

GroundWork Monitor 6.1.1 Release Notes for Enterprise Quickstart SuSE Powered Virtual Appliance

This document describes the contents of GroundWork Monitor Enterprise 6.1.1 Release. Please read this document completely before proceeding with installation or upgrade.

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SECTION 1 – CHANGES FROM THE PREVIOUS RELEASE

GroundWork Monitor Enterprise Release 6.1.1 is a minor release. It contains bug fixes and improvements but no major new features. The improvements made since release 6.1 include:

- New tab handling in the Status Viewer to improve performance (especially in Internet Explorer.) A remove all open tabs button has also been added to remove recently viewed items from the menu.
- Overall response times of the Status Viewer application have been improved.
- Within the Configuration application Service Externals can now be merged and replaced.
- GroundWork Distributed Monitoring Agent (GDMA) profiles and server configuration are now included in the release. This enables partners and customers to more easily deploy GDMAs by minimizing the amount of server-side setup required.
- Over 75 additional bug fixes and minor improvements have been implemented.

When installing release 6.1.1, customers and partners are required to provide a valid license key. License keys are available from GWOS and are delivered via email. Customers upgrading their production systems to release 6.1.1 are advised to ensure they have received their license key prior to their upgrade maintenance window. Customers upgrading from version 6.1 do not need a new license key.

SECTION 2 – INSTALLATION

Downloading GroundWork Monitor Enterprise

Customers with an existing GWOS subscription may download this release from:

<https://support.groundworkopensource.com>

GWOS Quickstart customers may download the release from the GWOS Exchange

(<http://www.gwos.com/exchange>) by logging in and navigating to the “My Account” then “Files” page, or

by accessing the download center using the link provided at purchase.

Installation

The SUSE Powered Virtual Appliance can be run on a number of virtualization platforms. It is supported on VMware, and the following release notes pertain to a typical setup of the appliance.

Getting started with a VMware ESX 3.5 example

Some features of the Virtual Appliance will not be enabled by default. This sequence is typical of configuring a Virtual Appliance to work on ESX 3.5 servers.

- 1) Decompress the Virtual Appliance
- 2) Use the VMware converter to load the appliance files into ESX
- 3) For ESX 3.5, SLES 11 32-bit operating systems are supported, so you should change the settings on your appliance, and use the Options tab to select “Suse Linux Enterprise Server 11 (32-bit)” as your operating system.
- 4) Boot the Virtual appliance, and start the Console, so that you can interact with it from the command line.
- 5) Accept the EULA, and wait for the boot process to finish.
- 6) Follow the instructions on the screen to log in and change the root password.
- 7) Use the `yast` utility to configure the timezone. The default time zone is UTC. Optionally reconfigure NTP.
- 8) After NTP syncs the system to the new timezone, restart the groundwork services:

```
service groundwork stop
rm /usr/local/groundwork/nagios/var/nagiosstatus.sav
service groundwork start
```

This will make all the timestamps in the interface reflect your local time.

- 9) For this release of 6.1.1, VMware tools 3.50-153875.i386.rpm is installed once the user sets a new password. This is sufficient for validating GroundWork Monitor, however the VMware Tools package may be upgraded by following the instructions provided by VMware for your product. Please consult the known issues section for additional advice if upgrading VMware tools.

GroundWork Monitor includes all prerequisites and components within a single installation package. Since this virtual appliance is built using the 32-bit version of SLES and GroundWork Monitor this image cannot make use of more than 4GB of RAM.

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 6.1.1 release, there are three users and roles that are provided with a new 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 if desired. The admin user, with the administrator role has access to all of the portlets. The other two users will have access to subset of the available portlets.

| Feature | Administrator Role | Operator Role | User Role |
|----------------|--------------------|-----------------|------------------|
| Dashboards | Yes | Yes (read-only) | Yes (read-only) |
| My GroundWork | Yes | Yes | Yes |
| Event Console | Yes | Yes | |
| Status Viewer | Yes | Yes | Yes (no actions) |
| Reports | Yes | | Yes |
| Configuration | Yes | | |
| Auto-discovery | Yes | | |
| Administration | Yes | | |
| Nagios | Yes | Yes | |
| Resources | Yes | Yes | Yes |

At first login, the admin user must copy-and-paste their license key into the portal application under Administration, GroundWork License. Each license is valid for the subscription duration purchased. Each GWOS installation has a single license file that controls access to the application user interface. The license file affects only user access to the GWOS portal; it does not affect the ability to start/stop application components or the data gathering, processing or notification features of the solution. License key validity is checked at user login and is affected by:

