

## **GroundWork Monitor 6.0.1 Enterprise Release Notes**

This document describes the contents of GroundWork Monitor 6.0.1 Enterprise Release. Please read this document completely before proceeding with installation or upgrade.

### **Contents**

SECTION 1 – CHANGES FROM THE PREVIOUS RELEASE

SECTION 2 – INSTALLATION

SECTION 3 – UPGRADING

SECTION 4 – FIXED ISSUES SINCE RELEASE 6.0

SECTION 5 – KNOWN ISSUES AND LIMITATIONS

SECTION 6 – ADDITIONAL INFORMATION

SECTION 7 – SYSTEM BACKUP INSTRUCTIONS

## SECTION 1 – CHANGES FROM THE PREVIOUS RELEASE

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GroundWork Monitor 6.0.1 includes the JBoss Portal for the user interface components. By adopting the JBoss Portal we have eliminated the use of the PHP/Guava framework from prior releases. The following key features have been rewritten to take advantage of the JBoss Portal architecture:

- Status Viewer
- Dashboard Viewer
- Dashboard Builder
- Administration

Other applications including Monarch, Reporting, Performance Viewer, and Console have been made accessible via the portal interface but have not seen large-scale functional improvements in this release. The following key new user interface features and improvements are noted:

- New look-and-feel and navigation
- Displays updated based on data-push, eliminating click to refresh
- Status viewer – new service and host state bubble up in tree view
- Navigate by service groups or host groups
- Improved global search
- Host and service list filtering based on states and time
- New statistical summaries based on hosts, services, hostgroups and service groups
- Improved event console integration in the status viewer including actions
- Point-in-time availability calculation in the status viewer
- Context links to external applications for hosts and services
- Links to containing groups for hosts and services
- Automatic links to parent servers
- Recent state change summaries
- Integrated state and performance display for hosts and services
- Customizable complex performance graphs within Status Viewer
- ‘My Groundwork’ application - used to create private and personal views of monitoring data
- Most status viewer components are now available as dashboard elements
- Filter service lists by service groups, enables richer service-oriented dashboards
- Troubled host/service lists filtered by host/service group
- Custom links for some portlets
- Console column order can now be adjusted
- Create custom portal pages to show specific dashboards
- Improved serviceability through the new GroundWork monitoring server profile and dashboard
- Groundwork Developer's Portal – developer documentation for customizing and extending the Groundwork 6 platform.

## SECTION 2 – INSTALLATION

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### System Requirements

This release requires the following minimum hardware specification for correct operation:

- 2 CPU, 3 GHz P4 or equivalent
- 4 GB RAM
- 160 GB disk

Recommended hardware specification:

- Quad Core 2 class CPU
- 8 GB RAM
- 200GB disk for system
- 500GB disk for application

The minimum hardware requirements have increased from the previous release. Current GroundWork Monitor users wishing to upgrade are advised to ensure their systems meet or exceed these minimum requirements before upgrading.

### Java Compatibility

GroundWork Monitor specifically requires Sun Microsystems' Java SDK version 1.5 Update 8. This software is included in the GroundWork installation bundle. Under some circumstances other Java packages can interfere with the Sun provided software. It is strongly recommended that other Java packages be removed prior to installing by following these steps:

- Query for existing Java packages:

```
rpm -qa | grep -i java
```

```
rpm -qa | grep -i jdk
```

- Remove the RPMs using `rpm -e`

Example Java packages:

```
java-1.4.2-gcj-compat-1.4.2.0-27jpp
```

```
gcc-java-3.4.6-3
```

- Reboot the machine (to make sure the cache is cleared).

**Note:** If GroundWork Monitor is installed on a system with less than 4GB of RAM then it will be configured for optimal performance on limited hardware. The system will have lower monitoring throughput and will support only a few concurrent users or provide slower interface response times.

When running a 64-bit Linux distribution, use of the 32-bit installation package will result in poor JVM performance, and should not be attempted. Similarly, use of 32-bit Linux on 64-bit hardware will result in improper operation, and should not be attempted.

### Installing on virtualized systems

If installing in a virtualized environment, particularly VMware ESX configuration of a single CPU or employing vCPU pinning is highly recommended. Use of multiple CPUs in a virtual environment can negatively affect performance. Installation of VMware tools and configuration of host time synchronization is highly recommended in all VMware environments.

Download the 32 or 64-bit binary from

<https://support.groundworkopensource.com>

Enterprise Quick Start customers will get the download from the [www.gwos.com](http://www.gwos.com) website, in the Files area of their profiles.

Change the permissions of the binary to executable:

```
chmod +x groundworkenterprise-6.0.1-brXX-gwYY-linux-32-installer.bin.
```

## Installation Methods

The installer package supports 3 modes: GUI, text, and unattended. The default is GUI if an X server is running; otherwise text mode will be used.

### GUI Install

From a system with X server running, simply double-click on the bin file or go to the command shell and execute the downloaded file. Alternatively simply execute the installation package:

```
./groundworkenterprise-6.0.1-brXX-gwYYY-linux-32-installer.bin
```

### Text Based Install

From a command shell, execute the binary with the text-mode installation selected:

```
./groundworkenterprise-6.0.1-brXX-gwYYY-linux-32-installer.bin --mode text
```

### Unattended Install

From a command shell, execute the binary with the unattended-mode installation selected:

```
./groundworkenterprise-6.0.1-brXX-gwYYY-linux-32-installer.bin --mode unattended
```

This will perform an unattended installation that will not prompt the user for any information.

