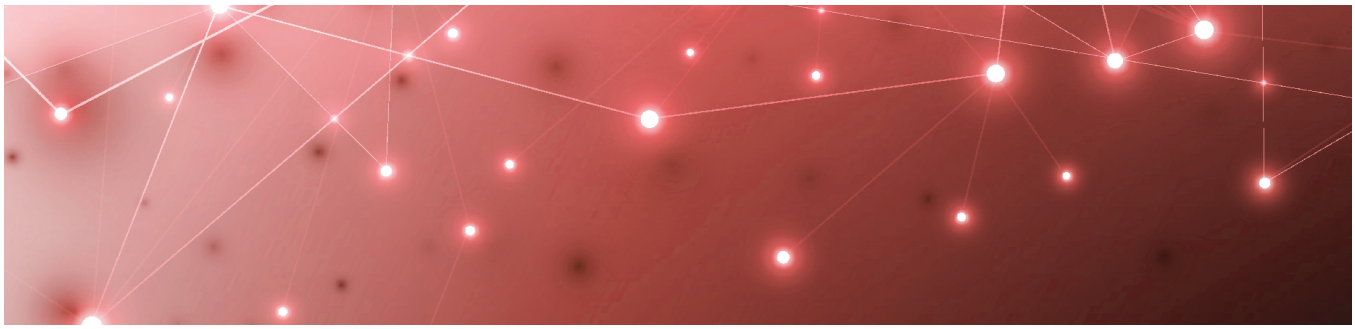

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Savision iQ

RELEASE NOTES

RELEASE 2.10

DOCUMENT DATE: JANUARY 25, 2021

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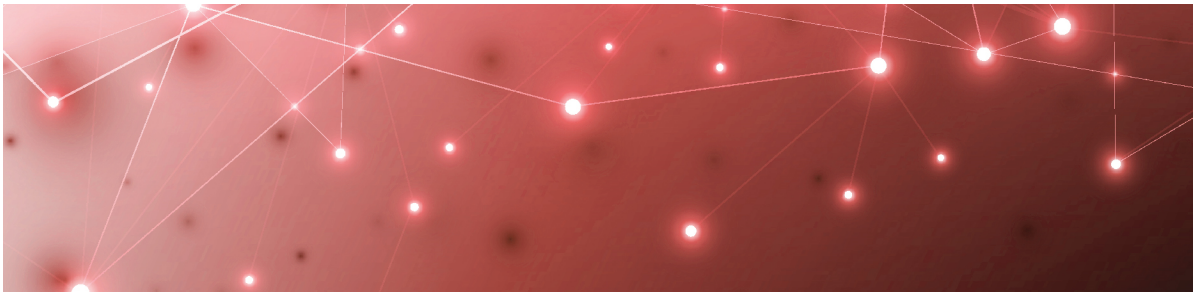


CHAPTER 1

Introduction

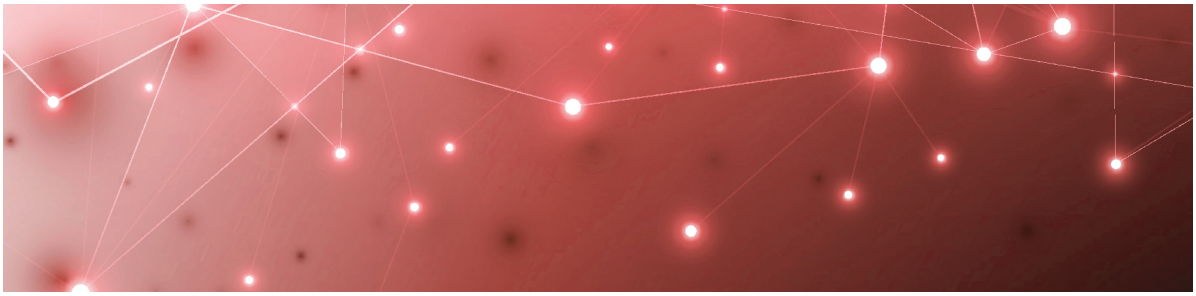
Savision iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Savision iQ release 2.10. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
January 25, 2021	Savision iQ Release 2.10



CHAPTER 2

Savision iQ 2.10

The information in this document applies to Savision iQ release 2.10.

