

MARTELLO | *Savision* is a subsidiary
of Martello Technologies

Savision iQ

RELEASE NOTES

RELEASE 2.6.3

DOCUMENT DATE: OCTOBER 18, 2019

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.

Trademarks

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

© Copyright 2019, Martello Technologies Corporation

All rights reserved

Release Notes
Release 2.6.3 - October 18, 2019

CHAPTER 1

Introduction	5
Document Purpose and Intended Audience	5
Revision History	5

CHAPTER 2

Savision iQ Release 2.6.3	6
New in this Release	6
Performance Improvements	6
New Objects Collected	6
Known Issues	6
Open Alerts from CA APM	6
Unexpected Results in Saved Searches	7
Connection Error with Splunk	7
Incorrect Data in Cisco Prime and TopDesk	7

CHAPTER 3

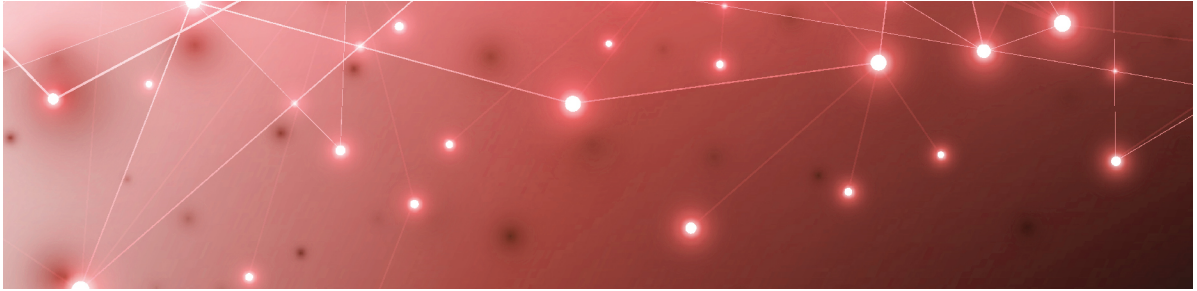
Installation and Upgrade Planning	8
Server Requirements	8
IIS Roles and Features	9
Java	10
SQL Database	11
Elasticsearch	11
Active Directory	11
Firewall Access	12
Supported Upgrade Paths	13

CHAPTER 4

Install or Upgrade Savision iQ	14
Install Savision iQ	14
Upgrade Savision iQ	15
Understand the Upgrade Process	15
Upgrade the Software	16
Install Remote Agents	16
Add a License Key	17

CHAPTER 5

Contact	18
---------------	----



Introduction

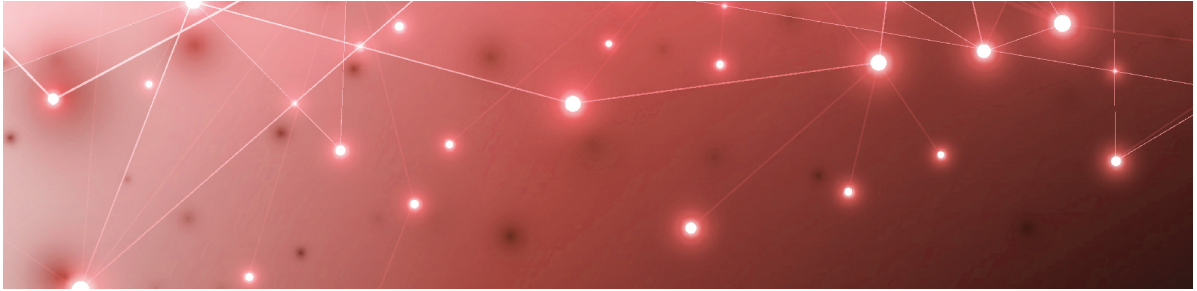
Savision iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Savision iQ release 2.6.3. It also provides information about upgrade and installation requirements. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
October 18, 2019	Savision iQ Release 2.6.3



Savision iQ Release 2.6.3

The information in this document applies to Savision iQ release 2.6.3. It describes the changes in this release and provides the information you need to upgrade or install the software.