Passing the 'optionfile' command line option lets you specify installation options in a separate file. The option file should contain one line per option, using the format key=value. You can use any of the options accepted by the installer. For information, on valid options, execute the binary with the --help switch. For example, to use a mysql password specified in the options file:

```
./groundworkenterprise-6.0.1-brXX-gwYYY-linux-32-installer.bin --mode unattended --optionfile gwinstall.ini
```

Where gwinstall.ini consists of:

```
mysql_password=your_passwd
```

### Remote Install

Using SSH into a remote server and then using the text based install (see above) is the most common way to install GroundWork Monitor remotely. If you perform the remote install from a machine that runs an X server, you can use ssh with the -X option and run the install with the GUI mode. Example:

```
ssh -XC -l root target-machine
```

```
./groundworkenterprise-6.0.1-brXX-gwYYY-linux-32-installer.bin
```

GroundWork Monitor includes all prerequisites and components within a single installation package. The package is available in 32 and 64-bit variants. The software components of GroundWork Monitor are installed under /usr/local/groundwork with the exception of the log rotation configuration and the start/stop script named /etc/init.d/groundwork. It is used as follows:

```
/etc/init.d/groundwork {start|stop}
```

This script can also be used to restart individual services. For example:

```
/etc/init.d/groundwork restart nagios
```

### Login Access to Portal

For the GW Monitor 6.0.1 release, there are three users and roles that are provided with a clean installation. These users

are: admin, operator and user. To login, use the same login name for the password. For example, to login as the user “operator”, the password is operator. Changing the default passwords upon installation is recommended.

The “admin” user is a specially privileged user. It is used in the creation of shared dashboards, and should never be deleted. It may be disabled is desired.

The roles have changed for these users from previous releases. The admin user, with the administrator role will have access to all of the portlets. The other two users will have access to subset of the available portlets.

#### Administrator Role

- Dashboards, My GroundWork, Event Console, Status, Reports, Configuration, Auto Discovery, Administration, Nagios and Resources

#### Operator Role

- Dashboards (read only), My GroundWork, Event Console, Status, Nagios and Resources

#### User Role

- Dashboards (read only), My GroundWork, Status (no actions), Reports and Resources

## SECTION 3 – UPGRADING

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Before attempting to upgrade please read this complete section for important details of changes applied during the upgrade process. Due to the significant software changes made in this release some aspects of your current 5.x configuration will not be preserved upon upgrade to Release 6.

Upgrading to GroundWork Monitor 6.0.1 is only supported from the following versions:

- GroundWork Monitor Professional or Enterprise 5.2.1 SP7
- GroundWork Monitor Professional 5.3.0
- GroundWork Monitor Enterprise 6.0

Customers currently using the Network Management Suite (NMS) with Groundwork Monitor can upgrade to Release 6.0.1 using the NMS upgrade pack. This is available as a separate download from the GroundWork support portal. Upgrading an existing system with NMS to Release 6.0.1 without the NMS upgrade pack will result in loss of the NMS features.

**Important:** Complete a full system and database backup prior to upgrading your installation as described in the backup section below. After performing an upgrade, GroundWork recommends that you perform a Configuration -> Commit to sync up the data between Nagios and the Foundation database.

To start the upgrade process follow the installation steps listed in section 2. If an existing installation is detected you will be prompted to perform an upgrade by the installer.

Following a successfully upgrade please flush the system configuration by performing a commit:

1. Login to GroundWork 6.0.1 portal as admin
2. Select the Configuration portlet page
3. Select the Control subportlet page
4. Select the Commit link

### Additional details and limitations of the upgrade process

During the upgrade process key configuration items are backed up and put into a backup-YYYY-MM-DD folder under /usr/local/groundwork including: Nagios: archive logs and plugins, saved views and rrd images, GroundWork guava packages, automation files and monarch backups.

The upgrade process does not automatically migrate the following items from version 5.x:

Due to the change in authentication handling in release 6.0.1 every user account password will be reset after upgrade. The default password for all accounts including 'admin' after upgrade is "changeme". Users will be prompted to change their password on first login to release 6.0.1. Alternatively, passwords can be changed by the administrator using the Administration -> User Management application.

Users and role memberships are preserved during upgrade however application permissions associated with custom roles are not migrated and must be manually configured using the Administration application after upgrade.

Custom dashboards created using the old "dashboard builder" application are not preserved upon upgrade. Users must recreate their dashboards either under "My Groundwork" for personal dashboards for individual users or as custom pages that may be shared by multiple users. Automatic migration of dashboards during upgrade was not possible due to the significant interface technology changes made in release 6.x.

Guava "wrappit" applications are not preserved upon upgrade. The release 6.0.1 portal provides similar functionality by creating a custom page that contain the web page portlet however this must be manually configured after upgrade.

The guava PHP framework is no longer included in GroundWork Monitor any custom guava applications will not function after upgrading to release 6.0.1.

Plugins not provided by GroundWork are backed up during the upgrade process. Following upgrade the custom plugins must be manually moved from the backup directory back to the libexec directory. It is recommended that only custom plugins be restored as the bundled plugins have additional bug fixes in this release.

