

AI Ops

AMELIA's Autonomic IT Management Platform

Release Notes 3.7.0 (Document Version 1.0)

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Document History

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AMELIA Research & Development	1.0	December 04, 2024	Added tickets for 3.7.0 release	Yes

1. Release 3.7.0

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

1.1 RELEASE HIGHLIGHTS

1.1.1 Rollback to a previous version

Database schema is not compatible with previous releases. Once updated, it is not possible to rollback to the previous version without restoring from the backup.

1.1.2 Matchers Deprecation Update

In earlier updates, it was announced that the old Matchers system would be phased out and eventually removed. To clarify, all current Matchers will continue to work without any changes. Removal will not happen until a converter and import/export functionality are provided.

1.1.3 Tag IDs are Deprecated

The use of tag IDs in AIOps public APIs is now deprecated. A new field, tagNames (a collection of strings), has been added for each taggable entity. The updated APIs are backward-compatible, supporting both tag IDs and tag names for now.

It is recommended to update implementations to use tag names instead of tag IDs, as tag IDs will be removed in a future release.

1.1.4 Deprecated APIs

The following APIs are deprecated:

```
GET /api/cis/tags
GET /api/cis/tags/search/${name}
```

and should be replaced with:

```
GET /api/tags/${clientId}
GET /api/tags/${clientId}/first-letters/${tagName}
```

1.1.5 CMDB tags and Tag Management Interface

Existing CMDB tags will be migrated to the new Tag Management interface as part of AIOps v3.7.1. Any CMDB tags added after the deployment of v3.7.0 will be automatically available in the Tag Management interface.

1.2 BUGS

- [AP-29337] - A change was made to stop two email notifications from being sent when a ticket is force resolved, fixing the issue of duplicate emails. While there are no changes to the user interface (UI), the update improves the backend system that manages notifications. The main goal of this change is to make the notification process smoother and avoid cluttering users' inboxes. Although it's a backend update, it positively affects users by providing clearer and cleaner communication.
- [AP-29991] - A security fix in the GraphQL component resolved a vulnerability exposing internal hostnames, securing backend data handling. While not visible in the UI, this change enhances customer-facing application security by protecting sensitive network information.
- [AP-29992] - A security vulnerability in the Amelia and AIOps components of the Cyberbullet application was fixed to prevent unauthorized access to sensitive information. The change impacts backend systems, indirectly enhancing the security of customer-facing interfaces.
- [AP-30069] - The sub-workflow trigger for Ticket Link Update now works correctly for tasks in both NEW and ACTIVE states, fixing a bug that limited its functionality to NEW tasks. This backend update improves workflow automation in AIOps, benefiting users managing tasks and tickets in versions 2.20.4, 2.20.5, and 3.4.0.
- [AP-30194] - The AIOps platform now includes the last user comment in "Request More Information" emails, fixing a bug that previously omitted it. This backend update enhances ITIL V3 Incident Management workflows for HR client processes, ensuring end users receive complete technician questions in email communications.
- [AP-30207] - The new features announcement modal now automatically closes after review, improving user experience by removing the need for manual closure. This customer-facing update enhances usability for all platform users interacting with the modal.
- [AP-30210] - The unnecessary horizontal scroll bar that appeared during attachment loading on the radar page has been removed, enhancing the customer-facing UI for a cleaner and more user-friendly experience.
- [AP-30214] - The Radar UI now requires users to have the 'Radar Move Workflow' authority to resume paused workflows, separating it from the broader 'Workflow Update' permission. This customer-facing update streamlines role-specific tasks, enhancing clarity and preventing unnecessary access.
- [AP-30233] - A bug causing duplicate ticket creation in workflows with parallel states or automata updates was fixed. While there are no direct UI changes, users will now see the correct number of tickets in the system. This backend update ensures accurate automation, enhancing efficiency for users managing deployments and issue tracking.
- [AP-30246] - A fix was applied to ensure that when an event is sent via Hypera with an empty ciName field, the system will default to using the event hostname as the CI name, preventing errors. This backend change avoids the "Failed to attach CI" error and improves event processing. It mainly impacts users and developers handling backend operations with Hypera.
- [AP-30269] - A fix was implemented to resolve a NullPointerException caused by missing properties in the event data, such as 'AOTicketID', which prevented ticket creation. This change affects the backend system and improves event data processing. While it does not directly impact the user interface, it ensures that tickets can now be successfully created. This was a backend update with no direct visibility to end users.

- [AP-30273] - The update allows users to select the specific gpt-4o-2024-08-06 model instead of the generic gpt-4o identifier. This change, made in the model selection interface, gives users more control and future-proofing against updates. It's a customer-facing change.
- [AP-30278] - A fix was made to ensure that the correct priority of EVENT task types is shown in reports, like IPreports and IPradar. This resolves a problem where many tasks showed the wrong priority, like "OTHER." The change affects backend processes and ensures customers get accurate priority information in their reports.
- [AP-30326] - The change ensures users with client-specific access can only view IPautomaton Execution History for their assigned client, enhancing security. This update affects the Reporting > Dashboards > Discover section on support.amelia.com and limits visibility of "ipautomaton_execution_history." It improves data privacy by restricting access and involves backend updates to enforce security.
- [AP-30341] - A bug was fixed where clicking on IPsoft/OpenAI under integrations mistakenly led users to the Azure OpenAI 1 credentials page. This update ensures users are directed to the correct page, improving navigation for those managing credentials in the AIOps platform.
- [AP-30348] - A fix was made to allow users to scroll through the version list in the 'Diff' tool, enabling comparison of any version. This update addresses the issue where users couldn't select older versions. The change impacts users of the Diff tool in the IPautomata module.
- [AP-30354] - The character limit for the output field in Hypera's EventFlow was increased from 256 characters to 64KB, allowing events with larger data to be processed. This change improves backend processing and prevents errors for events with large output fields, but there is no visible change in the UI. It impacts backend systems ensuring smoother handling of larger data.
- [AP-30360] - A fix was applied to resolve an issue where automatic synchronization with Global Confluence was not working, causing documents to not appear on the Knowledge page. The change impacts the backend but directly affects users by ensuring documents are correctly displayed on the Knowledge page.
- [AP-30364] - The issue causing crashes during the upgrade from version 3.4.0 to 3.6.2 has been resolved. The fix was made to the backend, particularly related to database nodes and migrations, without any changes to the UI. The purpose was to ensure successful migrations and cluster stability. This change affects backend systems, including database clusters and infrastructure.
- [AP-30386] - The GUI now automatically imports the content pack after a successful Dry Run, streamlining the process. This change improves the upload workflow by eliminating the need for a separate import action. It enhances user experience by automating the next step.

