

Copyright 2004-2007 GroundWork Open Source, Inc. ("GroundWork"). All rights reserved. Use is subject to GroundWork commercial license terms. For information on licensing and open source elements comprising GroundWork Monitor Open Source product, please see a list of IP Ingredients at <http://www.groundworkopensource.com/products/pro-ippingredients.html>. GroundWork, GroundWork Open Source, GroundWork Monitor Professional, GroundWork Foundation, GroundWork Status Viewer, Monarch, and GroundWork Guava are trademarks of GroundWork Open Source, Inc. Other trademarks, logos and service marks (each, a "Mark") used in Groundwork's products, including Nagios, which is a registered trademark of Ethan Galstad, are the property of other third parties. These Marks may not be used without the prior written consent of GroundWork Open Source or the third party that owns the respective Mark

---

## **GroundWork Monitor Open Source 5.1.3 Readme**

### **PURPOSE**

The purpose of this document is to outline the Known Issues and Bug Fixes in the current release of the GroundWork Monitor Open Source 5.1.x product.

### **DISTRIBUTION NOTES**

In addition to this Readme document, Release Notes and an Installation Guide accompany this release. These documents contain important information regarding new features and installation notes.

### **SUPPORT**

For more information, go to GroundWork Support at <http://www.groundworkopensource.com/community/forums/>

### **CONTENTS**

[SECTION 1 - KNOWN ISSUES](#)

[SECTION 2 - BUG FIXES](#)

## **SECTION 1 - KNOWN ISSUES**

This section includes a description of the known issues in this release of GroundWork Monitor Open Source.

1. Installing and uninstalling the individual groundwork rpms is not advised.

To install or uninstall GroundWork Monitor Open Source, please follow the instructions in "GroundWork Monitor Open Source 5.1.3 Installation Guide".

2. Uninstalling individual Application Packages within the Administration package is not advised

The GroundWork Monitor default Application Packages should never be uninstalled. The default Application Packages can be viewed from within the Administration tab. If a default package is removed, GroundWork Monitor will have to be reinstalled. This is due to a lack of cross-package dependency checking when a package is uninstalled. Moreover, there is no "confirm" message presented when removing packages.

3. Insight Reports – the Availability Reports

Immediately following an installation, there will be no data for the Availability Reports. The data for these reports are generated by the dashboard\_data\_load.pl and dashboard\_avail\_load.pl scripts which are normally run once a day, at night, as a cron job. This is the expected behavior. These scripts can be run manually to generate data earlier if required. Please refer to the Bookshelf for further documentation under the Administrator's Guide, Section 6, chapter 4 Insight Reports.

4. Configuration application (Monarch) and Performance application directories accessible via the browser

The file system directories of the Configuration application (Monarch) and the Performance application are directly accessible via the browser. These directories should not be accessed in this way.

5. Data elements can be modified by multiple users at the same time.

GroundWork Monitor Professional does not prevent multiple users from simultaneously modifying the same data element. Data elements include dashboards, Configuration, Administration, Advanced Reports, hosts, host groups, services, etc.

6. Session disconnect when the IP address changes

The GroundWork Monitor single sign on authentication credentials include the user's current IP address. If the user's IP address were to change while using the GroundWork Monitor product, the user can no longer be authenticated and must sign back in. This event can occur with dynamic IP addresses and a dropped VPN connection or if a network cable is unplugged.

7. Upon installation, manual restart of gwservices, or system startup, gwservices may not be fully initialized when users are first allowed to log in.

To work around this issue, either wait 30 seconds to 1 minute before logging in or wait until gwservices status shows "running".

8. When restarting /etc/init.d/gwservices service makes Web Service components unresponsive in the browser.

In this release, gwservices runs and controls the entire middle ware that includes the different feeders, the data integration engine and the Web Service layer that drives the UI. It is not advised to just restart the gwservices service since it puts UI components consuming Web Services into an unknown state and the components no longer respond in the browser. To synchronize the system it is advised to stop all services used by GroundWork Monitor and restart them in the order below. Make sure that all users are logged out of the application before stopping/starting the services

Stopping the services

Stop Apache2 -- /etc/init.d/httpd stop

Stop Foundation -- /etc/init.d/gwservices stop

Starting the services

Start Foundation -- /etc/init.d/gwservices start

Start Apache2 -- /etc/init.d/httpd start.

9. Limitation of 15 concurrent users

For the GroundWork Monitor 5.1.3 release, we support up to 15 concurrent users while maintaining acceptable performance. With more than 15 concurrent users on the system, slower performance may be experienced and users may be logged out of the application. This issue will be fixed in a future release.

