

AI Ops

AMELIA's Autonomic IT Management Platform

Release Notes 3.6.0 (Document Version 1.0)

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Document History

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AMELIA Research & Development	1.0	November 11, 2024	Added tickets for 3.6.0 release	Yes

1. Release 3.6.0

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 Event Request

Event requests sent through HyperA will return a 400 BAD_REQUEST if the event data is invalid. The following limits apply:

- Max size per attribute: 64KB
- Other fields size: field "output" is limited to 64KB, the rest of the fields are limited to 256 characters.

1.2 BUGS

- [AP-29062] - The approval issue in IPautomata, where some users could not approve automation tasks due to a permissions error, has been fixed. Now, users with the right permissions can approve tasks without problems. This change happened in the approval section of the IPautomata module to make sure permissions work correctly. It mainly affected the system's backend but also helps users by letting them approve tasks as expected.
- [AP-29665] - A bug was fixed in the Content-Pack that caused issues locating elements in locksmith folders with spaces in their names. This change improves the backend import/export process, ensuring smoother operation. It doesn't directly affect the UI but enhances reliability for users by resolving errors related to folder names with spaces.
- [AP-29695] - The system was updated to prevent the recovery process from executing the same state multiple times, improving efficiency. This change affects the backend and doesn't impact the user interface, but it enhances system performance and reliability for users.
- [AP-29707] - The "Run Latest Approved Version" checkbox issue in IPcal scheduling has been fixed, ensuring it retains the correct state after saving changes, improving UI usability and scheduling reliability.
- [AP-29719] - The issue with text in angular brackets not displaying in task comments has been fixed. This customer-facing update ensures all text is visible in the comments section, improving communication for users.
- [AP-29763] - The update improves IPconnectLite's handling of large data files by optimizing data transmission through fewer gRPC messages, preventing crashes and slowdowns. This fix addresses

backend performance, ensuring more efficient processing of files over 1MB and indirectly improving system stability for users.

- [AP-29775] - This update fixes an issue where automation processes in Alite were stuck due to an oversized mutation error in Cassandra. The change improves backend processing, ensuring automations complete successfully. While not visible in the UI, it enhances system reliability, indirectly benefiting users.
- [AP-29855] - The search functionality for knowledge articles was improved to show more relevant results. This customer-facing change enhances search accuracy in the knowledge articles section, with backend adjustments to the knowledge engine.
- [AP-29856] - The ticket filter was updated to handle searches with hyphens, ensuring results are shown for tickets containing hyphens. This customer-facing change improves the ticket search functionality.
- [AP-29895] - Task comment updates now use the actual task update timestamp instead of the log timestamp, ensuring accurate task records. This backend change improves task tracking and benefits users relying on accurate timestamps, such as administrators and project managers.
- [AP-29906] - A scroll bar was added to the events list page, allowing users to easily navigate through long event lists correlated with a service. This change improves the user experience on the events list page within the service section of the app. It is a customer-facing update, enhancing event navigation for users.
- [AP-29929] - A fix was made to resolve the 404 error in change logs when an automation creator was removed and to improve loading creator and modifier info in scripts. This change, affecting the IPautomata section, ensures better data access and prevents errors for users interacting with change logs and scripts.
- [AP-29946] - A fix was implemented to prevent the automation approval workflow from stalling at the approval state, ensuring it progresses automatically without manual intervention. This change affects the backend process, improving workflow management and reducing the need for manual operations. It enhances the reliability of workflow automation for internal operations.
- [AP-29960] - The issue with cascade values not being properly validated during task creation when the "Validate cascade values" setting was off has been fixed. Now, any values are accepted as expected. This customer-facing change improves the task creation process.
- [AP-29961] - The error message for timeout exceptions in WebHook events was updated to provide a more detailed description instead of a generic "internal server error." This change improves error clarity, helping with troubleshooting and system stability. Although it's backend-related, it benefits developers and system administrators who work with WebHook events by providing more useful error information.
- [AP-29978] - This fix prevents an Execute Automation activity from getting stuck when automation fails due to an invalid or missing variable. The change, made in the backend, ensures workflows continue processing even after a failure. It impacts the backend system managing workflow automation.
- [AP-29999] - The synchronization process was updated to ensure Grafana reports remain intact and accessible, even if the client name changes. This backend improvement prevents data loss when an AIOps client is renamed, ensuring continuity and data integrity. It indirectly impacts users by preserving data accessibility.
- [AP-30011] - This update overrides the default regex for prompt detection in PowershellOverSSH connections and adds a new UI parameter, "Delay After Prompt Detected," to improve handling. The

changes prevent automation failures in Windows environments and enhance PowershellOverSSH reliability, mainly benefiting developers and administrators.

