



**MARTELL**



**RELEASE NOTES**

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Release Notes  
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# Introduction

Vantage DX is a powerful analytics tool that allows you to proactively monitor the performance of Microsoft 365 services. The modules in the Vantage DX solution work together to provide monitoring data about real users, performance metrics based on synthetic transactions, and network path diagnostics.

The information in this document applies to Vantage DX Release 3.4.0. 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 3.4.0. It is intended for use by trained partners and IT administrators.

## Revision History

Document Date	Description
May 17, 2022	Vantage DX 3.4.0 Release Notes

## 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 2](#)
- ["New in Vantage DX Monitoring" on page 3](#)

### New in Vantage DX Analytics

Vantage DX Analytics includes the following new features and enhancements:

- ["AudioCodes SBC Integration" on page 2](#)
- ["Enhancements to the Microsoft Office 365 Integration" on page 2](#)
- ["Support for PowerShell Notifications" on page 3](#)

#### AudioCodes SBC Integration

This release supports an integration with AudioCodes Session Border Controllers (SBCs) that are used for direct routing of Microsoft Teams calls. When you configure this integration, Vantage DX Analytics retrieves the following data:

- Device information
- The health state of the device
- Alarm information

For information about how to configure the AudioCodes integration, see the *Vantage DX Analytics Integration Guide*. It is available on the Martello website at:

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

#### Enhancements to the Microsoft Office 365 Integration

This release expands the data that Vantage DX Analytics retrieves when you integrate it with Microsoft Office 365. Vantage DX Analytics now retrieves data about the meeting room devices and peripherals that are configured in the Microsoft Teams admin portal, including:

- General information, such as the model number, serial number, and MAC address

- Health state
- Peripherals associated with the meeting room device, and their status

Vantage DX Analytics raises an alert when a device health status is Critical and requires immediate attention.

## Support for PowerShell Notifications

Vantage DX Analytics allows you to configure notifications that are triggered when a board or business service is shared, when its state changes, or when there is a new alert or new incident. This release provides the ability to configure notifications to execute PowerShell scripts. The scripts reside and execute on a machine with a remote agent installed. This functionality provides the flexibility to configure a range of actions in response to the notification. For example, you can configure notifications to execute a PowerShell script that generates an SMS message or that sends a message to an MS Teams or Slack channel.

For information about how to configure notifications, see the *Vantage DX Analytics User Guide*. It is available on the Martello website at:

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

For examples of PowerShell scripts, see the following Knowledge Base articles:

- Script for Microsoft Teams: <https://support.martellotech.com/knowledgeBase/10021981>
- Script for Slack: <https://support.martellotech.com/knowledgeBase/9844929>

## New in Vantage DX Monitoring

Vantage DX Monitoring includes the following new features and enhancements:

- "New Exchange OWA Workload" on page 3
- "OneDrive Workload Enhancements" on page 4
- "URL Workload Enhancements" on page 4

### New Exchange OWA Workload

This release introduces a new workload to monitor the performance of the Exchange Outlook Web Access (OWA) application. Simulated tests include:

- opening a mailbox
- creating an email
- creating a meeting

The Robot Managers report on the time it takes to complete each of these activities, and trigger notifications when performance thresholds are breached. The thresholds are configurable.

You can view the data for this workload in the Power BI report, Cross Analysis page. To view the Exchange OWA health status in the Web UI, you can add the Exchange OWA status component to any custom dashboard.

## OneDrive Workload Enhancements

The OneDrive workload has been enhanced to include a new test to measure the time required to create a OneDrive folder. Additionally, the previous status and notification thresholds for logging into and uploading a file to OneDrive have been separated into individual thresholds to provide more granular control over threshold values for these tests. All thresholds for this workload are configurable.

## URL Workload Enhancements

The URL workload has been enhanced to provide more control over the HTTP response codes that trigger Critical health statuses and related notifications.

There are now two methods to control the triggers for Critical health status and notifications.

### **New Status Threshold Range**

Previously, the status and notification thresholds for the URL workload included a status code threshold that allowed you to exclude one returned status code from triggering a Critical status.

New status thresholds are available to allow you to define a range of status code responses that are excluded from triggering Critical statuses and notifications.

