

AMELIA

AIOps

AMELIA's Autonomic IT Management Platform

Release Notes 3.1.0 (Document Version 1.1)

This AMELIA® documentation is copyright © 2024 Amelia Inc and its affiliated companies. All rights reserved.

This document is considered the confidential information of Amelia, IPsoft, and its affiliates. Disclosure to other parties is prohibited unless agreed to in a license or confidentiality agreement.

Trademarks, including IPsoft®, AMELIA®, and the IPsoft and AMELIA logos, are the intellectual property of Amelia and IPsoft Incorporated and its affiliated companies. Any other marks or intellectual property remain the property of their respective licensors or owners.

AMELIA PROPRIETARY

Table of Contents

1. RELEASE 3.1.0 3

1.1 RELEASE HIGHLIGHTS 3

1.1.1 ROLLBACK TO A PREVIOUS VERSION 3

1.1.2 EVENT RULES – SUPPRESSING AND TRIGGERING TASKS BASED ON INCOMING EVENT STREAM 3

1.1.3 GENERATIVE AI – SUMMARY OF A TASK’S ACTIONS, CONTEXT, AND UPDATES 3

1.1.4 INTEGRATIONS – NATIVE WEBHOOKS FOR EVENTS 3

1.1.5 INTEGRATIONS – NATIVE OFFICE 365 MAIL INTEGRATION 4

1.1.6 INTEGRATIONS – RESOLVE WITH AI TRIGGERED FROM WITHIN SERVICENOW 4

1.1.7 INTEGRATIONS – AUTOMATE WITH AI TRIGGERED FROM WITHIN SERVICENOW..... 4

1.1.8 OTHER ENHANCEMENTS..... 4

1.2 BUGS 5

1.3 EPIC 6

1.4 STORY 6

1.5 TASKS..... 7

Document History

Author	Version	Date	Comments	Final Approval?
AMELIA Research & Development	1.0	June 03, 2024	Added tickets for 3.1.0 release	Yes
AMELIA Research & Development	1.1	June 25, 2024	Amendments to release highlights	Yes

1. Release 3.1.0

This section briefly lists changes to AI Ops for this release.

1.1 RELEASE HIGHLIGHTS

1.1.1 Rollback to a previous version

- The database schema is not compatible with previous releases. Once updated, it is not possible to roll back to the previous version without restoring from the backup.

1.1.2 Event Rules – Suppressing and Triggering Tasks based on incoming event stream

- This enhancement addresses the critical problem of managing an overwhelming stream of events from various sources, suppressing non-essential alerts, and providing significant benefits for users, developers, and businesses. It reduces alert fatigue, improves incident response times, simplifies integration, increases operational efficiency, and enhances service reliability.
- The event rule engine suppresses non-critical alerts and aggregates similar events, reducing the noise and allowing users to focus on high-priority incidents.

1.1.3 Generative AI – Summary of a Task’s actions, context, and updates

- Amelia AIOps generative AI reliably and consistently provides accurate summaries. It ensures no important details are overlooked, giving engineers the confidence to tackle any issue. It helps engineers make better-informed decisions by providing essential information briefly.
- Quick and clear summaries facilitate faster issue identification and resolution, leading to more effective incident management and reduced MTTR.
- This includes all ticket correspondence, actions, events, status, workflow changes, etc.

1.1.4 Integrations – Native Webhooks for Events

- Webhooks provide immediate notifications when an event occurs, ensuring that the application receives updates as soon as they occur and stays in sync in real-time. This is crucial for applications like Amelia AIOps that require up-to-date information. It is assumed that the Amelia AIOps user always has the latest information and data provided by the underlying layer of observability.
- Setting up webhooks in Amelia AIOps is a breeze. It liberates developers from the need to write complex polling mechanisms, making integrations straightforward.

1.1.5 Integrations – Native Office 365 Mail Integration

- Amelia AIOps has been enhanced with a pre-built and native integration with Microsoft Office 365 Mail. The integration is easy to set up and configure and feeds directly into the platform's Task engine. Armed with the correct configuration parameters and credentials, an Amelia AIOps admin may establish integration with Office 365 in a few minutes.

1.1.6 Integrations – Resolve with AI triggered from within ServiceNow

- By embedding a Resolve with AI button in ServiceNow's Incident GUI, engineers can quickly trigger Resolve with AI directly from the ServiceNow interface. The integration is designed with simplicity in mind and is easy to set up and configure. It seamlessly feeds the platform's Task Workspaces and new generative AI capabilities.
- Resolve with AI triggered from ServiceNow offers targeted recommendations and actions, empowering users to troubleshoot and navigate complex incidents effectively.
- Resolve with AI triggered from ServiceNow autonomously captures insights from service desk interactions. These insights serve as valuable starting points, providing pre-built structures and logic to iterate upon.