Profiles: Any custom or modified profiles need to be transferred from the backup directory back to the original location after installation is complete. These will be in the form of XML files. Profiles in the database will be migrated. Profiles included by GroundWork that were modified by the customer will be overwritten during an upgrade, and so will need to be manually restored from the backup also, if desired.

GroundWork Monitor 6.0.1 includes its own instance of MySQL and no longer relies on a MySQL instance already installed on the system. During an upgrade from GroundWork 5.2.1 SP7 databases are moved to the new instance of MySQL. Consult the GroundWork Monitor 5.3 release notes for details of this change. Users upgrading from release 5.3 to 6.0.1 are not affected.

The following files and directories are backed up to `/usr/local/groundwork/backup-YYYY-DD-MM` directory during the upgrade process. After an upgrade to 6.0.1 any site-specific customizations to these files must be manually merged or discarded.

```
/usr/local/groundwork/mysql/my.cnf.bak
/usr/local/groundwork/backup-YYYY-DD-MM/apache2
/usr/local/groundwork/backup-YYYY-DD-MM/performance
/usr/local/groundwork/backup-YYYY-DD-MM/guava/includes
/usr/local/groundwork/backup-YYYY-DD-MM/monarch/automation
/usr/local/groundwork/backup-YYYY-DD-MM/monarch/backup
/usr/local/groundwork/backup-YYYY-DD-MM/nagios/libexec
/usr/local/groundwork/backup-YYYY-DD-MM/nagios/var
/usr/local/groundwork/backup-YYYY-DD-MM/nagios/etc
/usr/local/groundwork/backup-YYYY-DD-MM/nagios/eventhandlers
/usr/local/groundwork/backup-YYYY-DD-MM/performance/performance_views
/usr/local/groundwork/backup-YYYY-DD-MM/performance/htdocs/performance
/usr/local/groundwork/backup-YYYY-DD-MM/profiles
/usr/local/groundwork/backup-YYYY-DD-MM/var
/usr/local/groundwork/backup-YYYY-DD-MM/start-foundation.sh-backup
/usr/local/groundwork/backup-YYYY-DD-MM/etc/logrotate.d/groundwork.bak
/usr/local/groundwork/backup-YYYY-DD-MM/crontab-nagios-YYYY-DD-MM
/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/syslog-ng.conf
/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/nsca.cfg
/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/send-nsca.cfg
/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/snmp
/usr/local/groundwork/backup-YYYY-DD-MM/config/db.properties
/usr/local/groundwork/backup-YYYY-DD-MM/config/foundation.properties
/usr/local/groundwork/backup-YYYY-DD-MM/config/bronx.cfg
/usr/local/groundwork/backup-YYYY-DD-MM/gwreports
```

## Log in

After upgrading to 6.0.1 using the same browser session as was used to access 5.x software, you may encounter the message, "Not Found Error 404 - the requested URL `/monitor/index.php` was not found on this server." You must clear your browser's cache and log back in again.

## Nagios user home directory

The location of the nagios home directory and associated files has changed in the 6.x release. To summarize:

1. For upgrades from 5.2.1 to 6.0.1, the nagios home directory will remain in the same location (/usr/local/groundwork/users/nagios) and not be removed.
2. For upgrades from 5.3 to 6.0.1 the nagios directory will remain in /home/nagios
3. For new installations the home directory for nagios will be located in /usr/local/groundwork/users/nagios/

### **New localhost profile**

The localhost profile has been updated to improve the depth of monitoring performed on the GroundWork Monitor system. The new local-groundwork-server profile includes 26 system checks to monitor the GroundWork server after a clean installation. Upgrading customers are recommended to apply this profile to 'localhost' by following these instructions:

1. Login to GW 6.0.1 portal as admin
2. Select the Configuration portlet page
3. Select the Profiles subportlet page.
4. Select the Profile importer link
5. Check service-profile-local-groundwork-server.xml from the Import Profiles list.
6. Press the orange Import button.
7. Refresh the Service profiles, to verify the profile has been added
8. Apply the profile to the localhost host, by selecting the Assign Hosts sub tab, assigning Localhost, and then choosing to apply it in the Apply subtab.



## SECTION 4 – FIXED ISSUES SINCE RELEASE 6.0

This section summarizes the main issues fixed since release 6.0.