New in this Release

Savision iQ release 2.6.3 includes the following new features and enhancements:

- ["Performance Improvements" on page 6](#)
- ["New Objects Collected" on page 6](#)

Performance Improvements

Changes in this release allow the Boards page to load more quickly.

New Objects Collected

For integrations with Amazon Web Services, Savision iQ now collects Lambda, CloudTrail, and Resource Groups objects.

Known Issues

The following items are know issues in the 2.6.3 release of Savision iQ.

- ["Open Alerts from CA APM" on page 6](#)
- ["Unexpected Results in Saved Searches" on page 7](#)
- ["Connection Error with Splunk" on page 7](#)
- ["Incorrect Data in Cisco Prime and TopDesk" on page 7](#)

Open Alerts from CA APM

When an alert rule in CA APM triggers an alert, the alert is reported in Savision iQ. If you subsequently disable the alert rule in CA APM while there are still open alerts, the alerts become inactive in CA APM but continue to display as open alerts in Savision iQ.

If you want to disable an alert rule in CA APM, you can avoid this issue by performing the following steps:

- In CA APM, lower the threshold that triggers the alert.
- Wait for Savision iQ to remove the alerts.
- Disable the alert rule in CA APM.

Unexpected Results in Saved Searches

A search for numeric values may not return all the expected results. For example, if a Component contains the integer property "Host ID" with value 123, searching for only the number 123 will not return that component. In order to get the desired results, you must specify the field name in the search: `source.solarWinds.hostID:123`. In this case, all the SolarWinds components that have the property "Host ID" equals to 123 are returned.

Connection Error with Splunk

After you upgrade to release 2.6.3, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

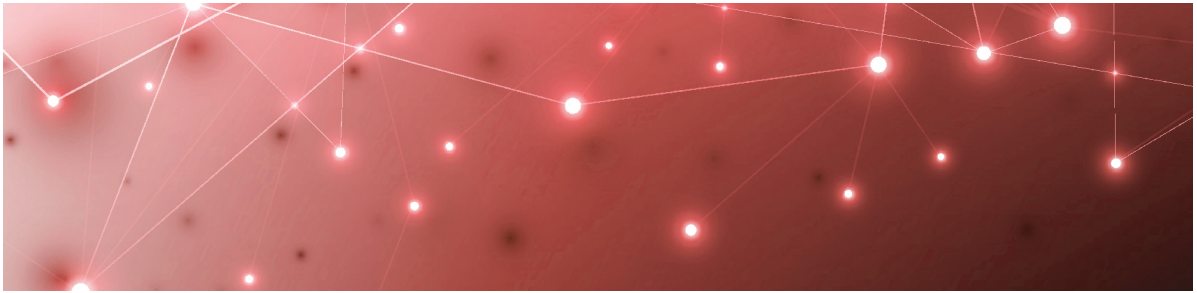
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Savision iQ release 2.6.3, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TopDesk

After you upgrade to release 2.6.3, Cisco Prime and TopDesk integrations may show an incorrect number of components, and states may display as unknown.

To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.



Installation and Upgrade Planning

The following sections provide information about the requirements that your system must meet before you can install or upgrade Savision iQ.

- ["Server Requirements" on page 8](#)
- ["IIS Roles and Features" on page 9](#)
- ["Java" on page 10](#)
- ["SQL Database" on page 11](#)
- ["Elasticsearch" on page 11](#)
- ["Active Directory" on page 11](#)
- ["Firewall Access" on page 12](#)
- ["Supported Upgrade Paths" on page 13](#)

Server Requirements

You can install Savision iQ on a Windows Server 2012 (or higher) running IIS 8.0 (or higher). The server must be a member of an Active Directory domain, and Savision iQ must be installed by a Domain user with local Admin rights.

