



MARWATCH RELEASE NOTES

RELEASE 5.1

DOCUMENT DATE: MAY 25, 2016

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Martello Technologies Corporation. The information is subject to change without notice and should not be construed in any way as a commitment by Martello Technologies or any of its affiliates or subsidiaries. Martello Technologies and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Martello Technologies Corporation.

Trademarks

MarWatch™, Martello Technologies, and the Martello Technologies logo are trademarks of Martello Technologies Corporation.

Mitel Performance Manager, the Mitel word and logo are trademarks of Mitel Networks Corporation.

Windows and Microsoft are trademarks of Microsoft Corporation.

Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.

Table of Contents

Introduction.....	5
Revision History.....	5
Documentation Conventions	5
New Capabilities.....	6
MiVoice MX-ONE Device Support	6
MiVoice Business SIP Trunk Utilization.....	6
Monitor any SNMP Device.....	6
MBG 9 SIP Teleworker Endpoint Voice Quality.....	6
Remote IP Set Test	6
Adding a Device is Simplified	6
Improved Dashboard Branding	6
Move Containers and Devices.....	7
License Policy Assignment for Certain Users	7
Enhancements	8
Licensing	8
Audit Log.....	8
Alarm Management.....	8
Quick Queries.....	8
Alert Profiles	8
Reporting	9
Dashboard.....	9
Tools	9
Probe	10
Server Monitoring	10
Router Monitoring.....	10
MiVoice MX-ONE Support	10
IP Class of Service Monitoring.....	10
Trap Directed Polling	10
Less License Information Clutter	10
Miscellaneous	10
Fixes.....	11
Release 5.1.9	11
Release 5.1.8.....	11
Release 5.1.7	11
Release 5.1.6.....	11
Release 5.1.5	11
Release 5.1.4.....	12
Release 5.1.3	12
Release 5.1.0, 5.1.1 and 5.1.2	12

Known Issues	13
Previous Releases	15
Release 5.0.....	15
Release 4.11.....	16

Introduction

This document summarizes the content introduced by MarWatch, Release 5.1.

For a full description of the new capabilities, see the *MarWatch System Guide*, Release 5.1.

This document describes all possible MarWatch features. Feature access depends on the Mitel offering you have purchased. Not all features may be available to all MarWatch users.

Revision History

Document Date	Description
November 18, 2015	MarWatch Release 5.1.0, 5.1.1 and 5.1.2
January 6, 2016	MarWatch Release 5.1.3 and 5.1.4
February 3, 2016	MarWatch Release 5.1.5
February 3, 2016	MarWatch Release 5.1.6
February 11, 2016	Added MPA-410 to MarWatch Release 5.1.6 Release Notes known issues
March 9, 2016	MarWatch Release 5.1.7
May 5, 2016	MarWatch Release 5.1.8
May 25, 2016	MarWatch Release 5.1.9

Documentation Conventions

The following are the conventions used in this document:

Description	Example
Links are underlined and colored	Click on the New Admin link.
Elements that require user input (text fields, checkboxes, etc...) are bold	The Authorities section designates...
Buttons and tabs are in quotes	Click "Save", click on the "Locations" tab
Martello constructs are capitalized	Customer, Admin, Probe, Location etc.
Important notes are called out with italics and color	<i>Note: A Probe...</i>

New Capabilities

MiVoice MX-ONE Device Support

MarWatch users can now monitor MiVoice MX-ONE devices, including:

- Device information
- Alarms
- SNMP events
- System performance (CPU and memory utilization, disk usage, and processes)
- Licensing
- Interface statistics
- Ping time
- Remote access
- SIP set Voice Quality (VQ) monitoring

MiVoice Business SIP Trunk Utilization

MarWatch now reports SIP trunk utilization statistics for MiVoice Business devices.

Monitor any SNMP Device

MarWatch can now be extended in the field to monitor any SNMP device. The extension involves deploying special files from Martello Technologies. For further details, contact Martello Technologies.

MBG 9 SIP Teleworker Endpoint Voice Quality

MarWatch now supports MBG Release 9 which uses a new voice quality metric reporting interface. With MBG 9, MarWatch now supports SIP Teleworker endpoint voice quality reporting with VQ metrics (packet loss, delay, jitter and codec type) and R value calculation for near-end (as received by the MiVoice Border Gateway) and far-end (as received by the SIP set). Far-end VQ metrics are supported for SIP sets with RTCP enabled on both MiVoice Border Gateway and the SIP sets.

Remote IP Set Test

A MarWatch user with Remote Access privileges can run Trace Route from an IP set on a MiVoice Business system.

Adding a Device is Simplified

You no longer need to travel to a parent container to add a device. MarWatch now allows you to add a device from a device dashboard.