- The subscription start and end-date
- The number of monitored devices configured
- Enabling the Network Service

SECTION 3 – FIXED ISSUES SINCE RELEASE 6.1

This section summarizes the minor issues fixed since release 6.1

| Key | Component/s | Summary |
|------------|---------------|--|
| GWMON-8488 | Status Viewer | Service status portlet on host view does not display the service links after disabling check for host |
| GWMON-8481 | Status Viewer | If user name contains a dot (.), status viewer generates stack traces |
| GWMON-8478 | Tools | Ggwdiags.pl does not detect Ubuntu or allow you to skip missing utils |
| GWMON-8476 | Configuration | Multiple scrollbars for iFramed portlets is annoying. System should automatically adjust the height of the page based on the iFrame window |
| GWMON-8466 | Dashboards | Creating a Top level dashboard pages generates many stack traces |
| GWMON-8463 | Configuration | Workflow for Service Externals apply to hosts should be the same as for regular services |
| GWMON-8462 | My GroundWork | Adding service group health portlet to the dashboard shows the default service group name as? |
| GWMON-8459 | Status Viewer | Clicking on the close icon does not close the pop-ups in Action portlet |
| GWMON-8458 | Console | Event Console displays ALL open events instead of the open events of selected hostgroup/servicegroup when any action is performed from Action button |
| GWMON-8456 | My GroundWork | Auto complete distorted in all portlets in MyGroundWork |
| GWMON-8453 | Status Viewer | After clicking on approx. 20 services in SV and the tabs shift to the left. |
| GWMON-8452 | Status Viewer | Gaps in Status Viewer at ServiceGroup level |
| GWMON-8451 | Status Viewer | Missing SV tabs with IE7 browser |
| GWMON-8450 | Status Viewer | Gaps in Status Viewer at HostGroup level |
| GWMON-8449 | Status Viewer | Gaps in Status Viewer at service level |
| GWMON-8447 | Status Viewer | Nagios Statistics Portlet: pagination controls should be displayed only when data is greater than 1 page. |
| GWMON-8430 | Console | Clicking on cancel icon gives HTTP Status 500 on Event Console |
| GWMON-8429 | My GroundWork | IE7: Error on Page when trying to access MyGroundWork portlets |
| GWMON-8428 | Performance | Process_service_perfdata_file crashes after startup |

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|------------|---------------|---|
| GWMON-8422 | Status Viewer | Event portlet should be able to configure number of events per page |
| GWMON-8412 | BitRock | PATH var in crontab does not contain paths to system binaries |
| GWMON-8411 | Status Viewer | Deleting host 'A' distorts host view of Host 'B' |
| GWMON-8403 | Status Viewer | HostGroup View's Filter and Monitoring Statistics portlets are out of place |
| GWMON-8397 | Status Viewer | Size of tabs in tree view portlet is now incorrect and also size of host/service trees seems to be variable. |
| GWMON-8379 | Status Viewer | Tooltip for service name to display host associated with the service in tabs |
| GWMON-8376 | Status Viewer | Tree view>Deleting hosts do not remove their corresponding services from service group |
| GWMON-8372 | Status Viewer | When navigating in Status Viewer java.io.IOException is thrown |
| GWMON-8370 | Dashboards | MyGroundWork and dashboard pages do not handle multiple instances of the Event portlet correctly |
| GWMON-8369 | Status Viewer | Service Group>Nagios monitoring portlet displays wrong count in link |
| GWMON-8367 | Status Viewer | IE-8-->Delete button not visible in Host/Service Comment portlet |
| GWMON-8365 | Status Viewer | Mouseover on Close All button shows " tab Set Title" |
| GWMON-8363 | Status Viewer | Service view does not display performance graphs for services |
| GWMON-8361 | Status Viewer | Pie charts are behind in their updates |
| GWMON-8357 | Status Viewer | Availability portlet displays the services of different host - intermittent |
| GWMON-8354 | Status Viewer | Action portlet for host and service incorrectly display the actions for servicegroup |
| GWMON-8352 | Status Viewer | Clicking on close all button shows--> Error Occurred. An error occurred. Please retry after some time on hosts statistics portlet |
| GWMON-8333 | Status Viewer | Add last check time to service and host info portlets |
| GWMON-8331 | BitRock | The installer should execute an unset LANG |
| GWMON-8328 | JBoss Portal | Users with view permissions can still edit portlet preferences in Dashboards |
| GWMON-8327 | BitRock | check_system_uptime plugin requires perl library Sys::Load |
| GWMON-8324 | Configuration | Eliminate multiple nested vertical scrollbars |
| GWMON-8307 | Installer | If License doesn't require network service to be enabled but user has network service activated License Validation will fail |