- [AP-30014] - A caching mechanism has been added to the IPkm service to improve client retrieval, and timeouts for interactions with the ipportal API may have been increased to reduce timeout exceptions. This change, affecting the backend, improves service reliability and performance, indirectly benefiting customers by enhancing stability.
- [AP-30016] - The issue with sub-cascades not being deselected when a parent cascade changed has been fixed, ensuring error-free workflow configuration. This customer-facing update improves the dropdown selection behavior for cascades.
- [AP-30048] - The "Resolve with AI" button's appearance was updated for consistency, and the text in the blue bubble was made more readable in the light theme. This customer-facing change improves the visual consistency and readability of the task panel UI, enhancing the user experience.
- [AP-30050] - Execution failures of Automata on older Alite versions (alite-2.6.3) have been fixed to ensure smooth operation across all connection types. This change, affecting the backend, improves system reliability and backward compatibility for developers and system integrators working with older Alite versions.
- [AP-30082] - The issue of not displaying an error message when users try to create a folder with a duplicate name in the same parent folder has been fixed. Now, a clear error message will appear in the Folder Creation interface of the Workflow Module, informing users that folder names must be unique within the parent folder. This customer-facing change improves the user experience by providing specific, actionable feedback on errors.
- [AP-30086] - A bug that prevented event creation when metrics were processed through static trigger rules in the eventflow service has been fixed. The webhook integration now correctly sets the event source. This change, affecting the backend, ensures proper event creation when triggered by static rules. While there is no direct UI impact, it improves functionality for customers relying on event creation for monitoring and alerts.
- [AP-30087] - The issue of content pack deployments timing out was fixed, resolving socket timeout exceptions for both production and test instances. This change improves backend processes, ensuring deployments proceed without errors. While there is no direct UI change, the update ensures a smoother deployment experience for customers.
- [AP-30106] - The system was updated to trigger reporting queries only during active ticket searches, improving performance. This change was made in the ticket search functionality of the apollo-frontend component. It helps reduce unnecessary queries, making the system more efficient. This customer-facing update enhances the user experience when interacting with the ticket search feature.
- [AP-30113] - A mechanism was added to truncate problem names to 255 characters to prevent DataIntegrityViolationException. This was a backend change, addressing a bug where longer names caused errors in the AIOps system. The update ensures proper data handling without violating constraints. It primarily affects developers and system administrators.
- [AP-30117] - The error message for deleting a folder containing workflows was updated to display the folder's name instead of its ID, improving user clarity. This change was made in the IPworkflow component's error message dialog. It's a customer-facing update, enhancing the user experience during folder deletion.

- [AP-30123] - A fix was implemented to address intermittent hangs in the Automata Lite service caused by unexpected end-of-stream errors during PowerShellOverSSH sessions. This backend update improves service stability, reducing the need for frequent restarts. It primarily affects the backend, improving reliability for users.
- [AP-30141] - A fix was implemented to resolve the issue where deleting a default workflow for one client inadvertently removed it for all other clients. This ensures workflows are client-specific and not shared across domains. The change affects backend processes but has customer-facing implications by preserving workflow visibility for all clients.
- [AP-30145] - The missing scroll bar on the rules management page was restored, allowing users to scroll through the list of rules. This change affects the rules management page in the IPpm component, improving usability for users managing or interacting with rules.
- [AP-30158] - The term "whitelist" in the "Resolve with AI" feature was updated to "allow list" to align with modern, inclusive language practices. This change affects the backend terminology and the customer-facing UI where the term "whitelist" was previously used.
- [AP-30171] - The issue with viewing event details in the scheduling module has been fixed, allowing users to access event information correctly. This change was made in the RND-master scheduling module to resolve an error that prevented details from showing. Now, users can easily view event details without problems.
- [AP-30176] - A bug that caused failures when deleting expired connection sessions has been fixed, ensuring proper session cleanup. This change affects the backend process and resolves an issue with the scheduled session cleanup task. It doesn't impact the UI.
- [AP-30179] - A bug was fixed where the "Upload to Service Now" button did not appear when "All clients" was selected in the tasks module. This change ensures the button is visible regardless of the client selection. It impacts the customer-facing UI for users in the tasks module.
- [AP-30180] - The system was updated to fetch tasks only when needed, reducing constant fetch requests and improving performance. This change affects the task fetching mechanism in the AIOps application's workspace view. It was implemented to optimize resource usage and enhance the user experience by reducing system load. This update directly impacts the customer-facing UI, improving responsiveness for users.