10. When restarting any of the services in /etc/init.d/, please make sure that all users have logged out of the GroundWork server first.

The GroundWork Monitor services are:

nsca - starting and stopping the NSCA daemon.

nagios – services that stop and start Nagios

httpd – service used to stop and start Apache

gwservices – service used to stop and start GroundWork Monitor services.

In most cases, stopping and starting any of the /etc/init.d/ services is not advised. These services are interdependent upon one another. When these services are randomly started, the other services will be placed into unknown states. If you must stop and start one of these services have all users log out of the server first. Moreover in most cases, if an

admin needs to stop one of these services, the safest course of action is to stop all the services and start them again thereby allowing all the Groundwork Monitor services to resynchronize with one another. Note starting and stopping the nagios service also starts and stops the nsca service, starting and stopping the httpd, gwservices services should be done in the order documented above.

11. Installation error messages on the SuSE 9 Platform

During installation on the SuSE 9 platform, occasionally the following error messages may be written to the console: "Starting HTTP Server (98) Address already in use: make\_sock: could not bind to address [::]:80 Error" or "error: cannot get shared lock on /var/lib/rpm/Packages. Error: cannot open Packages index using db3 - Operation not permitted. Error: cannot open Packages database in /var/lib/rpm". This error messages can be ignored

12. Wrappit Application does not support special characters

Use only alphanumeric characters within the Wrappit Application.

13. Administrator must delete the config-last.log file when importing an older version of monarch.sql.

If you load an older version dump of the Monarch database in to 5.1.3 you must delete /usr/local/groundwork/nagios/etc/config-last.log

14. Known issue in FireFox 2.x browser.

A known issue in the FireFox 2.x browser can cause pop-up windows to become visually corrupted. . This may occur when a new popup appears above an existing popup. The existing popup's contents may appear scrambled. The popup contents can be restored by refreshing the popup.

15. Insight Report Package error with the Outages Report

This a known issue in the Insight Report package when selecting the Outage Report option. The data query is not being displayed.

16. Foundation database causes long migration time

A known issue in the migration of Foundation package might take up to an hour. The migration time for the Foundation database varies depending on the size of the database especially the number Events stored in the LogMessage table. If a customer has less than 50000 messages the migration time is below 5 minutes. The migration of Foundation with 200000 or more messages can take over an hour.

To determine the number of events open a command window and log into MySQL. Select the database GWCollageDB and run the following query: select count (\*) from LogMessage.

17. Using port Http 8080 from an URL allows access to links without authentication

This is a known issue with Foundation package. By entering http://groundworkserver:8080 brings up a web page that allows access to these links without authentication.

http://gwserver:8080/reportserver/

http://gwserver:8080/birtviewer/

http://gwserver:8080/foundation-webapp/

18. Performance graphs won't be generated when renaming a service with special characters or spaces.

This is a known issue with Performance package only use alphanumeric characters when renaming a service.

19. Installation error messages on the all platforms.

During installation on the all platforms, occasionally the following error messages may be written to the console: "

"Setting up the permissions.../bin/chown: changing ownership of `/usr/local/groundwork/lib/20060613/20060613': No such file or directory". This error messages can be ignored.

-----  
**SECTION 2 - BUG FIXES**  
-----

This section includes a description of the bugs fixed in this release of GroundWork Monitor Open Source. The Internal Bug Key is listed first followed by a description.

**Bug Fixes in 5.1.3 release**

GWMON-2239  
Security updates.

GWMON-2072  
service group escalation problem.

GWMON-2070  
Upgrade - document enhancement - Foundation DB migration time.

GWMON-2018  
Showing all host's troubled services in TroubleView if the host is down

**Bug Fixes in 5.1.0 release**

GWMON-1272  
New User password change - refused entry on new password

GWMON-823  
Hosts->host can't save host address change

GWMON-1361  
Day light savings patch for the groundwork mysql database instance

GWMON-1065  
"service gwservices (stop|start)" are broken on rhel4

GWMON-1401  
When customer pulls up pop-up for Status Viewer when using IE 6, the window resizes rapidly back and forth.

GWMON-1335  
GroundWork installs without mysql dependency check

GWMON-1431  
Can't create service or host profile

GWMON-1362  
Setting mysql password for GroundWork.

GWMON-1440  
NodeManager.js JavaScript error contains stack trace with guava login credentials

GWMON-1417  
All of the hosts monitored show status "Pending" instead of status "Up" under Status->Overview.

