up.time

**up.time
Version 5.5**

May 2011

Release Notes

The Release Notes for up.time 5.5 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

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Upgrading from a Previous Version

You can upgrade directly to up.time 5.5 if your current installed version is up.time 5.3 or greater.

If your installed version is eligible, 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.

If your current version is older than the version required for a direct upgrade, refer to http://support.uptimesoftware.com/upgrade.php for information on supported upgrade paths. There, you will also find more detailed installation information.

> 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.

Changes to Existing Features

Changes to up.time 5.5 include the following:

Windows Event Log Scanner

Some architectural changes have been made to the Windows Event Log Scanner service monitor, whether it is retrieving metrics through the up.time agent, or via WMI. With WMI-based monitoring, the service monitor now retrieves data in 15-minute batches. This, among other changes, greatly improves stability and performance, particular with large data sets. (UT-10931)

Database Performance Improvements

Some c3p0-based parameters have been made editable in the `uptime.conf` file. The c3p0 library augments JDBC drivers, and can be used to improve the performance of JDBC operations.

The up.time implementation of these parameters are `connectionPoolMaxIdleTime`, which sets the amount of time a connection can be idle before it is closed, and `connectionPoolNumHelperThreads`, which sets the number of helper threads for JDBC operations. (UT-11257)

> Either of these parameters should only be modified with the assistance of uptime software Customer Support.

Additionally, for performance optimization, the existing `serviceThreads` parameter's default value has been changed from `100` to `50`, and `connectionPoolMaximum` has been changed from `50` to `100`. (UT-11028)

Platform Performance Gatherer Changes

To coincide with the aforementioned database tuning changes, default settings for the Platform Performance Gatherer have been modified to improve performance. (UT-11028)

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Platform Support and Integration Changes

Visit uptime software's Knowledge Base for the latest comprehensive listing of supported monitoring station, database, and agent platforms.

The following sections outline platform support changes for up.time version since the last release.

Monitoring Station Platform Support

The following Monitoring Station platform versions are now supported:

- Windows 7 Professional SP1

- Windows Server 2008 R2 SP1

- Red Hat Enterprise Linux 6

  Note: if you are using the 64-bit variant of Red Hat Enterprise Linux on 64-bit architecture, testing has shown the following 32-bit libraries and their dependencies were required to supplement a default installation:

  - `glibc-2.12-1.7.el6.i686.rpm`

  - `libstdc++-4.4.4-13.el6.i686.rpm`

  - `libuuid-2.17.2-6.el6.i686.rpm`

  - `nss-softokn-freebl-3.12.7-1.1.el6.i686.rpm`

  - `zlib-1.2.3-25.el6.i686.rpm`

  Consider these the minimum libraries required before installing the Monitoring Station. Ensure you first install these libraries, or have already installed similar, redundant libraries.

The following platform versions are no longer supported:

- Red Hat Enterprise Linux 4.5 and 4.6

- Red Hat Enterprise Linux 5.0–5.3

- SUSE Linux Enterprise Server 10.2

The following platforms are now receiving limited support. We recommend you consider upgrading to a fully supported version.

- Windows Server 2003 Standard and Enterprise R2 (consider upgrading to Windows Server 2008)

- Windows Server 2008 Standard and Enterprise

- Windows Vista Business, Enterprise, and Ultimate (consider upgrading to Windows 7)

Support removal for the following platform versions is scheduled for the next release. We recommend you upgrade to a fully supported version.

- Red Hat Enterprise Linux 4.7 (consider upgrading to the latest 5.x release, or RHEL 6)

- Red Hat Enterprise Linux 5.4 (consider upgrading to the latest 5.x release, or RHEL 6)

- SUSE Linux Enterprise Server 11

- Windows XP Professional (considering upgrading to Windows 7)

Monitoring Station DataStore Support

Support removal for the following platform versions is scheduled for the next release. We recommend you upgrade to a fully supported version.