1.3 EPIC

None in this release.

1.4 STORY

- [AP-26193] - The "IPradar Move Workflow" authority was added to all groups with "IPworkflow Update," allowing users to move workflows without extra setup. This backend update ensures global agents and power users can move workflows and resolve tickets without permission issues.
- [AP-26948] - A Dry-Run option was added to the ContentPack API import process, allowing validation of imports before execution. The import page now has a two-step process: Dry-Run (enabled by default) and Import. This update helps identify and fix issues like missing links before final import, reducing re-approvals and retries. It affects backend processes and indirectly benefits customers by enhancing import accuracy.

- [AP-28101] - The system now removes leading and trailing spaces from workflow and folder names in the AIOps platform to ensure consistency and prevent errors when referencing items. This backend change has a customer-facing impact, making naming more reliable and error-free in the workflow management interface.
- [AP-28960] - The system now prevents duplicate folder names within the same parent folder in the workflow management area, promoting clearer organization. This customer-facing update impacts workflow designers by enforcing unique naming to reduce ambiguity.
- [AP-29495] - A unique email address can now be set for each Login Group, allowing notifications to go to a group address rather than individual members. This change, located in the Login Group Admin view, helps administrators streamline notifications and reduce redundancy, impacting both the customer-facing administration and backend email system.
- [AP-29832] - The application now features a recent client list, enabling users to quickly access clients they've recently interacted with, saving time on repetitive searches. This update, found in the client selection interface, organizes recent and all clients separately to improve efficiency. It's a customer-facing change aimed at enhancing user experience, particularly for those managing multiple clients.
- [AP-29888] - The ServiceNow Knowledge Base integration now auto-fetches Knowledge Bases and Categories during setup, simplifying configuration for administrators and improving efficiency. This update affects the customer-facing configuration interface and includes backend support for automation.
- [AP-29988] - Enhancing Amelia AIOps integration with ServiceNow's Knowledge Base to auto-fetch Knowledge Bases and Categories would streamline setup by letting administrators directly select from available options. This would eliminate the need for manual entry, simplify configuration, and provide a faster, more intuitive experience for users.
- [AP-30009] - A new "FLAPPING" event type was introduced to be recorded alongside the original event state, preserving the original status (for example, OK, CRITICAL). This change impacts backend event processing, improving service tracking and availability calculations. It indirectly benefits customers by providing more accurate
- [AP-30020] - Support for the OpenAI GPT-4o-2024-08-06 model was added to ensure seamless AIOps functionality across all use cases. This change impacts the backend, ensuring system effectiveness with the new model. It doesn't directly affect the UI but ensures AIOps remains operational for customers.
- [AP-30074] - A feature notification modal was added to inform users about major updates upon logging into Amelia AIOps after an update. This change occurs in the login interface, ensuring users are aware of new features. It's a customer-facing update designed to improve user awareness of changes that might have been missed in release notes.
- [AP-30076] - To improve the ContentPack API import process, a **Dry-Run** option will be added to allow validation before the actual import. This will help catch issues like missing links, client connections, or other failures in advance, eliminating the need for re-approvals after errors are found during import.
- [AP-30084] - The system now allows associating a **mail address** with a **Login Group** to ensure that notifications are sent to the appropriate recipients based on the group's configuration. This feature helps manage notifications more efficiently, ensuring that only the correct recipients are informed, without redundancy or confusion.
- [AP-29969] - The **Automate with AI** feature now lets users easily upload AI-generated **Standard Operating Procedures (SOPs)** directly to an external knowledge base. After creating an SOP, users can

click an upload button to choose where to save it, including selecting the knowledge base and categories. This change makes it simpler to update and store important documents without needing extra steps. It's a helpful update for users who want to manage and share their SOPs more easily.