| | | |
|------------|---------------|--|
| GWMON-8304 | BitRock | During an upgrade or clean install, the BitRock installer if it detects a /u/l/g/users/nagios directory to make sure .bashrc file includes the correct source file entry |
| GWMON-8283 | Appliance | SuSE 11 VM - after changing passwd the first time, after power off and power on , the console message still appears. |
| GWMON-8279 | Dashboards | Seurat View fails to display correct data on refresh |
| GWMON-8278 | Dashboards | Dashboard security settings not honored |
| GWMON-8276 | BitRock | License key checks for network service by looking in obvious text file with obvious key name |
| GWMON-8240 | Build Process | extra copies of libexpat should be eliminated |
| GWMON-8239 | Build Process | Need newer version of Apache httpd in GW Monitor |
| GWMON-8237 | Dashboards | Host Summary Portlet does not have an Entire Network Selection. |
| GWMON-8236 | My GroundWork | Host List Portlet does not have an Entire Network option |
| GWMON-8233 | BitRock | send_nasca does not have the correct binary (the -od option is not present) |
| GWMON-8185 | Status Viewer | Pop-up windows in status viewer should paginate data instead of loading entire result set |
| GWMON-8134 | My GroundWork | Time filter applied on availability portlets are not retained when edit preference on any other portlet is clicked |
| GWMON-8048 | JBoss Portal | Adding portal pages outside of Sub-pages to the Dashboards page do not allow inheritance of Admin preferences |
| GWMON-8007 | Status Viewer | Add a facility to close all "open" Status Viewer sub-tabs except the current one |
| GWMON-7981 | BitRock | need to include mod_security2 and core rule set builds into the GW Monitor distribution |
| GWMON-7980 | Configuration | Double Scrollbars because of too long pages / frames |
| GWMON-7898 | Console | Two messages show up as one in Console |
| GWMON-7883 | Console | Event Console does not remove events from Hostgroup filter view when closed with Action |
| GWMON-7849 | Reports | Host availability reports display wrong values |
| GWMON-6219 | Reports | Host availability report->service availability percentage table shows percentage incorrectly for service in critical state |
| GWMON-6064 | BitRock | snmptt.log file is created with incorrect permissions |

SECTION 4 – KNOWN ISSUES AND LIMITATIONS

This section summarizes several common issues and limitations. If you are experiencing issues with

GroundWork Monitor, you may want to read this section to see if your issue is a known limitation. Often there is a work-around for known issues. Contact support if you do not see your issue or an adequate work-around described.

- 1) The virtual appliance has been supplied with the compiler and kernel headers needed to complete the VMware tools installation. Type:

```
vmware-config-tools.pl
```

to start the process. You may accept all the defaults.

- 2) One of the advantages of VMware tools is the vmxnet network driver, which provides significantly higher performance than the default pcnet32 driver. This driver will not load automatically on SLES 11 32 bit virtual machines in ESX 3.5. To enable this driver, you must first shut down the appliance, and then edit the file that defines the virtual machine on the ESX server. By default, this file is called:

```
groundwork-6.1-br139-gw494-SLES.vmx
```

Though the file name may be different, if you decided to overwrite the name of the virtual appliance on conversion, or if you are installing a later revision. The location of this file is dependent on your ESX implementation. You must access the ESX console machine, and cd to:

```
/vmfs/volumes/esxserver:storage1/groundwork-6.1-br139-gw494-SLES
```

and edit the .vmx file. Note that your exact path will depend on your ESX implementation and the name of the virtual appliance.

In this file, you will add the lines:

```
ethernet0.virtualDev = "vmxnet"  
ethernet0.features = "15"
```

just after the line:

```
ethernet0.present = "true"
```

NOTE: You MUST have selected the operating system in the Options tab of the VMware virtual machine if you wish to follow this procedure! If you do not do this step, it is likely your virtual machine will not boot, and instead give you a "Missing Operating System" message.

NOTE: This procedure has been tested on ESX 3.5, where it was observed to work. It does not work with VMware Fusion 2.0.3. Your mileage may vary.

- 3) Restart the appliance after saving this file.