Reference	Component/s	Summary
GWMON-8017	NMS	Need an /etc/logrotate.d/groundwork-nms config file for NMS component logfile rotation setup
GWMON-8010	Upgrades	Upgrade from 6.x CE to 6.x EE shows the CE title after login on all the tabs
GWMON-8008	Status Viewer	Service acknowledge and unacknowledged filter displays wrong data in event portlet if any other filter is applied prior to it
GWMON-8004	Status Viewer	UI issue on excessive search results pop-up in tree view
GWMON-8002	Status Viewer	Integrate Cacti Graphs into Performance Measurement Portlet
GWMON-7999	Bookshelf	Bookshelf needs to be updated to include the correct and complete steps of SSL set up
GWMON-7998	Status Viewer	Apply filter and acknowledge host/service displays incorrect data in host/service summary links
GWMON-7997	Status Viewer	Tree view>Host group view page does not display any data if host group name is long and it is searched
GWMON-7990	Console Status Viewer	PUSH updates are not occurring in the Event console, if another tab is opened before it.
GWMON-7988	Foundation	Graphs do not show up in Status Viewer because of out-of-sequence Java code
GWMON-7986	My GroundWork	Title for Portlets (just applicable for Entire Network) is not getting displayed - if such portlet added in "My Groundwork"
GWMON-7984	Reports	Log4j configuration for Report server doesn't work and generates an exception in the framework.log
GWMON-7982	Configuration	Added capability to disable Test buttons in Monarch
GWMON-7976	Status Viewer	If a user does not create a servicegroup, the framework.log is flooded with WARN messages.
GWMON-7975	Status Viewer	hostgroup is displayed in gray color even when a service associated with a host in that hostgroup is in warning state-tree view
GWMON-7974	Upgrades	Upgrade from 6.0 Ent to 6.0.1 Ent -->Network service portlet is not displayed by default as in clean install
GWMON-7973	Upgrades	Upgrade from 6.0 Ent to 6.0.1 Ent-->MyGroundwork page is not upgraded
GWMON-7970	Console	Internal server error is displayed on dragging the Device details pop-up in Event Console
GWMON-7967	Auto Discovery	Auto discovery process records- services tooltip does not display icmp_ping_alive service for any host
GWMON-7966	My GroundWork	Edit preference for performance measurement portlet displays enter host1 name/service1 name/custom 1portelt title
GWMON-7965	Bookshelf	Bookshelf should be updated for portlets associated with each user on clean install
GWMON-7964	Status Viewer	Status Viewer => "Network View" portlet from "Entire Network" page is not getting displayed
GWMON-7962	Status Viewer	If Nagios is turned off Monitoring Performance bean should not throw exception
GWMON-7961	Console	Acknowledging host/service shows Error in Adapter [SYSTEMADMIN] Error: com.groundwork.collage.exception.CollageException: Collage Admin - add not implemented for entity type - NAGIOS_LOG
GWMON-7958	Status Viewer	Status Viewer tree view collapses inappropriately
GWMON-7953	JBoss Portal	Re-direct after login does not work unless already logged in
GWMON-7951	JBoss Portal	Clicking on MyGroundWork subpage Configure generates stack trace with build groundworkenterprise-6.0.1-br121-gw477-linux-64-installer.bin
GWMON-7950	Auto Discovery	Auto Discovery scan fails with build groundworkenterprise-br121-gw477

Readme: 111109

GWMON-7945	Upgrades	Migrated 5.2.1.7 GWCollageDB causes Status Viewer to crash
GWMON-7944	Configuration	After a monarch commit, UI is returning a time out message for host and service objects as timing out
GWMON-7943	Auto Discovery	After executing an auto discovery then a commit, the UI interface goes blank
GWMON-7942	Performance	Default graph configuration for ping checks is wrong
GWMON-7940	BitRock Upgrades	Application fails to launch after upgrade from 5.3 PRO to 6.0.1 Ent-->java.sql.SQLException: Access denied for user 'jboss'@'localhost' (using password: YES)
GWMON-7939	Status Viewer	Validation message is not displayed on adding more than 500 chars in comment and UI gets stuck
GWMON-7938	Status Viewer	UI issue on Delete comment pop-up
GWMON-7933	JBoss Portal	After session timeout (7hours), the portal re-directs the user to HTTP Status 404 - /portal-statusviewer/portal
GWMON-7931	Upgrades	Upgrade from 6.0CE to 6.0.1EE-->Enterprise view missing from Dashboard after Upgrade
GWMON-7927	JBoss Portal	Remove svlayout option from the MyGroundWork --> Configure Layout options
GWMON-7926	JBoss Portal	Remove the "create a portal" option under the Administration portal
GWMON-7925	BitRock	/usr/local/groundwork/log-reporting/bin/importer.pl fails with missing Mysql.pm library
GWMON-7923	JBoss Portal	HTTP Status 404 displayed on clicking Log out
GWMON-7921	Upgrades	Upgrade from 6.0 CE to 6.0.1 Ent-->Event Console and Advance Reports do not display the EE screens
GWMON-7918	BitRock	5.3->6.0.1 upgrade fails
GWMON-7915	BitRock	Upgrade from 5.2.1+SP7 to 6.0.1 does not proceed
GWMON-7911	JBoss Portal	Disable the JBPM Thread that runs 20 times a minute as a part of performance improvement
GWMON-7910	JBoss Portal	Re-directed to HTTP Status 404 - /portal-statusviewer/portal after leaving Status portlet idle for approximately 15-20 minutes
GWMON-7904	Status Viewer	Total number of services is incorrectly displayed as 0 for services after applying filter
GWMON-7901	Dashboards	Portlets in the dashboard should look for the user preference in the order of user, admin default
GWMON-7900	JBoss Portal	When using a admin wizard mode the portlet names are not user friendly as it starts with local./portal-statusviewer. This names need to be removed.
GWMON-7899	Bookshelf	Update bookshelf regarding the workflow on how to create dashboard pages & updating the render set to dashboard render set to have the edit icon show up on the dynamic pages
GWMON-7893	BitRock	Upgrade from 6.0 Ent to 6.0.1 Ent does not proceed
GWMON-7892	Performance	No way to set time scale for graphs in dashboard portlet without editing preferences
GWMON-7890	JBoss Portal	WebPageInstance Portlet after a new instance is created is not editable - there is no 'edit' icon on the resulting page
GWMON-7888	Status Viewer	Few of the Popup windows distorted in status viewer
GWMON-7887	My GroundWork	Show Host detail popup window distorted for Seurat view.
GWMON-7885	Foundation	On a clean install of groundenterprise-6.0.1, the event console is showing an Out-of-Sync message, You may need to commit your Nagios configuration again. Check the log at /usr/local/groundwork/foundation/container/logs/nagios2collage_socket.log
GWMON-7884	Foundation	Monarch Commit is generating a framework.log error message with the Adapter GENERIC Log
GWMON-7875	Console	EventPortlet generates a lot of session expired exceptions in framework.log
GWMON-7873	Foundation	Foundation java process fails to respond to SIGTERM
GWMON-7872	BitRock	Re-Implement the Network Service portlet using the GroundWork templates and libraries
GWMON-7867	Bookshelf	Create documentation for each portlet including screenshot and configuration

