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## **GroundWork Monitor Professional 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 Professional 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**

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

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## **SECTION 1 - KNOWN ISSUES**

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

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

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

2. Uninstalling GroundWork Monitor default Application Packages 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. Stop snmptt service before upgrading GroundWork

Before you perform an upgrade to 5.1.3, please make sure that all instances of snmptt have been stopped. This task can be accomplished by executing the command: `/etc/init.d/snmpttd stop`.

4. Advanced 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.

5. MySQL rpms for SuSE 9 and 10 platforms

MySQL Professional for SuSE 9 is used by GroundWork Monitor Professional 5.1.3 on both the SuSE 9 and SuSE 10 platforms. Please refer to the installation guide for more information.

6. 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.

7. 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.

8. Icon errors within the BIRT Viewer application

When clicking on the table of contents icon or the export icon within the BIRT Viewer, an exception can occur. If a user runs any report that does not match the report criteria or that does not return data, an error will be generated when selecting either one of these icons.

9. In the 5.1.3 GroundWork Monitor product release, the following files contain credentials to access some of the GroundWork databases in clear text:

```
/usr/local/groundwork/apache2/htdocs/reports/gwir.cfg  
/usr/local/groundwork/config/db.properties  
/usr/local/groundwork/foundation/feeder/nagios2collage_socket.pl  
/usr/local/groundwork/guava/includes/config.inc.php
```

These credentials are visible to a user who can log in to the GroundWork server and has the correct permissions to read any of these files.

10. When creating a custom report with the BIRT 2.1.0 report designer, designers should avoid using Joint Datasets because they may return incorrect result sets.

If the designer needs to return data from multiple data sources then one workaround would be to use a stored procedure which aggregates the data between the multiple databases. In general, the use of Joint Datasets should be avoided with BIRT 2.1.0.

11. 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.

12. 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".

13. 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. Some examples of these components are Status Viewer, Dashboards, and Console. 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 SNMP Trap translator -- /etc/init.d/snmpd stop

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

Starting the services

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

Start SNMP Trap translator -- /etc/init.d/snmpd start

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

14. Limitation of 15 concurrent users

For the GroundWork Monitor Professional 5.1.3 release, we support up to 15 concurrent users while maintaining acceptable performance.

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

The GroundWork Monitor services are:

syslog-ng - Syslog-ng logging

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.

snmpd – service used to stop and start Simple Network Management Protocol (SNMP) Daemon

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, the syslog-ng service can be started and stopped independently of the other services, and starting and stopping the httpd, gwservices, and snmpd services should be done in the order documented above.

16. The syslogd process is replaced with syslog-ng.

Any customizations to syslog.conf must be moved to /usr/local/groundwork/etc/syslog-ng/syslog-ng.conf.

17. 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

18. Wrappit Application does not support special characters

Use only alphanumeric characters within the Wrappit Application.

19. 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.

20. 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.

21. Insight Report Package error with the Outages Report

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

22. 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.

23. 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/

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

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

25. 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.

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**SECTION 2 - BUG FIXES**  
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This section includes a description of the bugs fixed in this release of GroundWork Monitor Professional. The Bug Key is listed first followed by the Salesforce Case number if there is one, and a description.

**Bug Fixes in 5.1.3 release**

GWMON-2364  
3982  
Dashboard Functionality around Hostgroups has a major flaw.

GWMON-2239  
3870  
Security updates.

GWMON-2072  
3543  
service group escalation problem.

GWMON-2070  
3757  
Upgrade - document enhancement - Foundation DB migration time.

GWMON-2018  
3701  
Showing all host's troubled services in TroubleView if the host is down

GWMON-1725  
3455  
The new version of Status Viewer doesn't include the console for hostgroup that was there in 5.0.x releases.

**Bug Fixes for 5.1.0 release**

GWMON-1272  
3147  
New User password change - refused entry on new password

GWMON-1058  
3057  
Dashboard Services List Mishandles Deleted Services

GWMON-1200  
3169  
Traps are not being inserted into the Foundation layer

GWMON-823  
3117  
Hosts->host can't save host address change

GWMON-1361  
3214  
Day light savings patch for the groundwork mysql database instance

GWMON-1065  
3081  
"service gwservices (stop|start)" are broken on rhel4

GWMON-1401  
3233  
When customer pulls up pop-up for Status Viewer when using IE 6, the window resizes rapidly back and forth.

