up.time
**up.time
Version 5.4**

Release Notes

The Release Notes for up.time 5.4 cover the following topics:

Installing up.time

On the uptime software Support Portal, you will find various documents and articles that will guide you through a first-time installation or upgrade.

Installing for the First Time

A complete, first-time deployment of up.time and its agents is a straightforward process, but there are several steps you should consider to ensure you are up and running quickly:

- ensuring your network is ready to accommodate up.time-related communication

- identifying which system will act as the monitoring station, and which servers and network devices will be monitored

- ensuring the systems that will have up.time agents are on the supported platforms list for this release

- being aware of any platform-specific caveats for the installation process

Additionally, if you are deploying up.time in a multi-datacenter environment, there are additional preparations and post-installation steps that need to be performed. Refer to the *up.time 5 User Guide* for complete instructions on performing a first-time installation

up.time

Upgrading from a Previous Version

If you have installed an earlier version of up.time, you can upgrade to this latest release using the installer for your Monitoring Station's operating system. The upgrade process installs new features, and does not modify or delete your existing data.

Refer to http://support.uptimesoftware.com/upgrade.php for detailed upgrade directions.

> If you are working with a version of up.time that has been customized in any manner beyond the standard installation available on the product CD or downloaded from the uptime software Web site, contact Client Services before performing an upgrade.

See the rest of this document to learn about the latest features and changes since the previous release.

New Features and Changes

Changes to up.time since 5.4 include the following:

UT-10731	Indicate which WMI query failed when WMI errors occur.
UT-10703	Improve data collection performance for WMI systems.
UT-9654	Improve thread management to prevent blockage and reduce core restarts.
UT-9325	Custom Monitors: Allow previous variable values to be passed as environment variables.

up.time

New Platform Support and Integration

There are no major platform support changes in up.time 5.4.0. Visit uptime software's Knowledge Base for the latest comprehensive listing of supported monitoring station, database, and agent platforms.

Known Issues

In a small number of cases, during the upgrade process, the value for the Apache listen directive is cleared in `httpd.conf` which causes the httpd server not to start.

Environment:

RHEL installer upgrades 5.2.107+ -> 5.4.0

Identification:

1 **After upgrade Apache httpd server fails to start.**

2 **When running the httpd startup script you receive the following error:**

/etc/init.d/uptime_httpd start
Syntax error on line 33 of /usr/local/uptime/apache/conf/httpd.conf:
Listen requires 1 or 2 arguments.

Workaround:

Edit `[uptime-install]/apache/conf/httpd.conf` and add the following line specifying your port number (default is 9999):

`Listen [port]`

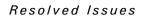**Note:** A backup of your original `httpd.conf` file is located in `/config-backup`

up**:**time *software*

up.time

Resolved Issues

UT-10927	Unable to delete a WMI system after changing its memory, and its collection method from WMI to Agent.
UT-10925	**Rescan Configuration** does not work when collection method changed from Agent to WMI.
UT-10906	On an EMS, unable to view a Replication Group's Elements List.
UT-10901	For new up.time MDC installations, LDC configurations are not being replicated on the EMS; the functionality is working on upgrades.
UT-10895	Fix "null service Unknown/Unhandled exception" after upgrade to 5.3.2.
UT-10874	Modify calculations for average used memory in ResourceUtilizationLoader for Resource Usage reports.
UT-10826	Add minor fixes to the 5.4 upgrader.
UT-10823	Service monitors missing on Add Services pop-up window after 5.2-to-5.4 upgrade.
UT-10810	Data are missing from pSeries LPAR instances.
UT-10767	Fix 5.4 upgrader to account for different v4 upgrade paths that may have been taken in the past.
UT-10750	Failed queries for Win32_Volume on WMI systems.
UT-10747	Failed queries for performance metrics on WMI systems.
UT-10716	Java memory leaks on WMI systems causing unexpeced crash.
UT-10709	Improve memory management of COM objects on WMI systems.
UT-10696	4.3-to-5.3.2 upgrade process fails with NullPointerException.

UT-10695	No performance data collected from PSeries systems after 5.3.2 upgrade.
UT-10685	Performance issues for WMI hosts.
UT-10668	up.time data collector/core is unresponsive even though the service is still running.
UT-10660	5.3.2 upgrade process fails with NullPointerException.
UT-10586	Performance issues with data collection via WMI for a large number of Elements.
UT-10571	Can't change the data colection method back to agent-based monitoring from agentless WMI.
UT-10523	Can't add Linux agent to up.time.
UT-9729	Unable to edit views when there are more than 1,000 Elements.
UT-9267	CPU usage reporting issues in the Multi-System CPU report.

up.tıme

Contacting Support

uptime software delivers responsive customer support that is available to both licensed and demonstration users. uptime software offers user support through the following:

- Documentation

- Knowledge Base articles

- Telephone
  +1-416-868-0152

- E-mail
  support@uptimesoftware.com

- Web site
  http://support.uptimesoftware.com

Contacting uptime software

uptime software inc.
555 Richmond Street West,
PO Box 110
Toronto, Ontario
M5V 3B1
Canada

Main Telephone Line: +1-416-868-0152
Main Fax Line: +1-416-868-4867

up.time *software*

Notes