- Microsoft SQL Server 2005 (consider upgrading to Microsoft SQL Server 2008 R2)

- Oracle 10g R2 (consider upgrading to Oracle 11g R2)

Monitoring Station Browser Support

The following browser version is no longer supported:

- Chrome 9

Support removal for the following browser version is scheduled for the next release. We recommend you upgrade to a fully supported version.

- Internet Explorer 7 (consider upgrading to Internet Explorer 9)

Agent Platform Support

Since the last release, support for the following agent platforms was added:

- Red Hat Enterprise Linux 6

  Note: if you are using the 64-bit variant of Red Hat Enterprise Linux on 64-bit architecture, the following library and its dependency are required:

  - `glibc-2.12-1.7.el6.i686.rpm`

  - `nss-softokn-freebl-3.12.7-1.1.el6.i686.rpm`

  Also note that Red Hat Enterprise Linux v6 no longer installs `xinetd` by default. Using `xinetd` is a more efficient method for managing the up.time agent; for ease of use, consider installing it.

- SUSE Linux Enterprise Server 10.4

- Windows 7 Professional SP1

- Windows Server 2008 R2 SP1

Monitored Platform Support

The following application platform versions are now monitored by up.time:

- Microsoft Exchange Server 2010 SP1
- Microsoft SQL Server 2008 R2
- Scrutinizer 8.6.0
- Splunk 4.2

The following application platform versions are no longer supported by up.time:

- Scrutinizer 8.0.2
- Splunk 3.x, 4.0–4.1

The following platform is now receiving limited support. We recommend you consider upgrading to a fully supported version.

- Microsoft Exchange Server 2003

Support removal for the following platform versions is scheduled for the next release. We recommend you upgrade to a fully supported version.

- WebLogic 8.x–10.3
- WebSphere 5.x

Known Issues

UT-11871: WMI-Compatible Service Monitors

In the *Using Service Monitors* section in the User Guide and online help, the breakdown of service monitors is not accurate. The following categorization reflects the current set of up.time service monitors:

- the up.time Agent service monitor requires the up.time Agent

- the following service monitors require either the up.time Agent or, for Windows systems, metrics collection via WMI:

  - Exchange

  - Exchange 2003

  - File System Capacity

  - IIS

  - Performance Check

  - Process Count Check

  - SQL Server (Advanced Metrics)

  - Windows Event Log Scanner

  - Windows Service Check

- the following service monitors do not require an agent:

- Active Directory	- Oracle (Advanced Metrics)
- DNS	- Oracle (Basic Checks)
- Custom	- Oracle Tablespace Check
- Custom with Retained Data	- Ping
- Email Delivery	- POP (Email Retrieval)
- ESX (Advanced Metrics)	- SMTP (Email Delivery)
- ESX Workload	- SNMP
- External Check	- Splunk Query
- FTP	- SQL Server (Basic Checks)
- HTTP (Web Services)	- SQL Server Tablespace Check
- IMAP	- SSH (Secure Shell)
- LDAP	- Sybase
- Live Splunk Listener	- TCP
- MySQL (Advanced Metrics)	- Web Application Transaction
- MySQL (Basic Checks)	- WebLogic
- NFS	- WebLogic 8
- NIS/YP	- WebSphere
- NNTP (Network News)	- Windows File Shares (SMB)

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Resolved Issues

UT-11876	The illegal URL error encountered when using the Splunk click-through link in **Global Scan** has been fixed.
UT-11551	Fixed issue where the up.time Core would become inactive after encountering a run-time error, requiring a service restart.
UT-11430	Fixed security issue with administrator password changes via URL.
UT-11258 UT-11137	Fixed issue where the File System Capacity monitor was not receiving correct information from target hosts on Windows mount points, resulting in it not detecting or alerting on threshold violations.
UT-7147	Corrected inaccurate Memory Swap Used value for Solaris Elements in **Global Scan**. This resolution requires the latest Solaris agent (v5.5).

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

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