Readme: 111109

	Dashboards	parameters
GWMON-7863	Documentation JBoss Portal	Problems with SSL in 6.0 - MOD_Rewrite method
GWMON-7858	JBoss Portal	Performance measurement Instance portlet preferences do not look up service filtered by selected host.
GWMON-7833	Status Viewer	sorting on pop-ups is lost on PUSH -Health portlets
GWMON-7825	Status Viewer	Acknowledge pop-up appears at incorrect position on service list portlet
GWMON-7822	Status Viewer	PUSH does not update the tree view (service groups) properly when same service is added to multiple servicegroups
GWMON-7820	Status Viewer	If a host is scheduled for 2 downtimes, host info portlet displays value for "In Downtime" as "2" instead of "Yes"
GWMON-7803	Reports	Hostgroup status report is displaying incorrect data
GWMON-7783	BitRock	Network service program hangs after selecting the option 2 for No
GWMON-7771	Console	Be Able to Configure Left to Right Order in Event Console and SV Event List Portlet Based on Conf. File for Event Console
GWMON-7764	System Performance	Modify the Synch and Event Feeder Modules Such That the Event Feeder Stops Feeding Until Synch is Complete
GWMON-7752	My GroundWork	Acknowledging from Seurat view is reflected on UI only after another event is generated(e.g. state change of a host)
GWMON-7736	Bookshelf	Bookshelf GROUNDWORK PROFILES>Local Profiles > Local GroundWork Server [6.0 updates]
GWMON-7715	Status Viewer	UI issue: Link text looks striked off by underline in service info portlet
GWMON-7671	Nagios	Status Feeder should not send messages to Foundation while the sync process is running
GWMON-7635	Status Viewer	Incorrect bubble up status displayed in tree view for host and hostgroup when only one service is in unknown state
GWMON-7594	Console	Page_size property in console.properties file is ineffective.
GWMON-7589	Console Status Viewer	PUSH not working on Event Console and Event portlet on Nagios acknowledge
GWMON-7582	Installer Upgrades	Upgrade from 6.0 CE to 6.0/6.0.1 Ent--> Login page displayed is of CE instead of Ent
GWMON-7581	Browser Upgrades	Upgrade from 6.0 CE to 6.0/6.0.1 Ent-->Groundwork connect icon missing on the login page in I.E
GWMON-7578	Status Viewer	Bubble logic in tree view does not display the host/hostgroup status correctly when service is in pending state
GWMON-7537	Documentation	My.cnf references are inconsistent with documentation
GWMON-7516	Status Viewer	Empty comment should not be accepted by comment portlet
GWMON-7515	Status Viewer	Comment 499 characters long is accepted, not displayed in comments portlet
GWMON-7418	Foundation	Exec_rrdgraph.pl paradigm is a causing performance issues
GWMON-7342	My GroundWork	Valid message should be displayed to the user when Nagios is not running
GWMON-7267	Console	Page navigation buttons missing in event console.
GWMON-7264	Performance Status Viewer	Today starts at midnight. Availability portlet and graphs have Today as the last 8 hours, inconsistently.
GWMON-7023	JBoss Portal	Portlet tooltips not appearing in dashboard builder under IE8
GWMON-7008	Build Process	Clicking on the links in Network-service portlet displays "File does not exist: /usr/local/groundwork/apache2/htdocs/network-service-portlet" in apache error log
GWMON-6990	My GroundWork	Upgrade from 5.2.1CE+SP7 to 6.0 Ent-->Error occurred is displayed on the service list, Recent state change and Performance Measurement portlet
GWMON-6944	Status Viewer	On applying "Services acknowledged" filter on Entire network page incorrect count of filtered services groups is displayed
GWMON-6941	Browser Console	Event console page with large no. of events to be listed in the table does not load properly in IE 7.0 and IE 8.0
GWMON-6789	My GroundWork	Seurat portlet: show details for the host gets hidden behind the next portlet-- Requests Jesse Input

GWMON-6605	My GroundWork	Seurat view - "Acknowledge Host" dialog box is not completely displayed on screen even after using the horizontal scrollbar
GWMON-6598	Administration	User friendly message should be displayed when password entered is less than 6 characters in Administration>User Management portlet
GWMON-6583	Tools	SendEmail has wrong path to Perl
GWMON-6579	My GroundWork	Seurat view: On right clicking the host, the menu is displayed at incorrect location on the page
GWMON-5634	Console Foundation	Console Consolidation is inconsistent with documentation - gives unexpected results
GWMON-5182	Auto Discovery NMS	Automation schema editor doesn't allow multiple matches to be created with 'Discard record' rule.
GWMON-5135	Console	Actions taken on messages in event console do not show up for other logged in users

## SECTION 5 – KNOWN ISSUES AND LIMITATIONS

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Testing has shown that user interface responsiveness varies with the web browser used to access the application. We recommend using Firefox 3.x or Internet Explorer 8 for best results. Internet Explorer 7 is supported but may provide a lower than acceptable response time in some cases. We continue to work on improving the response time with Internet Explorer 7. Other browsers may be used but have not been tested.

