " on page 13
- "Increased Requirements for Teams Video " on page 14
- "Custom Dashboard Status Card Errors for Office Subscriptions and Skype" on page 14

Limitation when Creating Tags for Robot Manager Instances

Vantage DX Monitoring allows you to create tags that you can use to identify and categorize your Robot Manager instances. For example, you can create tags that specify the locations of each Robot Manager. The tags have two properties: a Key, and a Value. In this example, the Key would be “Location” and the Value would be the name of the city where the Robot Manager is installed, such as “Paris.”

A known issue exists if you create tags and specify the Key as either “Name” or “Alias.” Ensure that you do not create tags that use these names in the Key field; tags with these names will prevent data from displaying correctly in the Vantage DX Analytics dashboards.

Increased Requirements for Teams Video

Due to changes in the Teams Video workload, there are increased requirements for the machine where the Robot Manager is installed. If the machine does not meet the requirements, some performance metrics may not be available. To avoid this issue, ensure that the machine where the Robot Manager is installed meets the requirements listed in the following table.

Table 1: Robot Manager Server—Requirements for Teams Video

Component	Minimum Requirement	Recommended
Browser	Google Chrome	The current version is recommended; two previous versions are supported.
Operating System	Windows 10	—
Memory	8 GB	8 GB or higher
Processors	4 vCPUs	4 or more vCPUs
PowerShell	4.0	4.0 or higher
.NET Framework	4.7.1	4.7.1 or higher
Power settings	Always On	—

Custom Dashboard Status Card Errors for Office Subscriptions and Skype

The Office Subscription and Skype for Business statuses are now obsolete and have been removed from the MS Service Health dashboard. However, any custom dashboards that were created prior to Release 2.4, which contain those obsolete statuses, will display an error on the health status cards.

Known Issues in Vantage DX Diagnostics

The following items are known issues in this release of Vantage DX Diagnostics:

- "ICMP is the Only Protocol Supported" on page 15

ICMP is the Only Protocol Supported

The VDX Diagnostics probe supports the ICMP protocol only. It does not support the UDP or TCP protocols.

CHAPTER 5

Contact

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

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