Zenoss®

Transforming IT Operations

Zenoss Core Release Notes

Release 4.2.5

Zenoss, Inc.

www.zenoss.com

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About These Notes 1

These release notes contain important information about Zenoss Core 4.2.5, including the supported versions, software and envirnoments, and a list of known issues.

For additional information about this version, contact Zenoss Customer Support through the support portal:

https://support.zenoss.com

We welcome your comments and suggestions to help us improve our product documentation. Please send your comments to: *docs@zenoss.com*

What's New in Version 4.2.5? 2

This version of Zenoss Core offers these new features and improvements:

- **Enhanced OS Process Monitoring Class** - Track processes with mnemonic name and use a single class definition to monitor multiple sets of processes.
- **New OS Process Class Test Utilities** - Test OS Process class specifications and class sequence ordering are correct before completing their configuration.
- **Event Flap Detection** - Detect whenever a configurable number of events change status back and forth within a time period.
- **Enhanced Event Console Filtering** - Provide new options to customize the content and display of the Event Console.

Client and Browser Support 3

Zenoss Core Version 4.2.5 supports the client operating systems and web browser combinations shown below.

Note The supported browsers must have Adobe® Flash® Player 11 (or a more recent version) installed.

Table 1: Client and Browser Support

Client OS	Supported Browsers
Windows 7	■ Internet Explorer 8 and 9 ■ Firefox ESR 24 and 27.0 ■ Chrome 32
Windows 8.1	■ Firefox ESR 24 and 27.0 ■ Chrome 32
Windows Server 2012	■ Firefox ESR 24 and 27.0 ■ Chrome 32
Windows Server 2012 R2	■ Firefox ESR 24 and 27.0 ■ Chrome 32
OS X Mountain Lion (10.8)	■ Firefox ESR 24 and 27.0 ■ Chrome 32
OS X Mavericks (10.9)	■ Firefox ESR 24 and 27.0 ■ Chrome 32
Ubuntu 12.04 LTS	■ Firefox ESR 24 and 27.0 ■ Chrome 32
Ubuntu 13.10	■ Firefox ESR 24 and 27.0 ■ Chrome 32

Versions, Supported Software, and Environments 4

You can install this version of Zenoss Core on these Linux® platforms:

- RedHat® Enterprise Linux 5 and 6
- CentOS 5 and 6 (verified with CentOS 5.9 and CentOS 6.3)

The following is a partial list of resources that can be managed by Zenoss Core:

- Windows Server (2000, 2003, 2008), Windows XP, Windows Vista®, and Windows 7
- Linux or other UNIX® server
- OpenStack
- Tomcat™ and other Java®/JMX servers
- Any SNMP- or SSH-enabled device

Installation and Implementation 5

Read the following sections for the latest installation and implementation information. Zenoss strongly recommends that you refer to the latest version of the installation instructions before beginning installation.

- Zenoss Core is not supported on 32-bit platforms. If you are upgrading from a 32-bit platform version, please contact Zenoss Support for assistance with your upgrade.
- If you are using one or more ZenPacks that are not installed through the standard Zenoss Core installation process, you should contact the ZenPack author about its compatibility with this release. Do not upgrade until you ensure compatibility of all custom ZenPacks. Zenoss further recommends you test the ZenPack for upgrade compatibility in a test environment.
- During installation of RPM or its dependencies, you may see a message similar to:

  ```
  Warning: RPMDB altered outside of yum.
  ```

  The warning is caused by interference between the YUM and RPM binaries as they access the local package database. This warning is benign and can be ignored. (Internal ZEN-3425)

IPv6

Zenoss Core can model and monitor IPv6-addressed devices by using SNMP, Telnet, or SSH. Ping monitoring is also supported for IPv6. Zenoss Core installation (and communication links among Zenoss Core components) must continue to be over IPv4. This includes all links between local or distributed ZenHubs and collectors, and Zenoss Core dependencies (such as RabbitMQ).

When adding a new device to Zenoss Core, the DNS resolution of the device name dictates whether Zenoss Core attempts to connect by using IPv4 or IPv6. If you enter an IP address directly (either as a device name or by manually changing a device's management IP), then Zenoss Core can be forced to use IPv4 or IPv6 manually.

If you want to monitor devices in your infrastructure that have IPv6 addresses, make sure you have installed and configured an IPv6 interface on your Zenoss Core server.

A new setting in the `/opt/zenoss/etc/global.conf` file allows you to set a preference of DNS resolution order (IPv4 or IPv6) for managed IPs. Set the value of the `preferredipversion` option to `ipv4` or `ipv6`. (Internal ZEN-602).

Host Name Changes

If you change the host name of your Zenoss Core server, then you must clear and rebuild queues before the `zenhub` and `zenjobs` daemons will restart.

To work around this issue, you can issue the following command (although any data queued at restart time will be lost):

```
export VHOST="/zenoss"
export USER="zenoss"
export PASS="zenoss"
rabbitmqctl stop_app
rabbitmqctl reset
rabbitmqctl start_app
rabbitmqctl add_vhost "$VHOST"
rabbitmqctl add_user "$USER" "$PASS"
rabbitmqctl set_permissions -p "$VHOST" "$USER" '.*' '.*' '.*'
```

Zenoss DataStore

Command-line access to Zenoss DataStore is available only to the `zenoss` user.

Zenoss DataStore tools are located only in the `zenoss` user's $PATH.

Run all Zenoss DataStore commands as the `zenoss` user, as in:

```
su - zenoss
zends -u root
```

Process monitoring enhancements

Process monitoring relies on specific plugin classess, and on the data SNMP OIDs or SSH data collection provides.

This release includes significant enhancements to process monitoring.