With these new thresholds (**URL HTTP Min Status Code Success Threshold** and **URL HTTP Max Status Code Success Threshold**), you can now define a range of HTTP status codes that are excluded from triggering Critical statuses and notifications. There must be a value entered for both new thresholds, and both thresholds have a default value of 200.

For example, if you want to exclude all status codes between 200 and 399 from triggering Critical statuses, enter 200 and 399 into the respective minimum and maximum Status Code Success thresholds.

### **New Keyword Parameter**

A new optional workload parameter allows you to trigger a Critical status based on a keyword match in the body of the HTTP response.

Use the new **Critical Keyword Search** parameter to enter a keyword search that, when matched in an HTTP response body, automatically triggers a Critical status and related notifications. The Critical Keyword Search parameter is case insensitive.

For example, if you want to trigger a Critical status if a response body contains the words "offline" (regardless of the status code range defined in the status thresholds), enter `offline` in the Critical Keyword Search parameter.



## Fixed Issues

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

- ["Fixed Issues in Vantage DX Analytics" on page 5](#)

### Fixed Issues in Vantage DX Analytics

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

Issue Type	Issue	Affected Version
Application	SLA report does not include Timeline chart	3.0.0
Integration	Intermittently unable to edit SCOM Alerts	2.11.0

## Known Issues

The following sections describe the known issues in this release:

- ["Known Issues in Vantage DX Analytics" on page 5](#)
- ["Known Issues in Vantage DX Monitoring" on page 10](#)
- ["Known Issues in Vantage DX Diagnostics" on page 11](#)

### Known Issues in Vantage DX Analytics

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

- ["Delay when Generating SLA Reports " on page 6](#)
- ["Licensing Error" on page 6](#)
- ["Incorrect Alert Counts " on page 6](#)
- ["Unable to Remove Members from Boards " on page 6](#)
- ["Errors on Cisco Prime Alerts " on page 7](#)
- ["Administrators Unable to View Boards Created by Non-Admin Users " on page 7](#)

- ["Error when Upgrading Elasticsearch "](#) on page 7
- ["Incorrect Timestamps on Alerts "](#) on page 7
- ["Board or Business Service Email Notifications"](#) on page 7
- ["Non-Administrative Users Cannot Resolve Alerts"](#) on page 7
- ["Using Saved Searches with Incident Automation"](#) on page 7
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- ["Unexpected Results in Saved Searches"](#) on page 10
- ["Connection Error with Splunk"](#) on page 10
- ["Incorrect Data in Cisco Prime and TOPDesk"](#) on page 10

## 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.

## Licensing Error

You are unable to add a new license after the previous license expires.

## 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.

## Administrators Unable to View Boards Created by Non-Admin Users

If a user who does not have administrator privileges creates a board in Vantage DX Analytics, administrators are unable to view that board.

## 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](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.

## 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.
- When a board is shared, no notifications are sent. This issue does not affect business service sharing notifications.

## 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 Vantage DX Analytics.

## 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 you perform the search. For example, search on `sq1*`.

## 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.

## 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.

## 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 3.4.0, 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 3.4.0, 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>.

## Known Issues in Vantage DX Monitoring

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

- ["Custom Dashboard Status Card Errors for Office Subscriptions and Skype" on page 10](#)

### 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 system MS Service Health dashboard. However, any custom dashboards that were created prior to Release 2.4 and that contain those obsolete statuses will display an error on those 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 MTR Protocol Supported" on page 11](#)
- ["Sites are Required for Integration with Vantage DX Analytics" on page 11](#)

### ICMP is the Only MTR Protocol Supported

The Windows probe only supports MTR on target endpoints that use the ICMP protocol. TCP and UDP will be supported in a subsequent VDX Diagnostics release.

### Sites are Required for Integration with Vantage DX Analytics

For each site group that you create, you must configure an integration between VDX Diagnostics and VDX Analytics. You must also create at least one site for the site group.

In this release, an error occurs if you configure an integration with VDX Analytics before you have created sites in VDX Diagnostics. The following message displays: "Initialize Vantage DX Diagnostics before configuring this integration." The workaround is to create a site in VDX Diagnostics and then configure the integration in VDX Analytics. You do not need to install and configure a probe at the site before you configure the integration.



## Contact

For additional information, please visit our support page at <https://support.martellotech.com>, or email our Support Team at [gsx-support@martellotech.com](mailto:gsx-support@martellotech.com).





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