Improved Dashboard Branding

Customers can extend their brand by further customizing the appearance of dashboards. Customers can supply their own HTML Cascading Style Sheet (CSS) to add styles to the MarWatch CSS. Extending the CSS allows you to change branding colors used in the navigation bar, the sidebar, and the page background. A new user permission has been introduced so customers can control who is allowed to change dashboard branding.

Move Containers and Devices

You can now move containers and all of their contents from one area of the container structure to another.

License Policy Assignment for Certain Users

A new user permission has been introduced so select users can specify license policies. This capability is restricted to Martello Technologies or on-premise deployments of MarWatch software.

Enhancements

Licensing

- Licenses can now be assigned to containers as well as devices. This enables easier license fulfillment and application.
- License enforcement is applied immediately after the following events:
 - Licenses are attached to a device or container.
 - Licenses are detached from a device or container.
 - A container or device is moved.

Audit Log

- The audit log now shows before and after values when any field of any device or container is edited.
- The audit log now shows any changes to configurable performance thresholds.
- The audit log data can now be filtered and grouped.
- The new **Active and Inactive User** quick query is now available to show all users in a container and any subcontainer, as well as their status. It is available under **Audit Log**.

Alarm Management

- Configurable performance thresholding has been extended to apply to all deployments, not just single tenant deployments. Thresholds can be configured at all levels of your container structure.
- The **Alarms** panel has been enhanced to allow better assignment to individuals. A new **My Alarms** button filters the panel display to show just the alarms assigned to that individual.
- Some alarms, such as those dealing with connectivity, persist on the **Alarms** panel even after they are cleared. You must acknowledge them before they are removed.
- MarWatch now produces an alarm to indicate MiXML network connectivity issues.

Quick Queries

- When appropriate, query results can now be displayed as a pie chart or pivot table. The pivot table can be customized.
- The new **Container Alert Profiles** quick query provides lists all alert profiles for a container and all its subcontainers. It is available under **Alarm Queries**.
- The new **Device Thresholds** quick query provides details on all the thresholds that apply to a device regardless of the container that was used to create that threshold. The query is part of a new **Threshold Queries** category available from the dashboard of the device that the query applies to
- For some queries, tabular query results can be organized in nested groups and filtered.

Alert Profiles

- Alert profiles can now be configured to generate alerts during a period that spans midnight.

Reporting

- Container reports now show the number of backups, the number of locked backups, and the number remote access connection for each device in the container.
- You can now preview a container or device report.
- You can now use the report scheduler to schedule any quick query to occur at a regular interval. Query results are emailed to you as a CSV file.
- Generated reports are now retained by MarWatch. You can download retained reports by clicking on a download icon.

Dashboard

- Device dashboards now contain a message banner similar to the container Message of the Day banner. Users can specify the banner color, message title, and message text.
- A Message of the Day banner for a device now has a device icon. The Message of the Day banner for a container now has a container icon.
- In the **Processes** panel for server devices, process names can now be up to 1024 characters in length.
- MarWatch now supports current Mitel product names (for example, MiVoice Business instead of MCD). This capability aligns with Mitel marketing and removes possibility for confusion over the names of device types. The following table shows the old and new names.

Old Name	New Name
Mitel 5000	MiVoice Office 250
Mitel MAS	MiCollab
Mitel MBG	MiVoice Border Gateway
Mitel MCD	MiVoice Business
MX-ONE	MiVoice MX-ONE
OaisysCR	MiVoice Call Recording

- Both the widescreen dashboard and the Problem Finder dashboard are read-only. You cannot perform configuration changes from them. For both dashboards, you can remain logged in for up to a year.

Tools

- The MIB Browser is now available under **Tools** menu of any device that supports SNMP. You no longer need to use the Probe dashboard to access the MIB Browser
- A new MIB Browser is now available, introducing several productivity enhancements including the ability to import custom MIBs.
- The Network Tools (Ping, Trace Route, MTR, ifTop and DNS lookup) are now available under the **Tools** menu of any device eligible for remote access. You no longer need to use the Probe dashboard to access the Network Tools.
- The Network Tools and IP SLA now have additional options so that Ping packets more closely mimic real VoIP traffic.

Probe

- Improvements for connectivity checking, device info updates, log file management, time synchronization to ensure Probe availability.

Server Monitoring

- MarWatch now provides a panel to show the status of services running on monitored Windows servers (for example, MiContact Center and MiVoice Call Recording).

Router Monitoring

- MarWatch now provides a panel to display IP Route information for monitored routers to enable faster diagnosis of routing issues.

MiVoice MX-ONE Support

- MarWatch generates an alarm if the MiVoice MX-ONE device has not configured a Probe as an SNMP trap destination.

IP Class of Service Monitoring

- IP Class of Service (COS) monitoring now supports multiple interfaces for Cisco router. Each interface has its own panel.
- IP COS monitoring now includes transmitted and dropped traffic measurement for nested COS traffic for Cisco routers.

