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Martello iQ

RELEASE NOTES

RELEASE 2.11.3

DOCUMENT DATE: DECEMBER 21, 2021

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Release Notes
Release 2.11.3 - December 21, 2021

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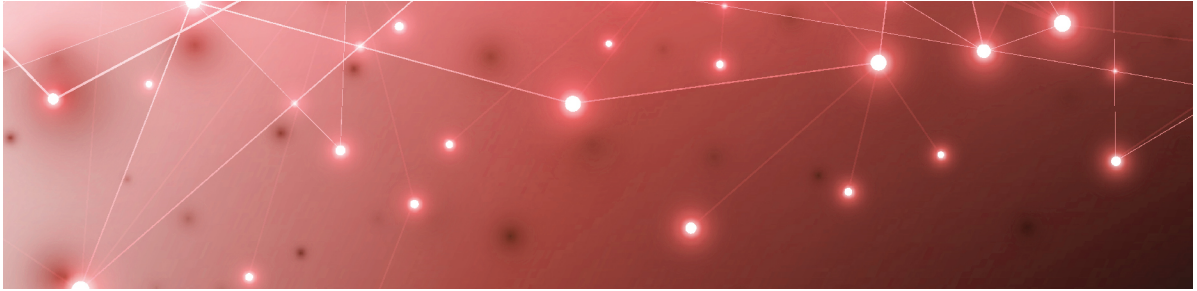
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Introduction

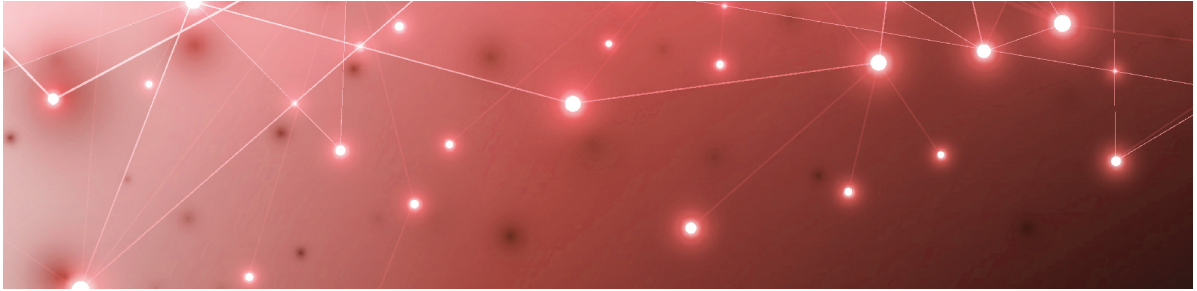
Martello iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Martello iQ Release 2.11.3. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
December 21, 2021	Martello iQ Release 2.11.3



Martello iQ 2.11.3

The information in this document applies to Martello iQ Release 2.11.3. It describes the changes in this release, and provides information about known issues.

New in this Release

Martello iQ Release 2.11.3 includes the following new features and enhancements:

- ["Update to the Office 365 Integration" on page 6](#)
- ["Elasticsearch Upgrade" on page 6](#)
- ["Memory Allocation for New Installations" on page 7](#)

Update to the Office 365 Integration

Microsoft announced that it is discontinuing support for its Service Communications API, effective December 17, 2021. As a result, the integration between Martello iQ and Office 365 has been updated to use a new API. If you have an existing integration configured, you must add permissions for the new API in Azure Active Directory and grant consent for its use. For information about how to perform these steps, see the following Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/15513875>

Elasticsearch Upgrade

A critical security vulnerability (CVE-2021-44228) that impacts Apache Log4j was reported in National Vulnerability Database on December 10, 2021. To address this issue, Martello iQ has been updated to use Elasticsearch 6.8.22, which is included in the installer package.

If you are using an Elasticsearch cluster, you must run the `Elasticsearch-6.8.21.exe` on all Elasticsearch nodes in the cluster before you upgrade Martello iQ.

If you are using a single Elasticsearch node, begin by upgrading Martello iQ. The installer automatically upgrades the Elasticsearch node.

You can upgrade to Martello iQ 2.11.3 from Release 2.9.x, 2.10, or 2.11.x.



Note: If your installed version of Elasticsearch is 6.8.21, ensure that you shut down the Martello iQ app pool before you begin the upgrade.