- [AP-30396] - The maximum row window limit for the indices `.kibana*` and `.opendistro-reports*` was increased from 10,000 to 100,000, allowing users to view larger scheduled reports. This change improves data retrieval for reports without impacting the UI directly. It benefits users by providing access to more detailed reports.

1.3 EPIC

- [AP-28514] - Amelia AIOps now includes a tag management interface that lets users create, view, update, delete, and merge tags to organize their data better. This feature is found in the Settings section and helps users sort and filter data more easily. The goal of the change is to improve data organization and make it simpler for users to manage tags. This update affects customers who use Amelia AIOps, allowing them to handle tags more effectively, with backend support for managing client-specific tags.

1.4 STORY

- [AP-28439] - A new "schedule removal" setting was added to the Automation menu in the Settings view, allowing automata designers to decide whether to delete or retain scheduled calendar events when an automata is deleted. This update provides more control over event management and benefits automata designers in AIOps by enhancing flexibility in handling scheduled events.
- [AP-28957] - A system update now ensures all workflows within a client's portfolio have unique names to prevent conflicts. Validation blocks duplicate names during creation, and rules handle renaming existing duplicates during migration. Changes affect workflow creation and editing interfaces, displaying errors for duplicate names. This customer-facing update improves workflow management by preventing confusion and operational errors.
- [AP-29563] - The Matcher interface and Linked Automation State now default overridden variable values to their names if no explicit value is provided. This change, affecting the relevant GUI components, streamlines workflows for developers by reducing manual input, enhancing convenience and efficiency.
- [AP-29862] - The workflow module now supports executing sub-workflows using either a workflow name or ID, simplifying deployment and reducing errors from hardcoded IDs. This enhancement impacts the configuration interface, benefiting backend designers by enabling more flexible and error-free workflow setups.
- [AP-30007] - Tags: UI for Tag Management Interface.
- [AP-30092] - Sync CMDB tags with iptag.
- [AP-30093] - Sync knowledge tags with iptag.
- [AP-30094] - Introduce tags multi tenancy.
- [AP-30095] - Automations: replace tag ids with tag name.
- [AP-30096] - Users: replace tag ids with tag name.
- [AP-30097] - Clients: replace tag ids with tag name.
- [AP-30098] - Workflow: replace tag ids with tag name.
- [AP-30099] - Tag management api: read/update/merge/delete tags.
- [AP-30136] - Integration: Native Prometheus integration.
- [AP-30146] - UI: Use client in TagApi to support multitenancy.
- [AP-30147] - Tasks UI: Use tag name instead of tag id in Ticket API

- [AP-30162] - Users: Sync user tags on update/merge/delete of tags in tag management interface
- [AP-30163] - Automation: Sync automata tags on update/merge/delete of tags in tag management interface
- [AP-30164] - Clients: Sync client tags on update/merge/delete of tags in tag management interface
- [AP-30165] - Workflow: Sync workflow tags on update/merge/delete of tags in tag management interface
- [AP-30166] - CMDB: Sync cmdb tags on update/merge/delete of tags in tag management interface
- [AP-30167] - Knowledge: Sync ipkm tags on update/merge/delete of tags in tag management interface
- [AP-30168] - Tag management api: provide tag count by tag name
- [AP-30208] - Scheduling: Sync ipcal tags on update/merge/delete of tags in tag management interface
- [AP-30213] - Tasks: replace tag IDs with tag names
- [AP-30259] - Connections: replace tag IDs with names
- [AP-30285] - Users UI: add tags field into user panel
- [AP-30302] - Workflow UI: replace tag ids with tag name
- [AP-30314] - Connections: Sync connection tags on update/merge/delete of tags in tag management interface
- [AP-30316] - CMDB: Migrate existing tags to iptag
- [AP-30372] - Events created from static rules should be able to recover

1.5 TASKS

- [AP-30070] - Do not require user ID when updating calendar events
- [AP-30130] - Reliable prompt detection mechanism
- [AP-30258] - Automation setting: Delete scheduling automation event
- [AP-30284] - Clients: replace tag ID with Tag Name
- [AP-30286] - Client is not considered when switched in scope's dropdown
- [AP-30309] - Tasks: workflows loading is very slow
- [AP-30329] - Review/update authorities on Tag Api
- [AP-30346] - Auto create tags when tagging with name
- [AP-30366] - Connections: Migration to add tags relations

1.6 SUB-TASKS

- [AP-29981] - Calendar: Mockup to export and import calendar events
- [AP-29983] - ServiceNow: CMDB Integration needs a UX Design
- [AP-30204] - CMDB: UX Design that show the source of a CI
- [AP-30327] - Prometheus Integration