Martello recommends that you install Savision iQ on its own server. The following table lists the minimum requirements and recommendations for the server.

Table 1: Server Requirements and Recommendations

Component	Minimum Requirement	Recommended
Processor	1.4 GHz	2 GHz or faster
	2 cores	4 cores
Memory	8 GB RAM; assign 4 GB to Elasticsearch	16 GB or greater, but not greater than 64 GB; assign 8 GB to Elasticsearch
Available Server Disk Space (Program Files Directory)	2 GB per integration	10 GB or greater per integration
Available SQL Server Disk Space	20 MB	100 MB
.NET Framework	4.6.2 or higher	4.6.2 or higher

IIS Roles and Features

The Savision iQ installer can add the roles and features needed for Savision iQ to function properly.

If you want to install the roles and features manually, add the roles and features listed in the table below to your Windows Server:

Table 2: Server Requirements and Recommendations

Web Server Components	Type
Roles	
Common	Default Document
	Static Content
Health and Diagnostics	HTTP Logging. Optional, but recommended for troubleshooting.
Security	Request Filtering
	Windows Authentication

Web Server Components	Type
Application Development	.NET Extensibility 4.5
	NET 4.5
	ISAPI Extensions
	ISAPI Filters
	WebSocket Protocol. Optional, but recommended.
Management Tools	IIS Management Console. Optional, but recommended for troubleshooting and advanced configuration.
Features	
.NET Framework 4.6 Features	.NET Framework 4.6
	NET 4.5
	WCF Services: <ul style="list-style-type: none"> • HTTP Activation

In addition, ensure that you enable the following:

- Automatic start-up for the Windows Process Activation (WAS).
- World Wide Web Publishing (W3SVC) services.



Note: Savision iQ is installed as a new website with a self-signed certificate running on port 59212. You can change the port using the IIS Management Console under the bindings for the Savision iQ website.

Java

Savision iQ uses Elasticsearch to store the majority of its data. This allows it to retrieve information quickly. Elasticsearch requires Java JRE V8 (at least u131 or higher), Java JDK version 11, or Java JDK version 12.

You can download and install Oracle Java SE from the following link:

<https://www.oracle.com/technetwork/java/javase/downloads/index.html>

Please note that you may need a commercial license from Oracle to use Oracle Java SE. Alternatively, you can use Amazon Corretto, a no-cost, production-ready distribution of the OpenJDK supported by Amazon. Amazon Corretto 11 is available at the following link:

<https://docs.aws.amazon.com/corretto/latest/corretto-11-ug/downloads-list.html>

After you install a valid version of Java, ensure that the environment variable "JAVA_HOME" is correctly set.

SQL Database

Savision iQ stores configuration information in a SQL database. Martello recommends that you use SQL Server 2012 or higher. The server can be a locally running instance or an instance running in a cluster. Savision iQ is also compatible with SQL Express.

If you are evaluating the software or wish to use SQL Express, you can download it using the following link: <https://www.microsoft.com/en-us/download/details.aspx?id=55994>.

During the installation, you are prompted to enter the SQL instance and user credentials that have permission to create a database. This same user account is used as the app pool account for Savision iQ. After the installation is complete, you can adjust the account to a lower privilege level, as long as the account continues to have read/write permissions to the Savision iQ database.



Note: Savision iQ requires the collation of your SQL instance to be case insensitive.

Elasticsearch

Savision iQ release 2.6 and higher requires Elasticsearch version 6.8. If it is not already installed, a single-node deployment of Elasticsearch is installed with Savision iQ. This single-node deployment is suitable for evaluations and small deployments; however, you may wish or need to move to a larger Elasticsearch environment. For guidelines about sizing please refer to the following link:

<https://www.elastic.co/guide/en/elasticsearch/guide/current/hardware.html>

Active Directory

By default, Savision iQ queries the Global Catalog for available domain controllers and works with users and groups from all the domains in the forest.