The following applications have been removed from the GroundWork 6.0.1:

Log File Reporting interface – this has been removed since it was no longer used by the vast majority of customers.

Profile Tools - This functionality is provided by the Auto Discovery and Automation applications

MIB Validator – this functionality is provided by many on-line tools including

<http://www.simpleweb.org/ietf/mibs/validate/>

Upgrading from 6.0 Enterprise to 6.0.1 Enterprise, the Network Services portlet is not displayed. After upgrade to 6.0.1, the system administrator must re-enable this portlet using the Administration portlet using the Wizard mode. The system administrator will need to find the Network Service Plugin Portlet and apply it to the Dashboard Summary page – GWMON-7974.

Using the FireFox browser, when a user opens up the Status Viewer portal page, then open up a new tab with the Event Console portal page, the Event Console portal page does not receive PUSH updates from the GroundWork server. This situation is not occurring with the IE browser. Here are some suggestions to workaround this situation: Open up Event Console portal page first, then open up a new Status Viewer portal browser tab or open up the "Event Console" portal in a "New Window". In both cases, the events get pushed to both applications – GWMON-7990.

Upgrading from 6.0 Community Edition to 6.0.1 Enterprise, the Auto Discovery "Discovery Definition" is not properly upgraded. Customers who upgrade from CE to EE and wish to bring in the upgraded version of the discovery schema can follow this simple procedure:

1. In the Community version of the discovery schema, rename the Nmap TCP discovery method to "Nmap TCP Community" and the SNMP discovery method to something like "SNMP Community".
2. Now a new discovery schema can then be created:
  - a. name: GroundWork-Discovery-Pro
  - b. description: Basic discovery for GroundWork Monitor Professional, using Nmap TCP and SNMP
  - c. automation schema: GroundWork-Discovery-Pro
  - d. control type: Interactive
  - e. template: GroundWork-Default-Pro

This will create the Pro version of the discovery schema, and bring in the Pro versions of the Nmap TCP and SNMP discovery methods. Any local customization that the site has done to the old setup (e.g., a local community string in the SNMP discovery method) can then be applied – GWMON-7922.

Please be advised that after an upgrade from 5.3 EE to 6.0.1 EE, if you delete services from existing servicegroup these services do not get deleted from that servicegroup in the Status Viewer portal page – GWMON-7617.

Upon startup Apache may emit the following message "Could not reliably determine the server's fully qualified domain name." One possible work-around for this issue is to edit the /usr/local/groundwork/apache2/conf/httpd.conf file to explicitly specify the hostname value - GWMON-2149.

If an existing /etc/my.cnf file is found during installation, it is left in place. It is highly recommended that these changes are manually merged with the /usr/local/groundwork/mysql/my.cnf file.

In order to have wave audio files enabled with the GroundWork installation, the nagios/share/media directory was exposed in the apache httpd.conf in order to allow audio wav files to be played when they are configured in the nagios/etc/cgi.cfg file.

The following should be added to /usr/local/groundwork/apache2/conf/httpd.conf:

```
ScriptAlias /nagios/cgi-bin "/usr/local/groundwork/nagios/sbin"
<Directory "/usr/local/groundwork/nagios/sbin">

Alias /nagios/media "/usr/local/groundwork/nagios/share/media"
<Directory "/usr/local/groundwork/nagios/share/media">
# Uncomment for Guava Single Sign On
    AuthType Basic
    require valid-user
# The following line should be change to specify the default page for invalid access attempts to this directory
    TKTAuthLoginURL http://localhost:80/monitor/index.php
    TKTAuthCookieName    nagios_auth_tkt
    TKTAuthTimeout 0
```

Creating a new user without assigning a role to this user will generate exceptions with JBoss Portal 2.7.1.

When a password of less than 6 characters is entered in the Administration>User Management application a confusing error message is displayed. This is a known issue with known issue with JBoss Portal 2.7.1:

<https://jira.jboss.org/jira/browse/JBPORTAL-2345>

The monitoring performance portlet may occasionally display zero values when first opened. After a short delay the correct information will be shown. – GWMON-7819

Under rare circumstances dials and graphs may be swapped in the interface. This is known issue with the ICEfaces component and will be addressed in a future release.

Rarely the “Error occurred when processing action command” is seen when using the status viewer actions. If you encounter this problem, use the retry button to resubmit the request. – GWMON-7518

Automatic update does not occur in event console in response to “acknowledge” actions – GWMON-7824.