During installation of the SuSE VM on some servers and laptops, the gwservices and snmptrap processes will reportedly fail to start from the console. This is a known timing issue with these processes. The processes have been started and can be verified in by logging in to the server by URL and/or searching of the processes using the ps utility.

32-bit Linux can address up to 4GB of RAM, however many modern computers have more. This can be

addressed with 64-bit Linux, or with 32-bit Linux using a PAE kernel. Java has multiple problems starting and running under PAE kernels. GroundWork in particular will not run well at all in this configuration, and so is not supported. Customers requiring more than 4GB of RAM are recommended to use the 64-bit installation package on a 64-bit Linux OS in preference to this virtual appliance.

On initial login, in the Status Viewer application, using the action menus items such as “Disable Notifications” may not work. To work around this issue, simply click in another application and click back to Status- GWMON-8500.

In the 6.1.1 Status Viewer application, once the user clicks the tree view node, the node remains expanded and does not retract once a new node is clicked. The interface should follow the user focus, and currently does not- GWMON-8254.

In the Status Viewer application, the nodes visited by the user are tracked in a “breadcrumbs” portlet. If the user signs on from two different browsers at the same time, and visits the same node, the node will be displayed twice in the breadcrumb list. This is because the navigation tabs are stored by user session, not by user role - GWMON-8489.

The normal service external creation and application to services workflow allows for override of service external settings at the host-service level. However, in older releases, if one makes a change to the service external, and hits "Apply to Hosts", all overrides are deleted and replaced with the new service external. With the release of 6.1.1, this issue has been fixed for only service externals, but not host externals. New buttons appear in several screens, whose actions will vary depending on the state of this flag for each host-service external. New on-screen help has been added where these buttons are presented.

For all customers upgrading to 6.1.1 and who implement the service externals, the migration script will handle these new schema modifications. However, this modification of the database schema will mean that the sites will thereafter not be able to restore any pre-upgrade/migration backup copy of the monarch database without also running the migration script afterward. Thus it is imperative that the site take a backup of the monarch database immediately before an upgrade/migration (as a general safety precaution, in case the upgrade needs to be rolled back) and immediately afterward as well, the "after" backup then ordinarily being the first backup that can thereafter be easily restored - GWMON-8463.

After deleting a HostGroup in Configuration, its corresponding tab is not deleted from Status viewer. Please be aware that selecting a deleted breadcrumb tab will temporarily generate a User Interface error. To work around this issue, delete breadcrumb the tab - GWMON-6968.

Please be advised that GroundWork does not currently support number formats that use a comma "," to separate whole numbers from decimals instead of a period "." - GWMON-8088.

Using the FireFox browser, when a user opens up the Status Viewer portal page, then opens 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 work around 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.

Upon startup Apache may emit the following message “Could not reliably determine the server's fully qualified domain name.” This is not normally a cause for concern, but can be corrected if desired. 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 the contents of this file are manually merged with the /usr/local/groundwork/mysql/my.cnf file, and the /etc/my.cnf be removed.

The monitoring performance portlet may display zero values when first opened. After a short delay the

correct information will be shown. – GWMON-7819

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

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

| Key | Summary | Component/s |
|------------|----------------|--|
| GWMON-2149 | BitRock | 5.1 core install gives httpd warning about determining server's fqdn |
| GWMON-2996 | Configuration | Host group downtime cannot be deleted |
| GWMON-4815 | Auto Discovery | Auto Discovery does not correctly parse multiple community strings from the snmp discovery method |
| GWMON-4977 | BitRock | Installer shouldn't assume it can write to current working directory |
| GWMON-5265 | Plugins | Check_cpu sar out input incorrect on RedHat |
| GWMON-5434 | Foundation | Web Services API uses 'Device Identification' as primary key for all message types, nagios, syslog, etc, but some different devices can have same ip address |
| GWMON-5454 | Configuration | Applying a host profile in the host interface does not apply services associated with host profile. |
| 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-6044 | BitRock | PHP script shebang invocation no longer works |
| GWMON-6182 | Portal | Non-US language versions of groundwork cause INVALID DATE STRING exceptions when special chars in date string |
| GWMON-6216 | Console | Event Console date selection is based off GMT but displays local time zone |
| GWMON-6485 | Configuration | Can't use the Multiple Instances feature of a service check where the check command has no arguments |
| GWMON-6599 | Dashboard | Mouse over displays scrambled text in Dashboard and is not visible properly |
| GWMON-7086 | Foundation | renaming a host does not update hostnames of new events |