To allow a user to target a specific Active Directory domain controller, you must edit the `Web.config` file. Add the following lines to the `<appSettings>` section:

```
<add key="ad.dc" value="" />
<add key="ad.user" value="" />
<add key="ad.password" value="" />
<add key="ad.domains" value="*" />

<add key="ad.scan_trusted_domains" value="false" />
<add key="ad.ignore_token_groups" value="true" />
```

If you use default values, the application reverts to the current Active Directory Forest settings.

```
<add key="ad.dc" value="<empty or Domain Controller>" />
<add key="ad.domains" value="<* or domains to query, separated by
comma>" />
```

The parameter `scan_trusted_domains` tells Savision iQ to look for trusted domains in AD and is by default set to `false`.

The parameter `ignore_token_groups` tells Savision iQ to ignore retrieving AD User groups by token groups. It is `true` by default.

These two parameters can make Savision iQ slow if they are enabled.

Firewall Access

By default, Savision iQ is installed as a website running under port 59212. You can change the port number if you wish.

Each integration has its own requirements for access. Your firewall rules for outbound traffic must allow Savision iQ to communicate with the integrated system.

The following table lists the ports used by each monitoring system or ITSM that integrates with Savision iQ. Some systems allow you to customize the port.

Table 3: Ports Required by Integrated Systems

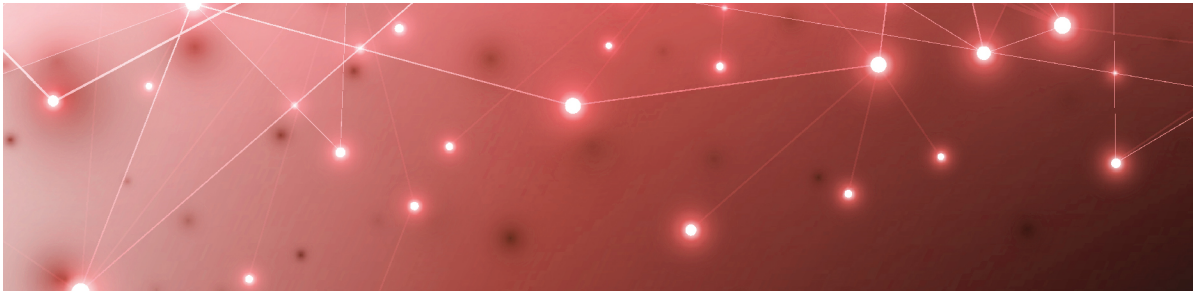
Monitoring System Or ITSM	Port
Amazon Web Services (AWS)	80 and 443
AppDynamics	443
CA APM	8081
Cherwell	80 or 443
Cisco Prime	80 or 443
Derdack Enterprise Alert	80 (default) configurable by the Savision iQ administrator using the following format: <server>:<port>
Ivanti Service Management (Powered by HEAT)	Service Management: 443 Cloud instance: 443 On-Premises: 80 or 443
Jira Software	443 (Default)
Microsoft Azure	443

Monitoring System Or ITSM	Port
Microsoft Office 365	443
Nagios Core and XI	443 or configured in the URL
PowerShell	No ports are needed. The PowerShell integration runs on the Savision iQ web server or on the Windows Server that a Savision iQ Remote Agent is running on.
PRTG	Customizable port
ServiceNow	443
SolarWinds	17778
Splunk	8000 and 8089
System Center Operations Manager	5724
TopDesk	443
VMware vCenter	443
WhatsUp Gold	1433 (Default SQL server port)
Zabbix	80 (Default)

Supported Upgrade Paths

You can upgrade to Savision iQ 2.6.3 from Release 2.6.1.

If your currently installed version is Release 2.5.x, you must upgrade to Release 2.6.1 before upgrading to Release 2.6.3. Please contact support@savision.com for more information.



Install or Upgrade Savision iQ

Use the procedures in this section to install or upgrade Savision iQ.