GWMON-1335

3150

GroundWork installs without mysql dependency check

GWMON-1316

3169

Traps are not being inserted into the Foundation layer

GWMON-1431

3255

Can't create service or host profile

GWMON-1362

3212

Setting mysql password for GroundWork.

GWMON-1440

3238

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

GWMON-1417

3175

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

GWMON-929

2965, 3074

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

GWMON-926

2724, 3239

Access to unprotected urls

GWMON-1421

3251

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

GWMON-1447

3261

Install Pre-requisites, please define them

GWMON-1358

3121

Console not updating. snmp trap related

GWMON-1457

3153

Corrupted Network data from wmi proxy server caused CPU @ 100%

GWMON-1308

3176

Cannot save new created Dashboards

GWMON-828

3245

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

GWMON-1363

3142

How to setup ldap auth on 5.5

GWMON-1418

3191

Groundwork Feeder service overloaded - most running 10sec polling

GWMON-1310

3175

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

GWMON-1330

3138

Missing libraries in 5.0.5

GWMON-1518

3072

Odd errors in the Console - "localhost DOWN FATAL SYSTEM Error in Adapter [SERVICE\_STATUS]"

GWMON-1514

3281

Nagios "as shipped" configuration issues

GWMON-1460

3297

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

GWMON-1458

3296

Import feature fails.

GWMON-1449

3237

Internal Server Error on Profile Tools application

GWMON-727

2650

LogMessageFilter Control: Adding a new filter gets set to enable even if you specify disabled.

GWMON-844

2594

New host wizard clears hostgroup when setting extended host info

GWMON-1040

2968

GWServices continually dies.

GWMON-965

2779

Service Group Escalations not being written to nagios configuration.

GWMON-1360

2276

Bug Suspected: Acknowledge a Problem drop down

GWMON-950

2253

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

GWMON-884

2662

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

GWMON-1038

2988

Upgrade from 4.5.26 to 5.04 with mysql root passwd set fails

GWMON-1136

2811

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

GWMON-1031

2921

Config tool un-usable due to slowness

GWMON-1515

2943

SOAP errors on reboot

GWMON-989

2787

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

GWMON-1048

2922

Console view does not sort properly

GWMON-734

2640

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

GWMON-1553

2846

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

GWMON-929

2965, 3074

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

GWMON-926

2724, 3239

Unauthorized access to unprotected urls

GWMON-853

Spontaneous Guava Failure Redux

GWMON-1593

3270

Service Check - test service function fails

GWMON-1460

3297

Check\_apache script in GW 5.0.5

GWMON-1653

3409

Service test broken, not populating "host"

GWMON-1579

3306

process\_service\_perf.log grows rampantly

GWMON-1272

3147

New User password change - refused entry on new password

GWMON-1421

3251

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

GWMON-1419

3247

Files contain passwords in clear text



GWMON-1678

3431

Distributed Groundwork config edits

GWMON-1658

3412

Foundation java process issues after 5.0.5 upgrade.

GWMON-1696

3437

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

GWMON-1519

3204

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

GWMON-1417

3175

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

2878

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-1744

It looks like the /etc/init.d/nsca starts nsca in standalone model (-s flag).

GWMON-1749

3450

Error submitting external commands to Nagios to Status Viewer

GWMON-1740

3465

Tactical overview settings don't save on Dashboards

GWMON-1709

3444

Can not login as administrator

GWMON-1748

3442

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

2908

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

2647

Security holes fixed

GWMON-1675

2925

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

GWMON-1448

3260

Foundation listener wouldn't stay listening

GWMON-1803

3319

hosts.cfg duplication of notification periods

GWMON-1431

3355

Can't create service or host profile

GWMON-1833

3507

Bug fix for performance graphs

GWMON-1870

3565

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

GWMON-1423

3257

User unable to log into GW via Firefox browser

GWMON-1847

3512

Guava exceptions while adding packages with Wrappit

GWMON-1851

3542

Session files size growing too large

GWMON-1896

3590

Put in the console a dashboard and it does not refresh properly.

GWMON-965

2779

Service group escalations not being written to nagios configuration

GWMON-1828

2911

Advance Reports Documentation is incorrect-and does not update correctly from db