Memory Allocation for New Installations

If you do not have an existing deployment of Martello iQ and are installing it for the first time, you must assign additional memory to Elasticsearch by changing the heap space values. The heap space controls the amount of memory that Elasticsearch uses. For information about how to change the heap space value, see the "Configure Elasticsearch" section of the *Martello iQ Installation and Upgrade Guide*. The guide is available on the Martello website at the following URLs:

- **PDF version:** https://martello-docs.s3.us-east-1.amazonaws.com/iQ_current_pdf/iQ_Installation_Guide.pdf
- **HTML version:** https://martello-docs.s3.us-east-1.amazonaws.com/iQ_current_web/Installation/index.htm

Known Issues

The following items are known issues in the 2.11.3 release of Martello iQ:

- "Re-enter Password for Microsoft Teams CQD Integration " on page 8
- "Error when Upgrading from Elasticsearch 6.8.21 to 6.8.22 " on page 8
- "Using Saved Searches with Incident Automation" on page 8
- "SLA Impact End Time" on page 8
- "Heat Map Displays Incorrectly for Business Services " on page 8
- "Error Message when Retrieving SolarWinds Nodes " on page 8
- "Changing Timezones Affects SLA Data " on page 9
- "Unclear Error Message when Adding Jira Integration " on page 9
- "Unclear Error Message when Adding Cherwell Integration " on page 9
- "SLA Chart Shows Hours Incorrectly after Time Change " on page 9
- "Unable to Log in with Domain User" on page 9
- "Remote Agent Does Not Work " on page 10
- "Components Displayed on Boards and Services" on page 10
- "SQL Server 2012 Native Client Error " on page 10
- "Active Directory Users" on page 10
- "URL Used for Notifications" on page 10
- "Elasticsearch Errors After an Upgrade" on page 11
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- "Editing an Alert Field Causes Buttons to Work Incorrectly" on page 11
- "Martello iQ Launches on the Default Port" on page 11
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- "Relationships Not Shown in Cisco Prime Integrations" on page 12
- "Increased Memory Usage in Elasticsearch" 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

Re-enter Password for Microsoft Teams CQD Integration

If you are using the Microsoft Teams Call Quality Dashboard (CQD) integration, which is available in preview mode in Martello iQ 2.11.x, you need to re-enter the password in the integration settings after performing an upgrade.

Error when Upgrading from Elasticsearch 6.8.21 to 6.8.22

If you are upgrading Elasticsearch from 6.8.21 to 6.8.22, 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/6.8/indices-synced-flush.html#_synced_flush_api.

Using Saved Searches with Incident Automation

Martello iQ 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, Martello iQ 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

Martello iQ 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 Timezones Affects SLA Data

If you configure SLA for a business service and then subsequently change the timezone, 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, Martello iQ 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, Martello iQ 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 timezone 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 Martello iQ, you choose whether to connect to the SQL server using Windows Authentication or SQL authentication. If you choose SQL authentication, Martello iQ 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 Martello iQ 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 Martello iQ Agent and click **Restart**.

Components Displayed on Boards and Services

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

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

Active Directory Users

Martello iQ uses Active Directory to authenticate users. Martello iQ administrators can choose which users and groups in Active Directory are permitted to access Martello iQ. Built-in groups in Active Directory, such as Domain Admins or Domain Users, cannot access Martello iQ. If a user belongs only to a built-in group, that user cannot access Martello iQ. Ensure that you give the user permission to access Martello 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, Martello iQ creates a URL for the item. The URL is based on how you are connected to Martello iQ at the time that you create the board or business service. For example, if you connect to Martello 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

Martello 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. Martello 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 Martello iQ on a computer that does not have Java, the Martello 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 Martello iQ installer again.

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in Martello 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.

Martello iQ Launches on the Default Port

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

Martello iQ release 2.11.3 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 *Martello 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 Martello iQ 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 Martello iQ. 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 Martello iQ.

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 Martello iQ 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 2.11.3, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

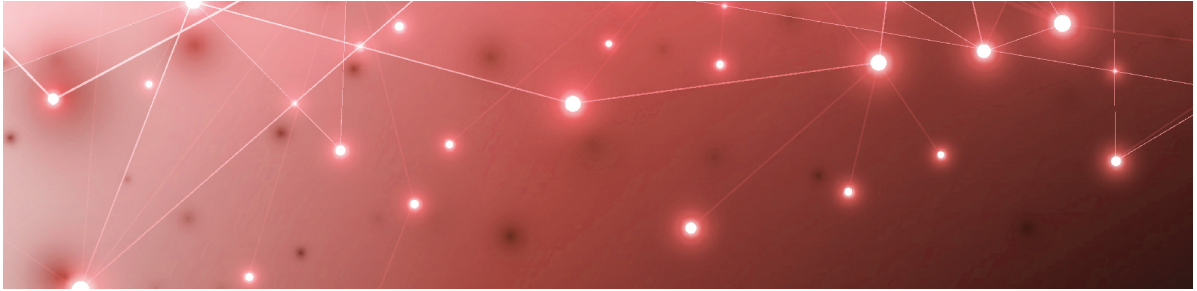
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Martello iQ release 2.11.3, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TOPDesk

After you upgrade to release 2.11.3, 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 IT-Ops Support Team at itops-support@martellotech.com.



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