Before you Begin

- Ensure that your system meets all the prerequisites listed in "[Installation and Upgrade Planning](#)" on page 8.
- Download the installation package from our website at <https://www.savision.com/downloads>.

The installation package contains the following installers:

- Savision iQ-2.6.3.exe
- Savision iQ Agent-2.6.3.exe
- Elasticsearch-6.8.1.exe—This file is included in the installation package but is not required for upgrades.

After you download the installation package, complete the following tasks:

Task	Description
Choose one of the following options: <ul style="list-style-type: none">• "Install Savision iQ" on page 14• "Upgrade Savision iQ" on page 15	Install a new instance of Savision iQ, or upgrade an existing instance.
"Install Remote Agents" on page 16	Optional. Install a remote agent only if the source system is not accessible from the Savision iQ web server.
"Add a License Key" on page 17	Activate the license.

Install Savision iQ

Use the following procedure to install Savision iQ.

1. Right-click the `Savision iQ-2.6.3.exe` file and select **Run As Administrator**.

2. Click **Next** at the welcome screen.
3. Click on **I accept the agreement** and then click **Next**.
4. On the **Connect to SQL Server** page, enter the SQL server instance as well as the credentials of a user that has rights to create the database.



Note: If you do not have a SQL Server, you can click on **Install SQL Server Express** to install the express version of SQL Server. This option is useful if you have a small environment or would like to use Savision iQ for demonstration or evaluation purposes.

5. Click **Verify**. When the credentials are verified, click **Next**.
6. Select the destination where you want to install Savision iQ and click **Next**.
7. Optional. Click on **Create a desktop shortcut** and click **Next**.
8. If Elasticsearch is not already installed on this server, the Elasticsearch installer launches. When the Welcome to the Elasticsearch Setup Wizard displays, click **Next**.
9. Click **I accept the agreement** and click **Next**.
10. Select the destination where you want to install Elasticsearch and click **Next**.
11. When the Elasticsearch installation is complete, click **Finish**. Savision iQ continues its installation. It verifies the IIS Roles and Features and adds any requirements that are missing.
12. When the installation is complete, click **Finish**. Savision iQ launches.

Upgrade Savision iQ

Use the information in this section to perform the following tasks:

- ["Understand the Upgrade Process" on page 15](#)
- ["Upgrade the Software" on page 16](#)

Understand the Upgrade Process

The Savision iQ installer supports an in-place upgrade. If you made manual changes to the `web.config` file, those changes are preserved during an in-place upgrade. If you choose to uninstall and reinstall the software, instead of performing an in-place upgrade, any manual changes that you made in the `web.config` file are lost when you install the new version. In addition, uninstalling and reinstalling the software will not remove any data from the SQL server and Elasticsearch data stores.

This release of Savision iQ requires Elasticsearch version 6.8. The Savision iQ installer package contains an installer for Elasticsearch that upgrades an Elasticsearch node from 5.6. or 6.5 to 6.8. If Elasticsearch is installed on the same machine as Savision iQ, the Savision iQ installer executes the Elasticsearch installer automatically. In the case of an Elasticsearch cluster, you must execute the Elasticsearch installer on all Elasticsearch nodes before you install Savision iQ.

If you are upgrading from release 2.5.x to 2.6.1 as an intermediate step before upgrading to 2.6.3, Savision iQ reindexes all savisioniq_* indices in Elasticsearch after the installation. This process can take several hours. During that time, the indices being processed are not accessible and no data from those indices is visible in Savision iQ.

Upgrade the Software

Use the following procedure to upgrade Savision iQ.

Before you Begin

- Backup any PowerShell scripts from the PSScripts folder.
- Stop the app pool. The app pool automatically restarts after the upgrade is complete.
- View the current binding information on the Savision iQ website, making note of ports, SSL certificates, and host name information. You may need to restore some of these settings after the upgrade.