1.5 TASKS

- [AP-28283] - The EndToEndAutomation page has been removed because it stopped working after the new Home page was introduced in version 3.0. This change doesn't affect the user interface directly, but it removes a part of the backend system that supported the page. The purpose of this change is to clean up and improve the system by removing broken components. While this change mainly impacts the development team working on the app's infrastructure, it helps make the system run more smoothly for everyone.
- [AP-29435] - The code was refactored to treat the merged IPradar and IPworkflow as one service, fixing issues caused by their previous separate handling. This change doesn't affect the UI, as it focuses on improving backend performance. The goal was to boost system performance by removing old code and reducing technical debt from treating the two services separately. This update primarily impacts the backend system.
- [AP-29704] - The frequency of remote calls to the AutomatonProxyService#getAutomatonVersion method was reduced to improve performance by eliminating unnecessary calls. This backend change enhances efficiency and indirectly boosts system responsiveness for users.
- [AP-29840] - The Task History tab now shows event-related updates with non-blank comments in the short history, previously only visible in the full history. This change improves visibility for users, ensuring important updates are not missed. It impacts the customer-facing UI, specifically in how ticket history is displayed.
- [AP-29989] - The neural search function now uses a threshold search method for more efficient query processing. This change improves performance and accuracy, enhancing the user search experience. Although the change is backend-focused, it directly impacts the customer-facing neural search feature in the Apollo Frontend.
- [AP-30002] - The client name was changed from "IPsoft" to "AIOps" as part of a reintroduced migration, following a previously rolled-back update. This change primarily impacts the backend configuration and client naming conventions. It aligns with updated branding and resolves a past issue. The change does not directly affect the customer-facing interface.
- [AP-30013] - The category selection in the Upload Knowledge Article modal has been improved with a new cascaded dropdown for better usability. This change makes it easier for users to select categories and enhances the overall user experience. It impacts customers using the ServiceNow Knowledge Integration feature.
- [AP-30028] - The "windows" entry was removed from the device-types.properties file for SSH connections, along with the related logic in SshOverPSClientFacade. This change was made to clean up technical debt by removing unnecessary entries, improving backend configurations. It does not affect the UI or end-users directly but enhances backend maintainability.

- [AP-30047] - The time range selector was updated to match new design specifications, improving its appearance and functionality based on Figma mockups. This change took place in the Workflows and Tasks sections of the application. It aims to enhance the user interface's consistency and usability. The update is customer-facing, directly affecting the user experience for end-users.
- [AP-30080] - The issue with the "Force Resolve" function failing for tickets with over 250 executions was fixed. A new method was introduced to resolve workflows without causing stack overflow errors. This change impacts the backend, improving system stability by replacing the recursive approach with a non-recursive one for handling high execution counts. It does not directly affect the UI or customer-facing elements but enhances internal ticket resolution processes.
- [AP-30081] - This update ensures that both execution rows associated with a completed sub-flow are removed from the database, preventing unnecessary accumulation of records. The change is backend-related and does not affect the user interface. The purpose is to optimize database performance and prevent issues like "Force Resolve" failures caused by excessive execution entries. It primarily impacts the backend system, improving database management for sub-flows in the IPTicket process.
- [AP-30105] - The Task History feature was updated to display event-related updates only when they contain non-blank comments, improving the relevance of the information shown. This change occurred in the Task History section of the UI where users view ticket updates. The goal was to reduce clutter by filtering out updates without comments, enhancing the user experience. This is a customer-facing change, impacting users who interact with the Task History interface, and it also involves backend components like the API endpoint.
- [AP-30108] - The change introduced caching for "not found" email addresses with a shorter TTL (Time-To-Live) to reduce the load on the ipdeploy-service by preventing repeated error handling. This update affects backend processing and does not impact the UI. The purpose is to improve performance by caching occurrences of non-existent email addresses, reducing unnecessary processing and error logging. This change affects backend systems related to handling email actor requests in ticket creation, with no direct impact on customer-facing features.
- [AP-30143] - The ticket involved upgrading components to address security vulnerabilities (CVE-2024-38819, CVE-2024-38820, CVE-2024-47554, CVE-2024-9143). The Spring Framework was updated from version 6.1.13 to 6.1.14, commons-io was upgraded to 2.17.0, and libcrypto was updated from 3.3.2-r0 to 3.3.2-r1. There were no UI changes as a result of these updates. The purpose was to mitigate security vulnerabilities and enhance the overall security of the ALite system. This change affected the backend infrastructure, improving security without a direct impact on customers.
- [AP-30177] - The page size for synchronizing tickets has been increased from 1 to a more efficient value to prevent rejections by the ticket-service. This change does not affect the UI, as it deals with backend data synchronization. The purpose was to optimize performance and improve efficiency by avoiding ticket synchronization rejections. This change impacts backend processes, specifically data handling, and does not directly affect the end-users or customer-facing GUI.

1.6 SUB-TASKS

None in this release.