The enhancements require new RRD data files, so the historical data for process instances are not available through the Zenoss Core browser interface. However, historical data is not removed from collectors during upgrades.

The process monitoring enhancements are supported for devices using a modeler plugin which extends one of the following classes:

- zenoss.snmp.HRSWRunMap
- zenoss.winrm.Processes
- Products.DataCollector.ProcessCommandPlugin (zenoss.cmd.darwin.process, zenoss.cmd.linux.process, zenoss.cmd.aix.process, zenoss.cmd.hpux.process, zenoss.cmd.solaris.process)
- a custom modeling plugin

SNMP data collection is limited to the values contained the hrSWRun OIDs (program name, path, PID, and arguments). In particular, the arguments OID (1.3.6.1.2.1.25.4.2.1.5) supports a maximum of 128 characters. To monitor processes with longer arguments, use SSH data collection.

For more information about process monitoring, refer to *Zenoss Core Administration*.

6 Known Issues

The following issues are known for this version of Zenoss Core.

JIRA Issue	Summary
ZEN-9729	OSProcess parsing errors with Enterprise AIX ZenPack
ZEN-9861	Zenoss does not create events with GOM ZenPack installed
ZEN-10023	Selecting services on a device results in ALL services being selected
ZEN-10024	Unable to search efficiently by component name

Collector Host Name

When deploying a remote collector, if you encounter this error:

```
2014-02-12 19:40:57 ERROR zen.DistributedCollector Removing the new
 collector
2014-02-12 19:40:57 ERROR zen.DistributedCollector must be string or
 read-only buffer, not none
```

then you must edit the host name of the hub to something other than localhost (such as the IP address or host name of the hub).

zodb_session Table

An exception may occur with the zodb_session table that prevents access to Zope. (Internal ZEN-1988)

If this exception occurs, perform the following steps:

1. Drop and then re-create the zodb_session table, substituting your host name as needed for `'zenoss'@'localhost'` in the following commands:

```
DROP DATABASE IF EXISTS zodb_session;
CREATE DATABASE zodb_session;
GRANT ALL ON zodb_session.* TO 'zenoss'@'localhost' IDENTIFIED BY
 'zenoss';
FLUSH PRIVILEGES;
```

2. Restart the `zenwebserver` daemon.

Active Directory

When monitoring Windows 2008 SP1 servers using the ActiveDirectory ZenPack, some performance counters expected by the ZenPack will not be available, and will generate error messages and cause missing performance counters.

See the section "Changes to performance counters" at *http://technet.microsoft.com/en-us/library/cc754463(WS.10).aspx* for more details about changes in Windows 2008. (Defect 28640)

Site Window Portlet

Some Web sites may not be compatible with the Site Window (Welcome) portlet that appears on the DASHBOARD page of the Zenoss Core browser interface.

Before customizing this portlet to point to another Web site, make sure that site is not running a JavaScript "frame breaker" script. (Defect 27151)

Internet Explorer 9

When using Internet Explorer 9, Zenoss Core user interface page elements may not load and display correctly.

To work around this issue, go to the Internet Options **Advanced** tab (from **Settings > Internet Options**), and then reset the Internet Explorer settings.

Zenoss Global Dashboard

Zenoss Global Dashboard is not supported in this release. If you are running Zenoss Global Dashboard, you must contact Support before upgrading.

Collector Performance Graphs

Collector default performance graphs for cycle times show NaN values for `zenping`, `zenperfsnmp`, and `zenstatus` daemons. (Internal Defect 29378)

The --logworkerstats option has been removed

The --logworkerstats option when starting a hub has been removed.

To see the zenhub worker statistics, run the following:

```
zenhub stats
```

Examine the `zenhub.log` file for the statistics.

Installing or removing a ZenPack affects the browser interface

When installing or uninstalling a ZenPack that changes the browser interface, the browser interface "breaks".

To avoid problems like "breaking" the browser interface, always install ZenPacks through the command-line interface. For more information, refer to *Zenoss Core Extended Monitoring*.

Upgrading to release 4.2.x resets user view preferences

Prior to release 4.2.0, Zenoss Core used the *Ext JS* 3.0 framework to present the EVENTS and INFRASTRUCTURE pages in the browser interface. User view preferences were stored in the Zope Object Database (ZODB) in Ext JS 3.0 format.

For release 4.2.0, Zenoss Core upgraded to Ext JS 4.0. To realize a variety of advantages in 4.0, several classes were rewritten from scratch. As a result, the Ext JS 3.0 format is incompatible with 4.0, and user view preferences are not preserved during upgrades.

7 Issues Fixed in this Release

The following table lists the JIRA issue number fixed and a brief summary.

JIRA Issue	Summary
ZEN-5093	Network Map does not understand link local addresses
ZEN-7478	External table optimization can leave triggers that reference a non-existent table
ZEN-7637	Record remote filesystem information in HRFileSystemMap SNMP modeler plugin
ZEN-7638	Allow cProperties to be set by create device job
ZEN-7925	When selecting a device class on the left of the Infrastructure page, devices from other classes appear in the list
ZEN-8115	Multiple zenevent d workers in a distributed environment can cause events to be processed out of order
ZEN-8125	Trigger conditions are hard-coded in the JS
ZEN-8693	Unable to filter by Nulls in zep
ZEN-8833	Zencommand monitoring clears regardless of outcome
ZEN-8868	Snmpv3Error: packet dropped casues modeling to fail on Cisco devices regardless of Modeler plugins used
ZEN-8901	ZUP SP163 breaks zeneventd processing
ZEN-9490	HTML emails do not appear to work
ZEN-9736	Event console renders and scrolls slowly
ZEN-9978	Multi-Graph Reports - Cannot delete collection items