When a user is given access to the native Nagios web pages their identity will be recorded as “nagiosadmin” This is a known limitation of the Single Sign-on mechanism used to wrap the Nagios pages - GWMON-5646

“Re-schedule the next check of this service” does not work with Nagios 3.0.6. – GWMON-6319

When using the IE8 browser in the configuration application some controls on the left-side panel may not display. This issue can be worked around by adding the GroundWork Monitor server to the Local Intranet Zone within IE8.

Following a commit operation it may take 60-90 seconds for the configuration change to propagate through to the other application components including the status viewer and event console applications.

Additional minor known issues are listed below:

Reference	Component	Summary
GWMON-2996	Configuration	Host group downtime can not be deleted
GWMON-4977	Installer	Installer shouldn't assume it can write to current working directory
GWMON-5265	Plugins	Check_cpu sar out input incorrect on RedHat
GWMON-5491	Console	Console All Events view does not differentiate between Nagios alerts and notification messages.
GWMON-5675	Reports	Top Five report gets top five only on maximum value saved over the period
GWMON-5716	Reports	HTTP ERROR: 404 on exporting data in Advanced Reports.

GWMON-5843	NMS	Admin role on NMS child interface should not have access to any configuration applications
GWMON-6182	Portal	Non-US language versions of groundwork cause INVALID DATE STRING exceptions when special chars in date string
GWMON-6485	Configuration	Can't use the Multiple Instances feature of a service check where the check command has no arguments
GWMON-7086	Console	Renaming a host does not update hostnames of new events
GWMON-7220	Portal	Repeated "Network Connection Interrupted" error
GWMON-7455	Configuration	Uploading Group resource macros fails and removes existing configuration
GWMON-7632	Dashboards	Event portlet can not be configured for host, service, servicegroup
GWMON-7742	Reports	All host groups host groups status report contains incorrect information
GWMON-7755	Configuration	Monarch groups do not honor contact group assignments (host/host templates)

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## SECTION 6 – ANNOUNCEMENTS AS OF VERSION 6.0

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As previously announced, Groundwork Monitor 4.5.26 is now end-of-life. Customers using this version are advised to contact GroundWork Support. As previously announced Firefox 2 and Internet Explorer 6 are no longer supported as of release 6.0.

GroundWork Monitor 5.0.x will reach end-of-life with the General Availability release of the next version of GroundWork Monitor. Customers running this version are recommended to upgrade during their next planned maintenance window.

## SECTION 7 – ADDITIONAL INFORMATION

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### ABOUT THE NETWORK SERVICE

This version of GroundWork Monitor includes the Network Service component. This component provides the following capabilities:

- Provides GroundWork Monitor administrators with software update notifications in their home screen.
- Provides environment statistics to GroundWork about the GroundWork Monitor installation.

Enabling the Network Service is optional for Enterprise subscribers. Disabling it does not reduce the level of functionality or impair the usage of GroundWork Monitor other than update notifications are not received. The Network Service sends installation information back to GroundWork. The complete set of information gathered is:

- The type of GroundWork Monitor product installed (e.g. Community Edition and Enterprise Edition) and version.
- The Operating System vendor and version and basic hardware information (RAM, CPU)
- The size of the monitored environment: number of configured hosts, host groups, service checks, users and service checks being used.

We hope GroundWork Monitor users will choose to share this information with us so that we can make product improvements and develop new features based on this type of aggregated, anonymous usage data..

If for some reason you decide to enable the network-service binary at a later time after installation. Then you will need to execute the following binary as the root user:

```
/usr/local/groundwork/network-service/bin/network-service-manager.bin
```

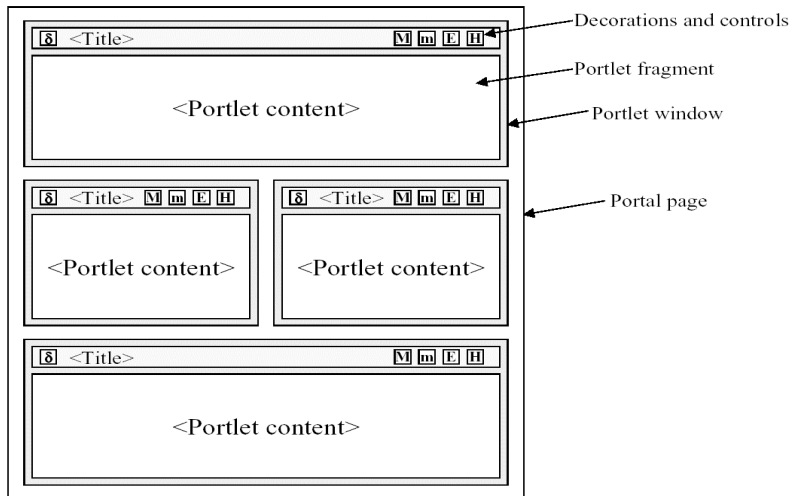
### Proxy Server Configuration

The Network Service will not be able to receive updates if a non-transparent proxy is used. To configure the proxy settings complete the following:

1. First install the product and enable the Network Service during installation.
2. Login using a secure shell on the GroundWork server; `cd /usr/local/groundwork/network-service/scripts/` or from the command line: `./network-service-ctl.sh stop`
3. Next; `cd /usr/local/groundwork/network-service/bin/`  
edit `agent.conf` file and add the following:  
`proxy_host=xxx.yyy.zzz.www`  
`proxy_port=pppp`
4. Save your changes.
5. Now restart the network service: `./network-service-ctl.sh start`