1.1.7 Integrations – Automate with AI triggered from within ServiceNow

- By embedding an Automate with AI button in ServiceNow's Knowledge Article GUI, engineers can quickly trigger Automate with AI directly from the ServiceNow interface.
- The integration is easy to set up and configure. It feeds Amelia AIOps' Automation Workspaces and new generative AI capabilities.
- Armed with the correct ServiceNow URLs and credentials, an Amelia AIOps admin may establish integration with ServiceNow in a few minutes.
- This efficiency improvement means developers can quickly reference and incorporate the necessary procedures into their automation tasks from the Automation Workplace, triggered from ServiceNow's GUI.

1.1.8 Other Enhancements

- The new release introduces command whitelisting, a powerful feature that enhances security and control. It allows the engine to mark a specific command as safe to execute while using the Resolve with AI functionality.
- Support for Generative Pre-trained Transformer 4 Omni (GPT-4o) has been added.
- Intelligent log files support and improvement to command output extraction.
- Excited to announce a new enhancement to our Automation Matchers that allows users to order and prioritise the sequence in which automation matchers are applied. This enhancement also includes specifying whether a match rule should stop the engine from processing further rules once a match is found.

1.2 BUGS

- [AP-27739] - "Send a message to the Ops manager" workflow block is not working
- [AP-28611] - Accessing cascades permission issue
- [AP-28613] - IPradar : Overlap issue in Full History panel
- [AP-28624] - IPradar: User gets access denied when trying to edit a ticket
- [AP-28636] - IPautomata: FailTo connection override isn't saved
- [AP-28690] - Wrong message is shown when user has no access to Locksmith
- [AP-28716] - Confluence/Xwiki integration: incorrect Runbook path for imported pages
- [AP-28722] - Some specific IPradar urls for ticket events can not be opened
- [AP-28754] - Hypera: Update external url and source endpoints
- [AP-28761] - Matchers : Test overlap issue in matchers
- [AP-28763] - IPradar : When clicked on Automation Version ID, url is updated but page remains same
- [AP-28765] - IPTicket: event handler fails if event.ci_id is empty string and Client.CI Attach Option = DISABLED
- [AP-28767] - Integrations :: Close symbol is not working.
- [AP-28775] - Resolve with AI: issue parsing Function Arguments
- [AP-28779] - IPradar: Many tickets do not have workflows
- [AP-28791] - IPradar: Events tab errors when service name contains square brackets
- [AP-28793] - Generative AI is not updating workflow fields in ticket update state.
- [AP-28794] - Attachment link is missing in Emails
- [AP-28796] - IPdeploy - Add "Native" option in to embeddings configs
- [AP-28808] - Cannot download CONTACT_GROUP files
- [AP-28814] - IPautomata : Cross symbol missing in auto abort log
- [AP-28818] - Special character in username are not displayed properly
- [AP-28834] - Cannot disable ipconnect session logs for Power Shell connection type
- [AP-28840] - The full path in menu switcher should be highlighted
- [AP-28846] - Host Command Output - Displays Script Line instead of just the Output
- [AP-28851] - Integrations: Improve error message and user friendly
- [AP-28854] - Knowledge document index template wasn't created on aiops-v3.demo.amelia.com
- [AP-28866] - IPradar ticket in AIOps shows Task not Found for some of the ticket.
- [AP-28867] - Failure in Parsing Large GraphQL Queries
- [AP-28869] - AIOps-installer for v3 seems to have lost the -f option
- [AP-28911] - Resolve With AI: Should work even if no runbooks are present
- [AP-28913] - Matchers UI: view mode is missing
- [AP-28915] - Code promotion issue with IPconnect connection promotion
- [AP-28921] - Runbook text is not readable
- [AP-28928] - Scheduling : Clients drop down doesn't have a heading/name
- [AP-28952] - IPradar Workspace Name not visible
- [AP-28955] - Confidential data is displayed on IPconnect session logs for automations
- [AP-28958] - IPradar: Text on IPradar overview 'Resolve with AI' is not visible on light theme
- [AP-28965] - Content Pack API export - Not able to export linked automaton

- [AP-28982] - Content Pack API should support export and import of FailTo automations on the same instance
- [AP-28985] - Rebalancing messages in logs for 2 instances
- [AP-28986] - Unable to export a content pack
- [AP-28992] - Integrations: Knowledge status and log is showing Error but test is successful
- [AP-29008] - Generate with AI fails with Cannot deserialize value of type `java.lang.String` from Array value
- [AP-29037] - IPautomata/IPconnect: When user select Non-Interactive check box, escape characters shows
- [AP-29050] - IPradar: Linked tasks shows forbidden if there's a task from another client
- [AP-29054] - Workflow is reading null for ticket attributes
- [AP-29063] - Automations: getExecutions fails on GraalVM engine but works on Nashorn
- [AP-29066] - Generate with AI : support for gpt-4o
- [AP-29072] - Knowledge document index was created with invalid mappings
- [AP-29086] - AIOps API state failing for querying the IPcal events
- [AP-29087] - Workflow fails to process custom errors
- [AP-29089] - Encryption key is reset when saving a Client in IPdeploy
- [AP-29093] - PowerShell over SSH: Credentials leaked on timeout and timeout due to some reason
- [AP-29094] - Generated automation did not extract process ID
- [AP-29096] - Variable not getting initialized in component automation
- [AP-29104] - Content pack exported from AIOps before 2.17.2 cannot be imported to newer version
- [AP-29112] - Show AIOps version in the user's menu
- [AP-29124] - Resolve with AI is not working in case when ask LLM to generate an answer again
- [AP-29134] - 500 Internal Server Error When Using "Assign" Button on AIOps Tickets
- [AP-29159] - ServiceNow: Resolve with AI button shows reference to IPradar
- [AP-29164] - Invalid rule stops event processing
- [AP-29165] - Event Webhook allows to save timeout 0 which causes incoming events to fail
- [AP-29173] - Resolve with AI: not able to say No and run own command anymore
- [AP-29191] - Event Management: "Event Rules" pages fails to load on UI
- [AP-29196] - Matchers: Pagination issue on QA1 and getting 500 internal server error
- [AP-29198] - IPautomata: Whitelisted command authorities issue while saving

