# GroundWork Monitor 6.2 Enterprise Release Notes

This document describes the contents of GroundWork Monitor Enterprise 6.2 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 6.2 is a minor release. It contains bug fixes and improvements but no major new features. The improvements made since release 6.2 include:

Add access restriction functionality to support the managed service providers (MSP). From this release, the GroundWork EE software now allows administrators to create roles. Each role assigns specific HostGroups, ServiceGroups or both to a given role. The selected objects will now define a specific view into the GroundWork server. The Application views of Status Viewer, Event Console, Dashboards, MyGroundWork and Advance Reports are all affected by this new role. For more details, please refer to the Bookshelf under the Role Restrictions in Portal Administration section.

Added support for Remote Round Robin Database (RRD) graph creation which allows that performance data can be now distributed across multiple systems. The GroundWork RRD Webservice API, which is used by the GroundWork User Interface to retrieve graphs, will be enhanced to access RRD graphs that are on different servers (child or regional). For more details, please refer to the Bookshelf under the Operational How To’s in the Using Application section.

Fixed many reported bugs related to data accuracy and report reliability in the Advance Reports component. The specific bugs addressed are listed in Section 4, Issues fixed since the 6.1.1 release.

Using the Configuration application, we have included a free-text comment field for the following object types – Host Groups, Hosts, Services, and Service Groups. Once the comment field is committed to Nagios, the free text comment fields will appear on each view in the Status Viewer application. Provide a mechanism to include the free-text comment field contents in notification messages

We have added Interface Usability Improvements to the Configuration application (Monarch). Some of the changes include: All fields in the monarch application will accept all characters found on a standard US keyboard to be input and handled correctly. All accented characters commonly used in European languages to be input and handled correctly.

Now support new Monitoring profiles. With the 6.2 release, we have included support for the following new profiles: VMware ESX, ESXi and vSphere, Websphere application server, JBoss application server, and Tomcat web container. For more information about set up and configuration, please refer to the Bookshelf under the GroundWork Profiles section under the Java Monitoring Agents.

Over 150 additional bug fixes and minor improvements have been implemented.

When installing or upgrading to release 6.2 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 6.2 are advised to ensure they have received their license key prior to their upgrade maintenance window.

## SECTION 2 – INSTALLATION

**System Requirements**

The system requirements are unchanged from Release 6.0. GroundWork Monitor Enterprise recommends the following minimum hardware specification for correct operation in production:

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

For smaller environments and evaluations GroundWork Monitor Enterprise Edition requires a minimum of 2GB of RAM and 4GB of disk for correct operation.

**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, or equivalent steps on Ubuntu systems where RPM packages are not supported:

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

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 is not supported. 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, 64-bit installations are recommended. Installation of VMware tools and configuration of host time synchronization is highly recommended in all VMware environments.

**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 area on the GroundWork Customer Center.

**Installation**

Transfer the GWOS software to the server it is being installed on.

Change the permissions of the binary to executable:

chmod +x groundworkenterprise-6.2-brXX-gwYY-linux-32-installer.bin

The specific build version numbers (XX and YY) uniquely identify the release, and are not documented here.

**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-6.2-brXX-gwYYY-linux-32-installer.bin

**Text Based Install**

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

./groundworkenterprise-6.2-brXX-gwYYY-linux-32-installer.bin --mode text

Unattended Install

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

./groundworkenterprise-6.2-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-6.2-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-6.2-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 6.2 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
* Network Service is enabled

## SECTION 3 – UPGRADING

Before attempting to upgrade please read this complete section for important details of changes applied during the upgrade process.

Upgrading to GroundWork Monitor 6.2 is only supported from the following versions:

* GroundWork Monitor Enterprise 6.0
* GroundWork Monitor Enterprise 6.0.1
* GroundWork Monitor Enterprise 6.1
* GroundWork Monitor Enterprise 6.1.1

Customers currently using the Network Management Suite (NMS) 2.1.2 with Groundwork Monitor 6.1 can upgrade to Release 6.2. Please read the NMS-212 documentation before upgrading to GroundWork Monitor Enterprise 6.2.

**Important:** Complete a full system and database backup prior to upgrading your installation as described in the backup section below.

**Important:** Ensure you have received your GWOS license key and read the license key description in the previous section before commencing your upgrade.

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 successful upgrade please flush the system configuration by performing a commit:

1. Login to GroundWork 6.2 portal as admin
2. Select the Configuration portlet page
3. Select the Control subportlet page
4. Select the Commit link

After upgrading to 6.2 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.

## SECTION 4 – FIXED ISSUES SINCE RELEASE 6.1.1

This section summarizes the minor issues fixed since release 6.1.1

|  |  |  |
| --- | --- | --- |
| **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 |
| 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\_nsca 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 5 – KNOWN ISSUES AND LIMITATIONS

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. We recommended installing 64-bit Linux and 64-bit GroundWork, or as an alternative, install 32-bit Linux with the standard kernel, and 32-bit GroundWork.

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 6.2, 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 6.2 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.

Upgrading from 6.0 Community Edition to 6.2 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:

In the Community version of the discovery schema, rename the Nmap TCP discovery method to "Nmap TCP Community" and the SNMP discovery method to "SNMP Community". Now a new discovery schema can then be created with the following settings:

name: GroundWork-Discovery-Pro

description: Basic discovery for GroundWork Monitor Professional, using Nmap TCP and SNMP

automation schema: GroundWork-Discovery-Pro

control type: Interactive

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.

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.

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/config/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

# Uncomment to disable Guava Single Sign On

# Options None

# AllowOverride AuthConfig

# Order allow,deny

# Allow from all

</Directory>

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 6 – ANNOUNCEMENTS AS OF VERSION 6.2

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. NEED Simon’s input here

## SECTION 7 – 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: [ftp://archive.groundworkopensource.com/pub/groundwork-core/](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/](http://archive.groundworkopensource.com/groundwork-opensource/)

## SECTION 8 – SYSTEM BACKUP INSTRUCTIONS

This section outlines the recommended back up procedures to be completed before upgrading to GroundWork Monitor 6.2

**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

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 6.2 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