

Mitel Performance Analytics (MPA)

Release Notes

Release 2.1



About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the Mitel Performance Analytics.

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Release Notes for Mitel Performance Analytics (MPA) release 2.1

This document describes the following components related to MPA Version 2.1.11-GA:

- Product enhancements and functional changes
- Where to find the latest information
- Known issues

We strongly recommend you review the pre-installation instructions found in the *Mitel Performance Analytics Installation and Maintenance Guide* and the hardware and software requirements found in the *Mitel Performance Analytics System Engineering Guide* before downloading or installing your software.

Product enhancements and functional changes

The following table describes product enhancements and functional changes for Mitel Performance Analytics Version 2.1:

Product or Feature	Description
Improved IPT User Search Capability	The Users tab has been eliminated from the dashboard. To search for an IPT user, the general dashboard search capability now accepts a user name or their extension number.
Improved Device Discovery Tool	The Discover Devices panel has been renamed to Device Discovery. The associated procedures have been adjusted to make them more consistent with other Mitel Performance Analytics panels.
Improved Operations Scheduler Tool	The Operations Scheduler panel has been updated to be more consistent with other Mitel Performance Analytics panels.
Consolidated Query Information	The MiVoice Business Detailed Inventory query has been renamed to MiVoice Business Users, Services & Sets. MiVoice Business licensing information is now available with the new MiVoice Business Licenses query.
Expanded Views Capabilities	<p>The ability to save custom views has been expanded to include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Inventory queries: <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Device Details <input type="checkbox"/> <input type="checkbox"/> Inventory of Customer Devices <input type="checkbox"/> <input type="checkbox"/> MiVoice MX-ONE Extensions <input type="checkbox"/> <input type="checkbox"/> Alarm queries: <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Container Alert Profiles <input type="checkbox"/> <input type="checkbox"/> Critical Alarms by Device Type <input type="checkbox"/> <input type="checkbox"/> Alarm Export
Shared MiVoice Business Access	A new Shared SSO Credentials permission has been added. Users require both Remote Access and Shared SSO Credentials permissions to use a shared account.
Alarm Analytics	Alarm analytics allows you to customize your alarm management environment to help you see more easily the alarms that matter most to you. Alarms analytics allows Mitel Performance Analytics to learn from your behavior and from the behavior of other users to optimize how alarm information is presented. The alarms that are deemed to be the most important to the user are shown first.
Silencing Recurrent Alarms	Silencing an alarm means hiding all present and future instances of a particular type of alarm. Typically, this is done to declutter your Alarms panel so you can focus on the alarms that

Product or Feature	Description
	you are interested in.
New Device Types	<p>You can now monitor:</p> <ul style="list-style-type: none"> <input type="checkbox"/> VMWare ESXi servers <input type="checkbox"/> MX-ONE Call Manager Servers, with the ability to monitor the services of the following applications: MiCollab Advanced Messaging, CMG, inAttend, and ACS Media Server.
Support for MiContact Center Business version 8	Mitel Performance Analytics can now monitor MiContact Center Business devices running Version 8 software.
New MiVoice MX-ONE Capabilities	<p>Mitel Performance Analytics extends MiVoice MX-ONE monitoring to include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> IPT user data. <input type="checkbox"/> Device and extension inventory. <input type="checkbox"/> Extension and terminal registration. <input type="checkbox"/> Route utilization. <input type="checkbox"/> Gateway utilization, where you can selectively display either IP set data, Legacy set data, or both. <input type="checkbox"/> Scheduled and on-demand backup, including mirror backups of all nodes.
New MiVoice Border Gateway SIP Trunk Voice Quality Monitoring Capabilities	The MiVoice Border Gateway now displays a SIP Voice Quality panel with filtering options for the type of trunk (Teleworker Set or SIP Trunk). If you select SIP Trunk, you can further customize the display to show near-end, far-end, LAN or WAN data.
New System Configuration Panel	<p>A Mitel Performance Analytics system administrator can now:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Register your system and enter a valid customer ID. <input type="checkbox"/> Update or correct SMTP server settings specified during installation. The SMTP server is used by Mitel Performance Analytics to <ul style="list-style-type: none"> <input type="checkbox"/> Email notification of alarms. <input type="checkbox"/> Send forgotten password reset links. <input type="checkbox"/> Deliver scheduled reports. <input type="checkbox"/> Configure a Twitter account to receive Twitter notification of alarms. <input type="checkbox"/> Configure a Twilio SMS account to receive SMS notifications of alarms. <input type="checkbox"/> Supply a MapQuest Consumer key to enable dashboard maps and map coordinate lookup from street addresses.
Advanced User Operations	<p>Mitel Performance Analytics now provides functionality equivalent to the Mitel Enterprise Manager Advanced User Operations (AUO) tool.</p> <p>The Mitel Performance Analytics Advanced User Operations (AUO) tool greatly simplifies and reduces the time that it takes to complete the following MiVoice Business tasks:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Moving a user from one MiVoice Business to another