GWMON-929  
Configuration->preflight fails when two groups share the same host group.

GWMON-926  
Access to unprotected urls

GWMON-1421  
The check\_nwstat provided with GW pro 5 RPMS for SLES10 doesn't return the performance data.

GWMON-1447  
Install Pre-requisites, please define them

**GWMON-828**

Hostgroups cannot be empty when created, but if all hosts in a group are deleted, the group stays as an empty group

**GWMON-1363**

How to setup ldap auth on 5.5

**GWMON-1418**

Groundwork Feeder service overloaded - most running 10sec polling

**GWMON-1310**

All of the hosts being monitored in our system show status "Pending" instead of status "Up" under Status->Overview

**GWMON-1514**

Nagios "as shipped" configuration issues

**GWMON-1460**

Check\_apache script in GW 5.0.5 - RHEL4 (apache 2.0.52) – patch attached

**GWMON-1458**

Import feature fails.

**GWMON-1449**

Internal Server Error on Profile Tools application

**GWMON-844**

New host wizard clears hostgroup when setting extended host info

**GWMON-1040**

GWServices continually dies.

**GWMON-965**

Service Group Escalations not being written to nagios configuration.

**GWMON-1360**

Bug Suspected: Acknowledge a Problem drop down

**GWMON-950**

Performance Graph Presentation in (CGI or SV) does not use the Graph Title from the Performance Configuration Table.

**GWMON-884**

The check\_syslog\_gw.pl in GMon 5.0 does not post passive check results to the syslog\_last service.

**GWMON-1136**

Error: 'opener.guava.core' is null or not an object - error on login page

**GWMON-1031**

Config tool un-usable due to slowness

**GWMON-1515**

SOAP errors on reboot

**GWMON-989**

Support for https ssl operation in the apache startup file is missing.

**GWMON-734**

Nagios interface link to Hosts is really Service Detail, and Host link is missing

GWMON-1553

Remove "Extra Service Notes" icon & link in Nagios Interface

GWMON-929

Configuration->preflight fails when two groups share the same host group.

GWMON-926

Unauthorized access to unprotected urls

GWMON-853

Spontaneous Guava Failure Redux

GWMON-1593

Service Check - test service function fails

GWMON-1460

Check\_apache script in GW 5.0.5

GWMON-1653

Service test broken, not populating "host

GWMON-1579

process\_service\_perf.log grows rampantly

GWMON-1272

New User password change - refused entry on new password

GWMON-1421

The check\_nwstat provided with GW pro 5 RPMS for SLES10 doesn't return the performance data.

GWMON-1419

Files contain passwords in clear text

GWMON-1678

Distributed Groundwork config edits

GWMON-1696

Getting detailed debug information from process\_service\_perf\_db.pl

GWMON-1519

No delete button available to delete hosts (only available to admin users)

GWMON-1417

All of the hosts monitored show status "Pending" instead of status "Up" under Status->Overview.

GWMON-1000

2752

We are seeing major data base usage while only a few people are logged in to the server

GWMON-1001

Wrappit configured with non-standard character causes php error.

GWMON-1753

Error when Clicking on hosts or hostgroups in Status Viewer

GWMON-1745

The customer requested the change below to the base Nagios system to enable them to use the Nagios host search cgi.

GWMON-1709

Can not login as administrator

**GWMON-1748**

In status viewer, if the host or service you are looking at is very close to the bottom of your browser window and you try to view the status information mouse over popup, the popup will flash madly, and be unreadable

**GWMON-1754**

I was in the status viewer and tried to expand a host group and got a guava error

**GWMON-1293**

Readme file should list, that there is a Known Issue that more than the GW product allows that more than one user can log in as user –"admin"

**GWMON-871**

Security Holes Identified

**GWMON-1675**

ld.so.conf gets lines added either in the update or not deleted in the uninstall

**GWMON-1448**

Foundation listener wouldn't stay listening

**GWMON-1803**

hosts.cfg duplication of notification periods

**GWMON-1431**

Can't create service or host profile

**GWMON-1833**

Bug fix for performance graphs

**GWMON-1870**

Retention value can not be "0" while docs say to do this...

**GWMON-1423**

User unable to log into GW via Firefox browser

**GWMON-1847**

Guava exceptions while adding packages with Wrappit

**GWMON-1851**

Session files size growing too large

**GWMON-965**

Service group escalations not being written to nagios configuration

**GWMON-819**

Configuration-> preflight fails when two groups share the same host group