## Definition of Key Terms



- **Portal:** A web based application that aggregates content from different sources. A portal provides application features, administration, configuration and customization capabilities.
- **Dashboard:** A personal portal page that allows users to customize their view of the portal. Users are able to copy other portal pages and individual portlets into their dashboard, drag-and-drop portlets on the dashboard to change the visual layout, and save their dashboard for later recall.
- **Portal Page:** A web page within a portal that displays a collection of portlets. A Dashboard is a type of portal page that has been created by the user.
- **Portlet:** A web component that processes requests and generates dynamic content. Each portlet used by a portal page to display content and monitoring information. Each portlet has a title and frame, similar to a window or screen but is part of the portal page. Portlets used in dashboards may be configured using the multi-colored button in the top right corner.
- **Portlet Instance:** An active representation of a portlet. A single portlet may have one or more instances, each with a different configuration or state. Example: there may be multiple instances of an HTML Editor Portlet within a portal, each of which shows a different HTML page.

## Obtaining Source Code

GroundWork Monitor includes Open Source software. The source for these packages is available for download from the following location: <ftp://archive.groundworkopensource.com/pub/groundwork-core/>

Modifications to these software projects in source form, are available for download from the following location: <http://archive.groundworkopensource.com/groundwork-opensource/>

## SECTION 8 – SYSTEM BACKUP INSTRUCTIONS

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The purpose of this appendix is to outline the recommended back up procedures to be completed before upgrading to GroundWork Monitor 5.3.0.

### Custom Changes

It is recommended that a complete backup of /usr/local/groundwork be taken before upgrading. If this is not possible the following should be considered the bare minimum set of files to be preserved.

- Plugins: /usr/local/groundwork/nagios/libexec
- CGI graphs: /usr/local/groundwork/apache2/cgi-bin/graphs
- Eventhandlers: /usr/local/groundwork/nagios/eventhandlers
- SNMPTT configuration: snmptt.conf, snmptt.ini
- Custom syslog filters: syslog.conf, syslog-ng.conf
- Logrotate: logrotate.conf, any changes under /etc/logrotate.d
- Foundation configuration: foundation.properties
- NSCA configuration: nsca.cfg
- Distributed deployment configuration: MonarchDeploy.pm
- The contents of the 'nagios' user home directory
- The contents of the 'nobody' user home directory
- The last configuration file: /usr/local/groundwork/nagios/etc/config-last.log
- All modified apache configuration files
- The contents of /usr/local/groundwork/etc
- The contents of /usr/local/groundwork/backup
- The contents of /usr/local/groundwork/jobs

### RRD Files and Current Nagios Configuration

Back up existing RRD files and your current Nagios configuration. This will create three TAR files in the current directory.

```
tar cfz GWMON-xxx-rrd.tar.gz /usr/local/groundwork/rrd
```

```
tar cfz GWMON-xxx-nagios.tar.gz /usr/local/groundwork/nagios/etc
```

```
tar cfz GWMON-xxx-users.tar.gz /usr/local/groundwork/users
```

### MySQL Databases

GroundWork recommends that all MySQL databases be backed up before upgrading. Here are the upgrade procedures to migrate the databases to the latest version of GroundWork Monitor. Create a back up directory (e.g. /usr/local/backup-gwmon/) and enter the following commands to create the back ups:

- Monarch (Configuration)

```
mysqldump -uroot monarch > /usr/local/backup-gwmon/monarch-YYYYMMDD-HHMMSS.sql
```

- Guava (Framework)

```
mysqldump -uroot guava > /usr/local/backup-gwmon/guava-YYYYMMDD-HHMMSS.sql
```

- Dashboards (Guava Dashboard Config)

```
mysqldump -uroot dashboard > /usr/local/backup-gwmon/dashboard-YYYYMMDD-HHMMSS.sql
```

- Foundation (Monitor Data)

```
mysqldump -uroot GWCollageDB > /usr/local/backup-gwmon/GWCollageDB-YYYYMMDD-HHMMSS.sql
```

- Log Reporting

```
mysqldump -uroot logreports > /usr/local/backup-gwmon/logreports-YYYYMMDD-HHMMSS.sql
```

### GroundWork Configuration Files

Monarch

Back up the following files and folders before removing GroundWork Monitor and restore after the 5.3 installation.

```
tar cfz GWMON-xxx-monarchbackup.tar.gz /usr/local/groundwork/core/monarch/backup
```

```
tar cfz GWMON-xxx-performance_views.tar.gz /usr/local/groundwork/core/performance/performance_views
```

If you have done custom work to these files back up the following:

```
tar cfz GWMON-xxx-monarchcallout.tar.gz /usr/local/groundwork/core/monarch/lib/MonarchCallOut.pm
```

```
tar cfz GWMON-xxx-monarchexternals.tar.gz /usr/local/groundwork/core/monarch/lib/MonarchExternals.pm
```

If you have configured Apache for secure SSL authentication any HTTPS certificates need to be preserved (the directory of the HTTPS certificates may differ from the example below):

```
tar cfz ssl-keys.tar.gz /usr/local/groundwork/apache2/conf/ssl.key
```

Backup data collected by syslog-ng

```
tar cfz GWMON-xxx-syslog-ng-data.tar.gz /usr/local/groundwork/var/log/syslog-ng
```