Mitel Performance Analytics

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Mitel Performance Analytics Release Notes
Release MPA 2.2.135 – October 10, 2017

Chapter 1   Introduction

Mitel Performance Analytics is a fault and performance management system designed to provide users with fast actionable problem resolution so that optimal service quality levels are maintained for end customers.

Mitel Performance Analytics provides real-time alerts, detailed reporting and ubiquitous accessibility with secure remote access.

Document Purpose and Intended Audience

This document summarizes the content introduced by Mitel Performance Analytics, Release 2.2.

For a full description of the new capabilities, see the online help provided with the product.

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

Revision History

Document Date	Description
April 4, 2017	Mitel Performance Analytics Release 2.2.0
June 16, 2017	Mitel Performance Analytics Release 2.2.110
July 26, 2017	Mitel Performance Analytics Release 2.2.124
August 17, 2017	Mitel Performance Analytics Release 2.2.125
September 26, 2017	Mitel Performance Analytics Release 2.2.131
October 10, 2017	Mitel Performance Analytics Release 2.2.135

Chapter 2   General Notes

Upgrading to Mitel Performance Analytics, Release 2.2

For detailed information and instruction on upgrading from previous versions of Mitel Performance Analytics to Release 2.2, refer to the Mitel Performance Analytics *Upgrade Guide*.

Important: Mitel Performance Analytics Release 2.2 requires that 4 GB memory be allocated to the virtual machine. In Release 2.1, only 2 GB of memory was required.

Browser Support

Mitel Performance Analytics is officially supported on the following browsers, with Java script enabled:

- Firefox, Release 24.0 and later
- Chrome, Release 36.0 and later

IMPORTANT: Although Mitel Performance Analytics was never officially supported on Internet Explorer, previous versions of Mitel Performance Analytics did work on Internet Explorer. However, as of this current release, Mitel Performance Analytics no longer works on Internet Explorer. If you are using Internet Explorer, we recommended moving to one of the supported browsers to continue to take advantage of all of the features offered by Mitel Performance Analytics.

Location Maps

To view Location Maps, Mitel Performance Analytics on premise installations must have an internet connection in order to access the MapQuest API.

Chapter 3   New Capabilities

This section provides a summary of the new content introduced by latest software release.

Network Diagrams Gadget

The new **Network Diagram** panel lets you upload to Mitel Performance Analytics your own network diagram with network devices and containers arranged as you prefer. For example, your network diagram could be:

- A diagram of devices based on the physical location

- A diagram of devices based on the logical distribution

- A diagram separating groups of devices based on either VLANs, as a cluster, or as a nested grouping

- A diagram of monitored devices with surrounding equipment not monitored by Mitel Performance Analytics

Mitel Performance Analytics overlays health status icons over the devices being monitored. The health status icons are linked to the alarm filter, just like the **Location Map** panel, the **Alarms** panel, and the device hierarchy at the left of the dashboard.

The **Network Diagram** panel provides you with:

- A different perspective on viewing collected alarms

- A quick reminder of what your network looks like

From the **Network Diagram** panel, you can display the alarms of a particular container or device. You can also jump to a container or device dashboard to see more detail.

MiVoice Business Emergency Response Alarms and Alerts

Mitel Performance Analytics now listens for incoming Emergency Response (ER) SNMP traps from MiVoice Business devices. When such a trap is received, Mitel Performance Analytics acknowledges the trap with the source MiVoice Business and then generates a Major ER alarm that it displays in its alarm list. The alarm message contains details about the emergency call, such as the extension that made the call and the time of the call. The ER alarm never expires and must be acknowledged by a Mitel Performance Analytics user. You can also create an alert profile to send a notification to one or multiple persons when an ER alarm occurs.

All actions and events on ER alarms are tracked in a separate Emergency Call audit log. Typical emergency response alarm actions include:

- Emergency call has been made.

- Alarm status has been updated to Forced Clear.

- Ticket has been assigned a ticker number.

- Alarm has been favorited.

Extended Utilization Analysis Capabilities

This feature affects the storage and display of data related to:

- MiVoice Business trunk utilization and SIP trunk utilization

- MiVoice MX-ONE route utilization and gateway utilization

- MiVoice Border Gateway trunk utilization

The infrastructure used to store historical utilization data has been redesigned to make it more uniform and to offer better access to granular data.

Previously, traffic data was gathered at a granular level (either 5 or 15-minute intervals), but would be converted to summary values covering increasing periods of time. The original granular data would exist for up to an hour. The data would be ultimately converted to a daily summary value. The different utilization panels would display the granular data or the appropriate summary values depending on which timescale the user selected on the panel. Timescales were fixed at **Year**, **Month**, **Week**, **Day**, or **Hour**.