| | | |
|------------|---------------|---|
| | | in event console |
| 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 cannot 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) |
| GWMON-7628 | My GroundWork | With user's login, My Groundwork->Configure page should not have Event portlet |
| GWMON-7838 | Nagios | Nagios views from 5.3 - scheduling queue, server status and view config views are not available in 6.0 |
| GWMON-7889 | JBoss Portal | Creating different roles with same display names gives HTTP Status 500 error |
| GWMON-7994 | Configuration | Possible to define a service twice on a host |
| GWMON-8088 | Status Viewer | German language setting in FF3 causes faces exceptions |
| GWMON-8111 | BitRock | Setenv.sh breaks when PATH contains "groundwork" but env is not set properly |
| GWMON-8146 | Configuration | The Check period field does not display in any Host details screen of Monarch |
| GWMON-8163 | Performance | Wide character in print at perfchart.cgi line 1277 |
| GWMON-8165 | JBoss Portal | SetEnvIf Referrer does not provide adequate protection |
| GWMON-8200 | Configuration | Extended Host Info Data Disappears |
| GWMON-8210 | Plugins | check_jvm.pl calls to a hard-coded URI |
| GWMON-8218 | JBoss Portal | Potential exposure to man in the middle attack when using https |
| GWMON-8219 | Status Viewer | Actions pop-up does gets cut off in Event Console |
| GWMON-8220 | Dashboard | Portlet popup displays outside of the viewable area |
| GWMON-8225 | BitRock | Migration procedure does not account for network_service tables |
| GWMON-8235 | Nagios | Nagios Notification Report does not properly access report history for all hosts. |
| GWMON-8241 | Status Viewer | Status Viewer - host bar graph appears to show data not related to host state but from syslog messages |
| GWMON-8272 | Bookshelf | Audit Monarch Commit is missing feeder modification in Bookshelf and portlet.xml definition requires update |
| GWMON-8280 | Console | Event console displays events from the wrong filter if action taken while viewing custom filter |
| GWMON-8296 | Foundation | HostStatusProperty.StringValue buffer is STILL too small to hold a large number of cacti graph URL's |

| | | |
|------------|----------------|--|
| GWMON-8311 | Status Viewer | Scheduled Downtime author is set to admin regardless of user logged in. |
| GWMON-8313 | Status Viewer | EventPortlet only shows Nagios events for hosts or hostgroups |
| GWMON-8425 | Dashboard | my groundwork dashboard layout changes affect all my groundwork pages |
| GWMON-8444 | Auto Discovery | cacti host profile sync failing to import host |
| GWMON-8471 | JBoss Portal | When a Nagios page is left open for a long period of time, a permissions error is eventually displayed |
| GWMON-8472 | Dashboard | Portlet arrangement issues |
| GWMON-8481 | Status Viewer | If user name contains a dot (.), status viewer generates stack traces |
| GWMON-8494 | Build Process | mysql memory usage increases continuously |
| GWMON-8495 | JBoss Portal | Redirect users to the login page in the event of gwservices restart during a session |

SECTION 5 – ANNOUNCEMENTS AS OF VERSION 6.1.1

As previously announced, Groundwork Monitor versions 5.0.x are now end-of-life. Customers using these versions are advised to contact GroundWork Support. As previously announced Firefox 2 and Internet Explorer 6 are no longer supported as of release 6.x

SECTION 6 – ADDITIONAL INFORMATION

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
- Provides the license key hash to GroundWork for each GroundWork Monitor installation

The Network Service communicates with servers in the checkforupdates.com domain every 12 hours via HTTPS (port 443.) All communication is initiated by the GroundWork Monitor Enterprise server.

The complete set of information sent to GWOS 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 devices and hosts, host groups, service checks, users and service checks being used.
- The license key hash (checksum)

If you need to enable the Network Service on an existing GroundWork Monitor Enterprise installation

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:

First install the product and enable the Network Service during installation.

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
```

```
cd /usr/local/groundwork/network-service/bin/
```

edit agent.conf file and add the following:

```
proxy_host=xxx.yyy.zzz.www
```

```
proxy_port=pppp
```


Save your changes.

Now restart the network service:

```
./network-service-ctl.sh stop
```

```
./network-service-ctl.sh start
```

Obtaining Source Code

GroundWork Monitor includes Open Source software. The source for these packages is available for download from the following location: <http://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 7 – SYSTEM BACKUP INSTRUCTIONS

This section outlines the recommended back up procedures to be completed before upgrading to GroundWork Monitor 6.1.1

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
```

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 6.1 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
```