1.3 EPIC

- [AP-28078] - Static suppression rules
- [AP-28085] - Static trigger rules
- [AP-28664] - Generative AI: Make it available in ServiceNow

1.4 STORY

- [AP-13894] - Change Export/Import in CMDB to contain everything on a single Excel tab
- [AP-27822] - IPradar: Ticket summary based on LLM [backend]
- [AP-28195] - Generate automations: Extract variables from state outputs

- [AP-28420] - Resolve with AI: UI to review allowlist
- [AP-28431] - Knowledge integration: progress log
- [AP-28565] - Resolve with AI: API to review allowlist
- [AP-28607] - Event rules UI
- [AP-28626] - Support tags for knowledge documents [backend]
- [AP-28627] - Eventflow: add event web-hook sync/async integrations
- [AP-28653] - Add new PowerShell over SSH connection type
- [AP-28663] - Generative AI: Trigger Automate with AI from ServiceNow
- [AP-28665] - Generative AI: Trigger Resolve with AI from ServiceNow
- [AP-28676] - Matchers UI: rules should be ordered and allow to stop processing
- [AP-28719] - Resolve With AI: use Runbooks to find log files
- [AP-28721] - Support tags for knowledge documents [ui]
- [AP-28772] - Generative AI: Integration should use Locksmith credentials [backend]
- [AP-28773] - The AMELIA icon shouldn't make the session leave AIOps
- [AP-28784] - Rename XWiki Integration to Internal Knowledge Engine
- [AP-28786] - Automation Designer: Improve folder selection on Save
- [AP-28821] - Office365 native mail integration
- [AP-28878] - Generative AI: Integration should use Locksmith credentials [ui]
- [AP-28889] - Change Export/Import in CMDB to contain everything on a single Excel tab [ui]
- [AP-28910] - IPautomata matcher - display legacy matchers
- [AP-28923] - Summarize large documents when importing
- [AP-29046] - Automation Designer: For new transitions, use Output -> Ret with Complete Match checked
- [AP-29061] - Improve Integration Logs tab
- [AP-29106] - Native Mail Integration connectors [ui]
- [AP-29121] - IPradar: Ticket summary based on LLM [ui]
- [AP-29152] - Task: Show SLA Progress in Task View
- [AP-29161] - Show ** as bold text in AI fields
- [AP-29178] - Enable/disable flag for matchers

1.5 TASKS

- [AP-28137] - Predictive analytics widget
- [AP-28606] - Static trigger rules UI
- [AP-28680] - IPautomata - New reorder API to support drag and drop of Matchers
- [AP-28698] - IPautomata - Update matcher APIs to return also legacy matchers
- [AP-28723] - IPradar events chart should support null value
- [AP-28936] - ServiceNow, Resolve with AI: add endpoint to download update set xml
- [AP-28937] - ServiceNow, Resolve with AI: sync AIOps comments to ServiceNow
- [AP-28938] - ServiceNow, Automate with AI: add endpoint to download update set xml
- [AP-28942] - ServiceNow, Resolve with AI: implement 'test' endpoint
- [AP-28943] - ServiceNow, Automate with AI: implement 'test' endpoint

- [AP-28944] - ServiceNow, Resolve with AI: add new endpoint into haproxy
- [AP-28969] - ServiceNow, Resolve with AI: support new integration on UI
- [AP-28970] - ServiceNow, Automate with AI: support new integration on UI
- [AP-29004] - ServiceNow, Resolve with AI: handle ../AIOps/tasks/integration/{integrationId}
- [AP-29056] - ServiceNow, Automate with AI:
handle ../AIOps/automations/runbooks/integration/{integrationId}
- [AP-29059] - Zabbix Integrations: support Zabbix v5.0
- [AP-29068] - ServiceNow Incident integration: add button to download update set xml
- [AP-29069] - ServiceNow Knowledge integration: add button to download update set xml
- [AP-29119] - Address CVE-2023-42366 and CVE-2024-4603 Alite security vulnerabilities
- [AP-28941] - Support event web-hook sync/async integrations
- [AP-29001] - Integration model: add Type and ExternalSystem
- [AP-29006] - Integration model: rename Type to ExternalSystem
- [AP-29070] - Integration API: update path which manages integrations configurations