New in this Release

Savision iQ release 2.10 includes the following new features and enhancements:

- "Performance Improvements " on page 5
- "TOPdesk Enhancements" on page 5
- "New Engineering Guidelines" on page 6
- "PRTG Improvements" on page 6
- "VMware vCenter Improvements" on page 6

Performance Improvements

Savision iQ release 2.10 includes the following performance improvements:

- Faster data loading on the boards overview page.
- Improved update time for the health states of components, boards and services.
- Better Elasticsearch performance; this release includes multiple writers to concurrently store data, and new settings to control the number of documents in a bulk index request.

TOPdesk Enhancements

This release includes changes to the way that Savision iQ interacts with TOPdesk. These enchancements—which include changes to polling and SQL queries—improve the performance of TOPdesk integrations. In addition, this release allows you to use an application password instead of operator credentials.

In previous releases, when you configured an integration with TOPdesk, you needed to provide Savision iQ with operator credentials so that it could log into TOPdesk. Using an application password provides better performance because it requires less memory. Although you can continue to use operator credentials, Martello recommends that you use an application password instead.

To learn more about setting an application password in TOPdesk, see the information at the following URL:

https://developers.topdesk.com/tutorial.html#show-collapse-usage-createAppPassword

New Engineering Guidelines

This release introduces new engineering guidelines that improve the performance of Savision iQ.

Savision iQ 2.10 requires Elasticsearch version 6.8. If Elasticsearch is not already installed, a single-node deployment is installed with Savision iQ. This single-node deployment is suitable for evaluations; however, as a best practice, Martello recommends that you deploy an Elasticsearch cluster instead of a single node. You must deploy an Elasticsearch cluster when then the number of components from all your integrations exceeds 400,000.

For information about cluster sizing, as well as how to configure an Elasticsearch cluster for Savision iQ, see the *iQ Installation and Upgrade Guide*.

PRTG Improvements

In this release, Savision iQ retrieves information about the local and remote probes that are configured in PRTG. The probes are listed in a Root group on the Groups & Services page of Savision iQ. You can click on a probe to see the devices that the probe is monitoring. You can also see a roll up of the health of the devices and sensors that each probe is monitoring.

This improvement allows you to quickly set up boards that show data from each PRTG probe.

VMware vCenter Improvements

In this release, data stores that are monitored in VMware vCenter are shown as components in Savision iQ.

Fixed Issues

The following issues were fixed in the 2.10 release of Savision iQ.

Issue Type	Issue	Affected Version
Integration	Savision iQ does not retrieve alerts from Azure Insights and logs a System NullReferenceException error.	2.9.3
Integration	Savision iQ is unable to close alerts from Splunk. Operators receive a 401 Unauthorized error message.	2.9.3
Integration	Savision iQ incorrectly shows the state of Azure alerts as unknown.	2.9.3
Integration	Savision iQ is unable to create TOPdesk incidents when the caller type is set to an Operator.	2.7.0
Integration	When you configure incident automation for TOPdesk, Savision iQ allows you to save the configuration for components that no longer exist in TOPdesk.	2.5 and 2.7.0
Integration	Savision iQ is unable to add mandatory fields from a TOPdesk incident.	2.7.0
Integration	Savision iQ displays partial data from AWS.	2.8.0
Application	High CPU and memory usage cause Savision iQ to crash after an upgrade to 2.10.	2.9.3

Known Issues

The following items are known issues in the 2.10 release of Savision iQ:

- "Remote Agent Logging Errors" on page 8
- "Components Displayed on Boards and Services" on page 8
- "SQL Server 2012 Native Client Error " on page 8
- "Active Directory Users" on page 8
- "URL Used for Notifications" on page 8
- "Elasticsearch Errors After an Upgrade" on page 9
- "Elasticsearch Does Not Install " on page 9
- "Editing an Alert Field Causes Buttons to Work Incorrectly" on page 9

- "Savision iQ Launches on the Default Port" on page 9
- "Incorrect SLA Calculations " on page 9
- "Error: Limit of Mapping Depth" on page 10
- "Relationships Not Shown in Cisco Prime Integrations" on page 10
- "Increased Memory Usage in Elasticsearch" on page 10
- "BMC Remedy Error when Email is the Reported Source" on page 10
- "Open Alerts from CA APM" on page 11
- "Unexpected Results in Saved Searches" on page 11
- "Connection Error with Splunk" on page 11
- "Incorrect Data in Cisco Prime and TOPDesk" on page 11

Remote Agent Logging Errors

The Remote Agent records errors in its log when it retrieves objects from the source system and pushes them to Savision iQ. These errors do not affect the functionality of Savision iQ.