Trap Directed Polling

- Arriving traps can now be used to trigger immediate device polling. Alarms are then raised or cleared based on the poll results.

Less License Information Clutter

- Expired licenses are now hidden on the **Licensing** panel. If any licenses are hidden, you can click a button to display them under **Attached Licenses**.

Miscellaneous

- The Probe connectivity panel now displays the type of device connected to the Probe.
- The coverage of the **Device Information** panel has been extended. The **Versions** tab now reports information from routers, switches and MiCollab devices.
- If a user forgets their password, MarWatch now provides a mechanism for them to reset it.

Fixes

Release 5.1.9

Release 5.1.9 includes fixes for the following issues:

- MPA-837: Identity tab under the Device Information gadget is blank
- CSC-434: MBG Set Inventory broken
- CSC-444: MBG 9.1 Voice Quality not working
- CSC-453: Allow 'x' as a valid character in contact information phone number fields
- CSC-461: User with ALERT profile permission can't access the menu
- CSC-493: No alarm on MiXML socket timeout errors
- CSC-504: Failed to generate alarm when Probe was down

Release 5.1.8

Release 5.1.8 includes fixes for the following issues:

- CSC-15: Expired licenses appear in licensing gadget
- CSC-420: Unable to move a device due to an empty Message Of The Day field
- CSC-455: Leaving "Service Names" blank while "Windows Service Monitoring" is enabled generates "Windows Service Inactivity " below threshold" alarm
- CSC-463: Geo code for container is broken (Getting "Not Found" for all address)
- CSC-464: Run license enforcement for a device immediately after a license is attached

Release 5.1.7

Release 5.1.7 includes fixes for the following issue:

- CSC-411: Devices go unlicensed

Release 5.1.6

Release 5.1.6 includes fixes for the following issues:

- CSC-393: Router devices failing to show any gadgets
- CSC-402: Container alarm list does not match device alarm list

Release 5.1.5

Release 5.1.5 includes fixes for the following issues:

- MPA-23: Support IP COS on multiple interfaces
- MPA-178: Gaps appear on Trunk Utilization panel and Memory Utilization panel
- MPA-206: Alarm List display requires Internet access
- MPA-225: Require Acknowledge of some alarms
- MPA-247: UI issues when grouping tabular query results
- MPA-305: Server devices may not have rendered properly on device dashboard pages
- CSC-317: Routers not showing nested COS data
- CSC-381: Clarify instructions for readOnly/bigScreen URL

Release 5.1.4

Release 5.1.4 includes fixes for the following issues:

- CSC-326: Alert title no longer contains customer name
- CSC-332: New Remote Access connection being created every 15/16 minutes
- CSC-352: Broken edit page for alarms.
- CSC-353: Broken MIB Browser

Release 5.1.3

Release 5.1.3 includes fixes for the following issues:

- CSC-220: Errors in License drop-down menu
- CSC-314: Report is missing data for some devices

Release 5.1.0, 5.1.1 and 5.1.2

Release 5.1.0, 5.1.1 and 5.1.2 include fixes for the following issues:

- Ticket CSC-3: Trap directed polling
- Ticket CSC-77: Voice Quality Threshold alarm when there are no current calls
- Ticket CSC-78: Ability to create Alert Profile that starts late in the day and ends in the morning
- Ticket CSC-85: Ability to set threshold on Customer and Device Level (Multi-level threshold setting)
- Ticket CSC-89: Change URL text field length for MSI Probe URL installer
- Ticket CSC-90: Ability to have routing tables data available in a gadget in MarWatch system
- Ticket CSC-96: Show port names on Interface Statistic gadget
- Ticket CSD-115: A gadget to display services being monitored on Servers
- Ticket CSC-116: Ability to increase Probe buffer size so it holds a more data if there are server issues
- Ticket CSC-134: Windows Service monitoring status display
- Ticket CSC-140: Detailed information on how Voice Quality is measured
- Ticket CSC-145: Map icon is displayed under the navigation bar
- Ticket CSC-151: SIP Trunk Utilization doesn't work on MBG 9.0.xx
- Ticket CSC-158: Some MX-ONE traps don't have the right MIBs loaded
- Ticket CSC-168: Display device description content as entered during setup
- Ticket CSC-224: MX-ONE; Device Information does not align with ts_about output
- Ticket CSC-264: Allow trust IPs or accounts to stay logged in indefinitely
- Ticket MWV-952: Remove **Total** graph line from **MiVoice Business Trunk Utilization** panel and **MiVoice Business SIP Trunk Utilization** panel
- Ticket MWV-1037: Remote Access to version 6 of Mitel 5000 Web Portal fails

Known Issues

The following table summarizes known issues with MarWatch Release 5.1.

