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GroundWork Monitor Professional 5.1.3 Release Notes

PURPOSE

This purpose of this document is to outline new features in GroundWork Monitor Professional 5.1.x.

DISTRIBUTION NOTES

In addition to this Release Notes document, please read the Readme and Installation Guide which accompany this release. These documents contain important information regarding bug fixes, known issues, and new installation and upgrading instructions.

SUPPORT

Product support is available through a GroundWork subscription agreement. For more information, go to GroundWork Support at <http://www.groundworkopensource.com/support/options.html>.

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SECTION 1 – WHAT'S NEW IN GROUNDWORK MONITOR PROFESSIONAL 5.1.x

GroundWork Monitor Professional is designed to provide centralized visibility and control over your entire IT infrastructure. It monitors systems, applications, databases, and network equipment. GroundWork Monitor Professional features a flexible architecture that supports custom configurations and custom reporting. The system is built on a modern architecture that combines the best of open source with innovative software developed by GroundWork's IT management experts for monitoring and managing your network availability and performance. New features in this version include:

Performance Improvements:

- We are seeing performance increases of 2x to 5x for data intensive screens. In almost all cases the screens refresh within a couple of seconds.
- The improved Status Viewer allows users to quickly navigate to the information of interest, with fewer clicks, and a cleaner interface.
- With a more complete implementation of web services at the data retrieval level, all screens that access data from the Foundation database are more responsive. This includes Status Viewer, Console, and Dashboards.

Scalability:

- The product scales to 15 concurrent users, maintaining acceptable performance.
- Support for 500 hosts per monitoring server
- Support for 500 service checks per minute (5000 service checks total)
- Support for 6 child servers (total of 3000 hosts, 3000 service checks/minute)

Enhanced Status Viewer:

Optimized Display

- Eliminates redundant clicks to get to pertinent information
- More efficiently structured to handle large datasets
- More efficiently retrieves data and less memory required per user
- Faster display by only retrieving visible information

Host Search on all pages:

- Tree Navigation on all pages
- Navigate and expand tree to see status of all host groups, hosts and services
- Pie charts to better visualize system state
- Dual pane TroubleView
- Independent scrolling of hosts and services
- Bar graph indicates overall health of hosts and services

Additional supported configurations:

- Seamless upgrade from GroundWork Monitor Open Source 5.1.x to GroundWork Monitor Professional 5.1.x
- With version 5.1.x, the persistent data store is the same between the two products providing a seamless upgrade from Open Source to Professional.
- Support for SSL
- Our new Configuration Guide documents how to set-up SSL with GroundWork Monitor Professional
- Support for LDAP
- Our new Configuration Guide documents how to integrate LDAP with GroundWork Monitor Professional

SECTION 2 – BEHAVIOR THAT HAS CHANGED IN VERSION 5.1.0

- Support for Firefox 1.5.x dropped due to Security Issues

Support for Firefox 1.5.x has been dropped for GroundWork Monitor Professional 5.1.x because Firefox 1.5.x does not set the http referrer header for resource requests that are generated in javascript. This opens up a security hole in accessing various applications such as Advanced Reports, Performance, etc. The release does support Firefox 2.x and Internet Explorer 6 and 7.

For customers that require Firefox 2.x, and are comfortable with the security exposure, the Configuration Guide for GroundWork Monitor Professional 5.1.x shows how to reconfigure version 5.1.x to work with Firefox 1.5.x.

- Logic used to determine Pending status for services

In GroundWork Monitor Professional 5.0 there was an inconsistency between how Nagios and GroundWork Monitor determined which services are "pending". The logic that Nagios uses (and GroundWork has adopted for version 5.1.x):

For either passive or active checks, look at the following fields in the status.log:

- If both the "has been checked" and "last checked" field are "0", then the service should be shown as "pending"
- If either the "has been checked" field is "1", or "last checked" is non-zero, then use the "current status" field to determine the service's status.

- Pending status in TroubleView

In the 5.0 version of the product, services that were in a pending state were shown in TroubleView. With release 5.1.x, that is no longer the case. This change was made because many of our customers have passive checks that may remain in a pending state for long periods of time, and consequently these services are not considered to be in trouble.

- Console suppresses columns with no data

When the console display is rendered, if an entire column to be displayed contains no data, then the column is hidden. This enhancement was made to make it easier to navigate the page, since some fields such as “acknowledged by” or “acknowledge comments” are commonly empty. If the page subsequently is updated and the column gets data, the column is then displayed. The redisplay can occur when either the user navigates through the console screens, or a currently displayed console screen is updated with new data.

- Status Viewer will move to the bottom of the main drop down menu when upgrading from a previous version of GroundWork Monitor Professional

When an existing installation upgrades to version 5.1.x, the previous Status Viewer is removed and the enhanced Status Viewer application is installed. This causes the new Status Viewer to show up at the bottom of the main drop down menu for existing users that have Status Viewer in their menu. The position of Status Viewer on the drop down menu can be changed via the Administration tab.

- Profiles need to be imported into the product

Previously, when a user installed the Professional product, all the prepackaged Profiles were pre-loaded into the system. With version 5.1.x, a user needs to import the Profiles into the product. This behavior has been changed to avoid the situation where existing profiles are overwritten, losing any changes a user might have made to the previously installed profiles. The steps to import the profiles are described in the online Bookshelf documentation in the Administrator’s Guide, Section 4, Chapter 4.

- FilterView has been removed from Status Viewer

With the Dashboard feature added in version 5.0, the functionality that FilterView provided can more easily be satisfied through dashboards. With the enhanced Status Viewer, the FilterView has been removed.

To make the Console Widget behavior consistent between Status Viewer and Dashboards, the “De-activate Refresh” and “Sort Option” buttons have been removed from the Console Widget for Dashboards.

- Default polling time changed from 5 minutes to 10 minutes

The best practices recommendations from our Professional Services group is to actively poll the hosts and services on a 10 minute interval, so the default polling time has been updated accordingly in the default settings of the product.

SECTION 3 – BEHAVIOR THAT HAS CHANGED IN VERSION 5.1.3

- TroubleView suppresses display of services on hosts that are down

To avoid crowding the display and allow faster location of problem hosts and services, the behavior of the TroubleView has changed. Services in a non OK and non-pending state will not be shown in the Troubled Services section of the display if the hosts to which they are associated are down. Note that this may result in the bar graph for Troubled Services showing red and/or yellow for services in critical or warning states, and yet none of these services may be listed. This is by design.