Product or Feature	Description
	<p>one</p> <ul style="list-style-type: none"> <input type="checkbox"/> Removing a User <input type="checkbox"/> Setting up and managing Busy Lamp Field (BLF) keys.
<p>Simplified Retention of Backup and SMDR Records.</p>	<p>Previously, the retention of backup and SMDR records varied depending on whether Mitel Performance Analytics was cloud-based or installed on-premise. With Release 2.1, the behaviour has been simplified:</p> <ul style="list-style-type: none"> • Mitel Performance Analytics now retains only the 10 most recent backup files. • Mitel Performance Analytics now retains SMDR files only up to 31 days.
<p>New Quick Queries</p>	<p>The following new alarm query is available:</p> <ul style="list-style-type: none"> • All Device Availability shows the availability and monitoring coverage of all devices with service impacting events. <p>The following new license query is available:</p> <ul style="list-style-type: none"> • Device License Violations by Customer displays devices with license violations, sorted by customer container.
<p>Improved Container Navigation</p>	<p>Dashboards now have a new breadcrumb line to allow direct navigation to a parent or grandparent container.</p>
<p>Device Dashboard Alarm Operations</p>	<p>You can now perform alarm operations from a device dashboard. By accessing the Alarm Analytics tab from the Alarms panel of a device dashboard, you have full access to operations such as:</p> <ul style="list-style-type: none"> • Marking an alarm as a favorite • Editing ticket information • Hiding alarms • Acknowledging an alarm

Where to find the latest information

You can access the most up-to-date versions of the following documents from <http://edocs.mitel.com> or Knowledge Base at https://gkb.mitel.com/kb_default.asp

- Mitel Performance Analytics Installation and Maintenance Guide
- Mitel Performance Analytics Engineering Guidelines
- Mitel Performance Analytics System Guide
- Mitel Performance Analytics Quick Start Guides
- Mitel Performance Analytics Probe Installation and Configuration Guide

Known issues

The following section describes known issues in Mitel Performance Analytics Version 2.1:

Service Inactivity alarm after restarting a Probe

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.

Need URL elements on root container dashboard URL for widescreen display

Additional Details:

When it is initially displayed, the root container dashboard URL may omit some elements required for widescreen or Problem Finder display.

Workaround:

The Mitel Performance Analytics System Guide contains instructions for displaying the root container dashboard in widescreen format.

MTR display columns are not aligned correctly.

Additional Details:

This issue only affects users accessing Mitel Performance Analytics from a Mac OSX system.

Container and device mover target selector requires user to press enter

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.

MIB Browser fails when used to discover and display OIDs from multiple MIBs

Additional Details:

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.

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.

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 Mitel Performance Analytics.

An upgrade from Mitel Performance Analytics 2.0 or MarWatch 5.1 to Mitel Performance Analytics 2.1 does not propagate any scheduled backup or SMDR collection settings.

Workaround:

Once the upgrade is complete, you need to manually define new schedules on Mitel Performance Analytics 2.1 equivalent to the schedules that existed on the previous system.

To enable scheduled and on-demand backups on MiVoice MX-ONE, the account used for SSH access also be part of the eri_sn_d and ldap groups.

Logging into MiVB ESM requires the use of Private Browsing Window.

Additional Details:

For security reasons, logging into a MiVoice Business ESM from Mitel Performance Analytics requires the use of a private browsing window. However, for security reasons, it is not possible to start a new private browsing session to the MiVoice Business ESM when you are already using a private browsing session, such as with a FireFox Private Browsing window, to view Mitel Performance Analytics.

This issue applies only when you are using a private browsing session beforehand to view Mitel Performance Analytics. If you are using a public browsing session, you can start a new private browsing window to log into MiVoice Business ESM.

MiVoice Business backup fails due to the size.

Workaround:

1. Open a terminal window to the Mitel Performance Analytics Server.
2. Log in as *mwadmin*.
3. Edit the nginx configuration file:

```
sudo vi /etc/nginx/nginx.conf
```

4. Press *esc*.
5. Locate the line to edit. Enter the following line:

```
/client_max_body_size
```

6. Enter edit mode. Press *i*.
7. Move the cursor over the *1* and change it to *3*

```
Old: client_max_body_size 100m;
```

```
New: client_max_body_size 300m;
```

8. Press *esc* to exit edit mode.
9. Press *:wq* to save your changes and exit
10. Reload the nginx configuration file:

```
sudo /etc/init.d/nginx reload
```

Mitel Performance Analytics network discovery reports all Mitel Standard Linux (MSL) servers as MiCollab devices.

Additional Details:

Mitel Performance Analytics uses the MiCollab device type to provide monitoring for MiCollab servers, MiVoice Business Express systems and other Mitel Standard Linux (MSL) servers; such as MiVoice Business Express, MiVoice Business Multi Instance, Open Integration Gateway (OIG), Audio, Web and Video Conferencing (AVW), NuPoint, and Oria.

Mitel Performance Analytics uses the MiVoice Border Gateway device type to monitor both the MSL server and the MiVoice Border Gateway application.

MX-ONE: Mitel Performance Analytics On-Demand FTP backup not closing session.

Will be fixed in upcoming Patch Release.

To perform the SMDR collect to the Mitel Performance Analytics server the device settings must have SMDR collection method set to Socket. However, to use FTP to collect SMDR data, the user must do the following steps:

Workaround:

1. Change the default collection method from FTP to Socket and save the setting.
2. Change the collection method back to FTP and save the setting.

Mitel Performance Analytics does not show actual information for extension and terminal registration (MX-ONE).

Workaround:

It is important to follow the "Restoring your data" in the upgrade Guide. In particular, Step 7:

Run the following command:

```
sudo chown -R tomcat:tomcat /var/lib/marwatch/rrd
```

Will be fixed in upcoming Patch Release.

Connectivity check to Avaya IP Office device fails.

Additional Details:

During internal testing, a connectivity check to an Avaya IP office device failed.



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