Ticket	Description
MPA-79 MWV-1346 CSC-105	Voice Quality R-Factor graph clips display of value below 6.5.
MPA-80 MWV-999	<p>Service Inactivity alarm after restarting a Probe</p> <p>Additional Details: The Service Inactivity alarm is generated for MiContact Center, MiVoice Call Recorder, Inline Voice Mail, and RedBox Call Recorder devices. The alarm is generated for devices with Service Monitoring enabled whenever their Probe is restarted.</p>
MPA-375 MWV-718	<p>Need URL elements on root container dashboard URL for widescreen display</p> <p>Additional Details: When it is initially displayed, the root container dashboard URL may omit some elements required for widescreen or Problem Finder display.</p> <p>Workaround: The <i>MarWatch System Guide</i> contains instructions for displaying the root container dashboard in widescreen format.</p>
MPA-376 MWV-752, CSC-15	Expired licenses appear in licensing gadget
MPA-377 MWV-892	<p>MTR display columns are not aligned correctly.</p> <p>Additional Details: This issue only affects users accessing MarWatch from a Mac OSX system.</p>
MPA-379 MWV-1404	<p>Report preview displays data based on GMT instead of local timezone.</p> <p>Additional Details: When generating a report preview, the specified report period implies local timezone usage. Once GMT time offsets are applied, the generated report preview may appear to cover a longer period than expected.</p>
MPA-381 MWV-1768	<p>Container and device mover target selector requires user to press enter</p> <p>Additional Details: When moving a container or device, users are provided a search bar to help specify the target destination. However, users must press enter before the search occurs.</p>
MPA-382 MWV-1772	<p>MIB Browser fails when used to discover and display OIDs from multiple MIBs</p> <p>Additional Details:</p>

Ticket	Description
	This issue was observed only when using the MIB Browser to discover and display OIDs from all MIBs on a device. No failure was observed when discovering and displaying OIDs from individual MIBs.
MPA-383 MWV-1806	Remote MiVoice Business IP set testing display issues Additional Details: Remote MiVoice Business IP sets tests are launched from expanded view of the Voice Quality panel. Once a test is launched, the display momentarily shifts to the dashboard before showing the results.
MPA-410	Alarms gadget fails to show alarms after upgrade Additional Details: Some Web browsers cache out-of-date .js files when a dashboard server is upgraded. Old code is run causing unforeseen outcomes. Workaround: After an upgrade, clear all browser history for all browsers used to access MarWatch.
MWV-703	Connectivity check to Avaya IP Office device fails. Additional Details: During internal testing, a connectivity check to an Avaya IP office device failed.

Previous Releases

Release 5.0

April 17, 2015

New Capabilities

- Multi-Tenant Access Levels and Branding
 - User and role-based access to particular devices or capabilities.
 - Reports and alerting profiles per reseller, customer, location or device.
 - Branded dashboard can be created for service providers, resellers & customers.
 - Resellers can choose any URL they own for their MarWatch login page.
 - Message of the Day can be displayed as a banner on user's dashboard and device views
- Editable Naming with Greater Flexibility
 - MarWatch labels (devices, regions, etc.) can include accents and symbols for internationalization:
 - For example, "région du Nord" instead of "Northern_region" "北京办事处" instead of "Beijing_Office"
 - Names can be edited after saving.
- Dynamic Searching
 - Searches all MarWatch information fields (name, type, IP address, notes/description), to find devices quickly
- Expanded Remote IP Testing Tools
 - MTR (combines Ping & Traceroute) tool added for greater insight into delays, location of packet loss, average time from point to point.
 - Iftop added to display all traffic visible at the Probe.
 - Ping & Traceroute now include response time for insight into latency/network congestion.
 - Easier access to network testing tools via main menu.
- Improved Alerting and Reporting
 - Alerts and reports can be generated per reseller, customer, location or device.
 - Alarms can be filtered by time and displayed on map view for fast identification of most problematic sites and reduced map clutter.
- Widescreen KPI Dashboard
 - At a glance view of map with filtered alarms for rapid detection and response.
 - Ideal for large screen display in NOC or data center.
 - NOC view and Problem Finder view options.
- Integration APIs
 - OAuth2 authentication
 - Alarm and Configuration APIs
 - Facilitates integration of third-party applications

Fixes

- Ticket CSC-71: Add "Select/Deselect All" to connectivity check

Release 4.11

June 24, 2014

New Capabilities

- MiVoice Business 7.0 Support
 - CPU Utilization Monitoring
 - MiVoice Business Process Resource Utilization Monitoring

Enhancements

- MiContact Center Business and Enterprise Edition Support

Fixes

- #1670 Displayed MCD Licence data is incorrect
- #1663 MCD License Data fail to display for MCD version 4.*