Now, traffic data is still gathered at a granular level (either 5 or 15-minute intervals), but the granular data is stored for up to 30 days. Beyond the 30-day interval, the data is converted to a daily summary value.

The panels have been redesigned to allow better display of the data and greater flexibility when selecting the timescale. In addition to the fixed **Year**, **Month**, **Week**, **Day**, or **Hour** timescales, users can choose variable timescales for display.

Note: After upgrading to MPA 2.2, users may notice that they can no longer display the first 30 days worth of historical data with the **Hour**, **Day** and **Week** timescale views. This is because the **Hour**, **Day** and **Week** timescale views of the new panels display the granular data instead of summary values. After upgrade, the granular data may not have accumulated yet and the summary values no longer apply for those timescale views. To display summary values for the first 30 days worth of historical data, use the **Year** timescale view, or ensure either the start or end date of the view lies beyond 30 days in the past.

Voice Quality Visualization

Mitel Performance Analytics now provides new queries and charts to help you gather and visualize Voice Quality (VQ) data:

- **Call Quality by Directory**: This query displays as a table or chart the number of calls with bad or poor quality for the 10 worst directory numbers associated with a device.

- **Voice Quality by Hour of Day**: This query displays as a table or chart VQ metrics for the hours of the day. Metrics include the number of good, fair, poor, or bad calls and the hour of the day they occurred, the total number of calls, and what percentage each type of call was.

- **Worst Performing DNs (%)**: This query displays as a table or chart the percentage of poor quality calls for the 10 worst directory numbers associated with a device.

- **Worst Voice Quality Devices**: This query displays as a table or chart the number of calls with bad quality for the 10 worst devices in a container.

These queries and their associated charts are available for all device types that have their VQ data gathered.

New Online Help System

Mitel Performance Analytics 2.2 implements a new online help system that features:

- Improved topic organization, structure, and navigation

- More cross-topic links

- Improved search capability

- Ability to print individual topics

Mitel Performance Analytics Password Policy

System administrators can now apply a password policy to set:

- How long before passwords need to be changed

- Valid password criteria

If stronger password strength criteria are applied, system administrators can choose to force all users to update their passwords. If selected, users must provide a new password the next time they log in.

New Device Types

Mitel Performance Analytics can now monitor:

- MiContact Center Enterprise

- MiContact Center Office

- Mitel Business Dashboard

- MiVoice Business Multi Instance devices

- Mitel Open Integration Gateway devices

- Mitel Oria devices

- Mitel SIP DECT Open-Mobility Manager (OMM) devices

- Mitel SIP DECT Radio Fixed Part (RFP) devices

Note: If the monitored Mitel SIP DECT OMM device is hosted on a Linux server instead of an RFP device, then the Linux server must also have an installed SNMP agent.

Remote Access to VMWare ESXi Server Devices

You can now create SSH or HTTPS remote access sessions from a VMWare ESXi server dashboard.

Chapter 4   Enhancements

Improved Security

To guard against brute force password guessing attacks, an account is locked for one hour after 10 unsuccessful login attempts.

Improved Monitoring of MiVoice Business

Mitel Performance Analytics now supports Shutdown and Restart traps from MiVoice Business devices. As a result, Mitel Performance Analytics can now generate events that appear in the **Event Stream** panel when a MiVoice Business restarts or shuts down.

As well, Mitel Performance Analytics now generates an alarm when there are six consecutive connectivity failures to a MiVoice Business device in less than 30 minutes. The alarm is cleared after a successful connection to the device.

Enhanced Troubleshooting Information

A new **Probe Details** inventory query is now available.

Troubleshooting information is now consolidated in online help. Under the new "Troubleshooting with MPA" topic, readers can now find documentation about:

- Alarm Analytics and threshold alarms

- Common Mitel Performance Analytics system and probe alarms

- Common alarms for Mitel devices, including links to the Mitel edocs server for detailed alarm information

- Procedures to troubleshoot VQ issues

- Procedures to troubleshoot network issues

Extended Alarm Management Operations

In addition to being available on the Alarm Analytics tab of a container dashboard, the alarm **Edit** and the alarm **Acknowledge** icons are now available on the Alarm Analytics tab of device dashboard.

Extended Availability of Event Stream Panel

The **Event Stream** panel is now available on the dashboards of the following devices: generic server, router, MiVoice Call Recorder, RedBox Call Recorder, Mitel MSL/MiCollab, and VMWare ESXi server.

Enhanced Licensing Queries

Mitel Performance Analytics now has **Online Licensing Server Uploads** queries that display usage information and information that is required for licensing purposes. You can choose to opt out of sending the usage information.

For offline licensing, you must manually do the queries that are required for licensing purposes and send the results to Mitel before a license file is provided. With online licensing, the information is sent automatically. However, you may want to manually do the queries to see what information is sent to Mitel.