Components Displayed on Boards and Services

Savision iQ 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 Savision iQ 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 Savision iQ. For more information, refer to the following Knowledge Base article:

https://support.martellotech.com/knowledgeBase/11002910

Active Directory Users

Savision iQ uses Active Directory to authenticate users. Savision iQ administrators can choose which users and groups in Active Directory are permitted to access Savision iQ. Built-in groups in Active Directory, such as Domain Admins or Domain Users, cannot access Savision iQ. If a user belongs only to a built-in group, that user cannot access Savision iQ. Ensure that you give the user permission to access Savision iQ, or that you add the user to one of your custom groups.

URL Used for Notifications

When you create a board or business service, Savision iQ creates a URL for the item. The URL is based on how you are connected to Savision iQ at the time that you create the board or business service. For example, if you connect to Savision iQ

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

Elasticsearch Errors After an Upgrade

Savision iQ typically installs Elasticsearch, however, if your deployment uses its own Elasticsearch cluster or uses a hosted Elasticsearch cluster, you may see errors after an upgrade. Savision iQ requires Elasticsearch indices to be closed, which may not be part of your configuration. For information about how to correct this problem, see the following Knowledge Base article:

https://support.martellotech.com/knowledgeBase/10322935

Elasticsearch Does Not Install

When you install Savision iQ on a computer that does not have Java, the Savision iQ installer prompts you to install it; however, after Java is installed, the installer skips the installation of Elasticsearch.

To resolve this issue, run the Savision iQ installer again.

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in Savision iQ, 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.

Savision iQ Launches on the Default Port

By default, Savision iQ uses port 59212. When you launch Savision iQ 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. Savision iQ 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, Savision iQ 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

Savision iQ release 2.10 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]
```

For information about how to set the maximum Elasticsearch heap space, see the "Configure Elasticsearch" chapter in the *Savision iQ Installation and Upgrade Guide*, available on the Partner Portal at https://partners.martellotech.com/ or on the Downloads page of the Martello website at https://martellotech.com/downloads/.

BMC Remedy Error when Email is the Reported Source

When you create a BMC Remedy incident in Savision iQ and select Email as the option for the **Reported Source** field, BMC Remedy reports an error.

Open Alerts from CA APM

When an alert rule in CA APM triggers an alert, the alert is reported in Savision iQ. If you subsequently disable the alert rule in CA APM while there are still open alerts, the alerts become inactive in CA APM but continue to display as open alerts in Savision iQ.

If you want to disable an alert rule in CA APM, you can avoid this issue by performing the following steps:

- In CA APM, lower the threshold that triggers the alert.
- Wait for Savision iQ to remove the alerts.
- Disable the alert rule in CA 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 2.10, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

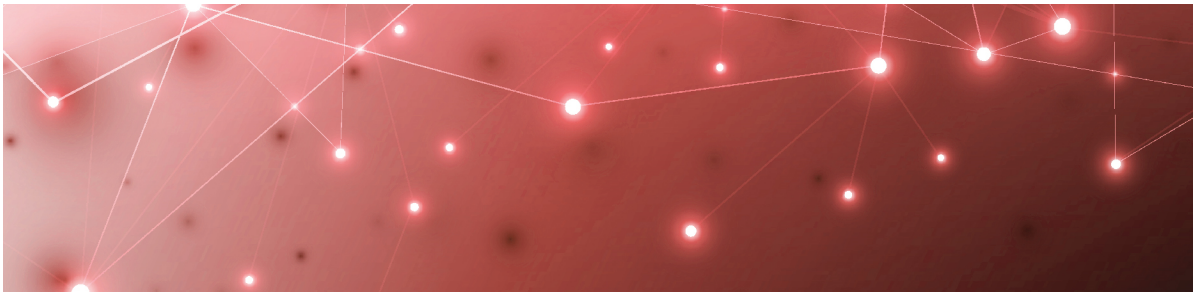
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Savision iQ release 2.10, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TOPDesk

After you upgrade to release 2.10, 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.



CHAPTER 3

Contact

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

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