1. Right-click the `savision iq-2.6.3.exe` file and select **Run As Administrator**.
2. Click **Next** at the welcome screen.
3. Click on **I accept the agreement** and then click **Next**.
4. On the **Connect to SQL Server** page, enter the SQL server instance as well as the credentials of a user that has rights to create the database. You must enter the same SQL Server instance that you entered in the initial installation of Savision iQ.



Note: If you do not have a SQL Server, you can click on **Install SQL Server Express** to install the express version of SQL Server. This option is useful if you have a small environment or would like to use Savision iQ for demonstration or evaluation purposes.

5. Click **Verify**. When the credentials are verified, click **Next**.
6. Select the destination where you want to install Savision iQ and click **Next**.
7. Optional. Click on **Create a desktop shortcut** and click **Next**. Savision iQ continues its installation. It verifies the IIS Roles and Features and adds any requirements that are missing.
8. When the installation is complete, click **Finish**. Savision iQ launches.

Install Remote Agents

When you install Savision iQ, it will install an agent locally on the server. For most installations the local agent is all that is needed. In some cases, you may need to install a remote agent to access certain systems you want Savision iQ to integrate

with. For example, you need to install a remote agent when the source system is not accessible from the Savision iQ web server.

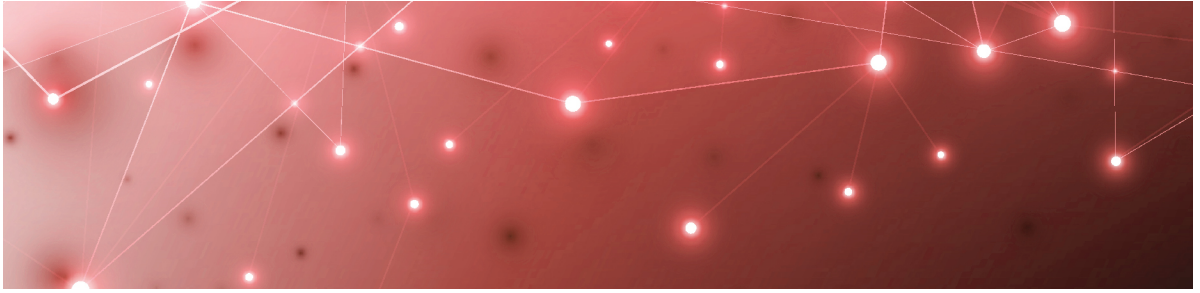
The remote agent installs as a Windows service.

1. From the remote computer, open your browser and log into Savision iQ.
2. From the main menu, select **Settings > Agents**.
3. Click the **Download Agent** icon in the bottom corner of the page.
The AgentInstaller.zip file downloads.
4. Extract the files.
There are two files: Savision iQ Agent-2.6.3.exe and Setup.cmd.
5. Choose one of the following options:
 - Double-click the Setup.cmd to launch the installer with the Savision iQ web server URL pre-populated.
 - Right-click on Savision iQ Agent-2.6.3.exe and select **Run As Administrator**.
6. Click **Next** on the welcome screen.
7. Select **I accept the agreement** and click **Next**.
8. Enter the URL of the Savision iQ web server, as well as your Savision iQ Administrator credentials; click **Verify**.
9. Enter the destination where you want to install the agent and click **Next**.
10. Click **Finish** when the installation is complete.
After a few moments, the remote agent is listed as an available agent in Savision iQ.

Add a License Key

After you purchase a license, the support team sends you an email with the license key attached in a text file. Use this procedure to activate the license.

1. From the main menu, select **Settings**.
2. Click the **Licensing** tab.
3. Click the **Add License** button.
4. Paste your license key in the dialog box and click **Activate**.



Contact

For additional information, please visit our support page at <https://support.martellotech.com>, or email our Support Team at support@savision.com.



© Copyright 2019, Martello Technologies Corporation. All Rights Reserved.
MarWatch™, Elfiq, Martello Technologies, and the Martello Technologies logo are trademarks of Martello Technologies Corporation.
Other product names mentioned in this document may be trademarks of their respective companies and are hereby acknowledged.