Licensing Improvements

Mitel Performance Analytics now contains several improvements to make licensing easier:

- Mitel Performance Analytics now automatically assigns a 30-day trial license to all devices when they are added, either manually or through the device discovery process.

- Customers who have Mitel Performance Analytics through Mitel Premium Software Assurance and who choose to use online licensing no longer need to register a License ID.

- The Licensing panel now displays the license status for Customers who have Mitel Performance Analytics through Mitel Premium Software Assurance.

- The Licensing panel now summarizes the licensing information for all devices in the current container and all subcontainers.

Easier Acknowledgement of Multiple Alarms

If an alarm that requires acknowledgment occurs repeatedly, you can acknowledge any instance of that alarm and it applies to all of them. However, only the instance that you actually acknowledged has a status of **Acknowledged**. The other instances have a status of **Cleared**.

Improved MiVoice Business Users, Services & Sets Query

Mitel Performance Analytics users can enter custom comments for MiVoice Business users and Unified Communications (UC) services. The **MiVoice Business Users, Services & Sets** query for UC services now contains the contents of the User Comment field.

Improved MiVoice Business IPT User Information

The UC services information for a user is refreshed whenever you access the **User Information** panel on an IPT User dashboard. A button lets you manually refresh the displayed services information. The **Refresh** button is also available in the expanded view of the panel.

The **User Information** panel now displays user names containing accents or special characters; for example Élodie or François. Similarly, searching with accents or special characters is now supported.

Note: For alphabets other than those based on Latin characters, the **User Information** panel displays these characters correctly. However, the ability to search on these characters is not guaranteed.

Improved MiVoice Business SNMP Configuration Checking

Mitel Performance Analytics now verifies on a regular basis that the MiVoice Business device it is monitoring has in its SNMP Trap Forwarding Table the Probe IP address and community string. If not, then Mitel Performance Analytics generates an alarm.

Extended Audit Log

The audit log now records Advanced User Operations (AUO) actions, including moving a user, deleting a user, creating BLF keys, updating BLF key labels, and deleting BLF keys.

Easy Retrieval of Probe Log Files

Mitel Performance Analytics now lets you retrieve Probe log files easily. The new **Probe Log Upload** panel lets you select the file of interest from a drop down list. You can then upload the file to:

- The Mitel Performance Analytics system file store, for on-premise installations

- Secure offsite storage (Amazon S3), for cloud-based installations

- An external FTP server of your choice

Query Enhancements

New Queries

New queries related to backup results and SMDR files are available. The queries that are available depend on whether the query is run at the container or the device level:

- Back up Results:
    - Latest Backup Files (Container only)
    - Failed Backups (Container only)
    - Managed Backup Files (Container only)
    - External Backup Files (Container only)
    - All Backup Activity (Device and Container)
    - All Backup Files (Device only)
- SMDR Files:
    - All SMDR Files (Device and Container)

Updated Queries

The available Scheduler Results queries are also updated. Specifically, the Completed Files query and the On-Demand State query have both been removed. These queries are now covered by the new backup and SMDR queries.

Sorting Tabular Query Results

Query results that are displayed in table format can be sorted by clicking on the table column headers. Clicking a header once sorts in ascending order. Clicking the same column a second time sorts the results in descending order. To clear the sort order, click the column a third time.

Query sorting also works using multiple columns. Click the column headers in the order in which you want to sort and display the results.

Enhanced Authentication

Users with administrative permissions are no longer required to authenticate their login a second time when accessing administrative features in Mitel Performance Analytics.

Security Improvements

Several security enhancements have been applied to keep pace with our proactive testing and response to ongoing security concerns.

Chapter 5   Fixes

Release 2.2.135

Release 2.2.135 includes fixes for the following issues:

- **CSC-768:** Availability and Coverage values display for each device in PDF generated report is wrong

- **CSC-816:** Option to change Keymap no longer being presented as part of OVA setup wizard

- **CSC-786:** It is not possible to delete a container if all of the devices have been moved out of the container

- **CSC-826:** Certificate exception from Mitel5000

- **MPA-2804:** Heap dump from Mitel@Mitel system after upgrading to MPA-2.2.131

Release 2.2.131

Release 2.2.131 includes fixes for the following issues:

- **CSC-717:** MPA OVA firewall blocks SIP VQ data collection

- **CSC-815:** Update MPA should include dist-upgrade
  The Mitel Performance Analytics *Upgrade Guide* and *Installation and Maintenance Guide* have been updated to include information on updating the Linux kernel.

- **MPA-2592:** Restore network interface conf file in the new probe bootstrapper
  The Probe configuration file used to configure a static IP address has changed from `/etc/network/interfaces.d/eth0` to `/etc/network/interface`. The *Probe Installation and Configuration Guide* has been updated to reflect this change.

- **MPA-2788:** Update Java JRE Location
  The CA certificate location has changed from `/usr/lib/jvm/java-8-oracle/jre/lib/security/cacerts` to `/etc/jre/security/cacerts`. This information is applicable to Linux RPM, MiCollab Blade, and Virtual Appliance Probe software packages. The Mitel Performance Analytics *Installation and Maintenance Guide* has been updated to reflect this change.

Release 2.2.125

Release 2.2.125 includes a fix for the following issue:

- **CSC-792:** Inventory processor using too much memory

Release 2.2.124

Release 2.2.124 includes fixes for the following issues:

- **CSC-757:** On-Net Probe support for passive mode FTP

- CSC-785: Registering a customer covered by Mitel Premium Software Assurance throws and exception

- MPA-1874 (MN00658086): Can't do an SMDR collect via FTP

Release 2.2.110

Release 2.2.110 includes fixes for the following issues:

- CSC-628: Remove requirement for incognito/private mode for remote access

- CSC-712: A user with "Probe Installer" and "Remote Access" privilege is unable to restart probe restart button

- CSC-745: Displaying incorrect bandwidth graph scale for router device

- CSC-749: Include name of object in Audit Log when deleting said object

- CSC- 753: VQ start time display on a TeleUser page is in UTC instead of browser time zone

- MPA-1507: Cannot automatically create new incognito/private mode session for MiVoice Business ESM login.

- MPA-2269: Bad MapQuest key blocks Container Creation

- MPA-2407: Typo in the Device Settings page

Release 2.2.0

Release 2.2.0 includes fixes for the following issues:

- CSC-155: A document containing Mitel Performance Analytics troubleshooting tips

- CSC-404: Failing to display closed 2015 and below alarms in a maximized Alarms panel ("Event Timeline" or "Alarms" tab).

- CSC-560: Append URL to MiCollab and MBG HTTPS RA shortcuts

- CSC-576: MiVoice Business T1/E1 "Maximum Utilization per Trunk Group" graph appears incorrect

- CSC-660: Trunk usage graphs all show zero, in spite of traffic reported by MiVB

- CSC-671: Wrong delay values reported in SIP VQ statistics

- CSC-673: Incorrect license start and end time

- CSC-699: Alert Profile Permission does not control Silence Alarm feature access

Chapter 6   Known Issues

The following table summarizes known issues with Mitel Performance Analytics Release 2.2.125.

Ticket	Description
MPA-80	Service Inactivity alarm after restarting a Probe **Additional Details:** The Service Inactivity alarm is generated for MiContact Center, MiVoice Call Recorder, Innline Voice Mail, and RedBox Call Recorder devices. The alarm is generated for devices with Service Monitoring enabled whenever their Probe is restarted.
MPA-375	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* online help contains instructions for displaying the root container dashboard in widescreen format.
MPA-377	MTR display columns are not aligned correctly. **Additional Details:** This issue only affects users accessing Mitel Performance Analytics from a Mac OSX system.
MPA-381	Container and device mover target selector requires user to click **Search** or 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 click **Search** or press **Enter** before the search occurs.
MPA-382	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.
MPA-383	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 Mitel Performance Analytics.
MPA-1326	To enable scheduled and on-demand backups on MiVoice MX-ONE, the account used for SSH access must also be part of the **eri_sn_d** and **ldap** groups.
MPA-1849	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.
MPA-1874 MN00658086	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:
	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.
MPA-2237	When using the AUO Move User function, you cannot select a target container.
	Additional Details:
	This issue is intermittent. It applies only when accessing Mitel Performance Analytics with Firefox.
MPA-2247	**Event Stream** times are missing the leading zero in 24-hour format.
CSC-760	When a monitored Windows service goes down, MiContact Center sends an SNMP trap message to Mitel Performance Analytics; however, an alarm and corresponding alert notification are not immediately generated.
CSC-814	Voice Quality data monitoring is not working on MiVoice BorderGateway and MiVoice Business MX-ONE due to UDP port 5060 being busy on the Mitel Performance Analytics server.
	To resolve this issue, do the following:

1. Stop the LSS service:

```
sudo service lss stop
```

2. Restart the Probe service:

```
sudo service marprobe01 restart
```

3. Start the LSS service:

```
sudo service lss start
```

Utilization Panel Issues

Internal testing has discovered several issues in the following areas:

- Time and date display in the timescale selector at the bottom of the panels

- Time and date selection in the timescale selector at the bottom of the panels

These issues apply to the following panels:

- MiVoice Border Gateway Trunk Utilization

- MiVoice Business SIP Trunk Utilization

- MiVoice Business Trunk Utilization

- MiVoice MX-ONE Gateway Utilization

- MiVoice MX-ONE Route Utilization