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Savision iQ

RELEASE NOTES

RELEASE 2.7

DOCUMENT DATE: NOVEMBER 7, 2019

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Release Notes
Release 2.7 - November 7, 2019

CHAPTER 1

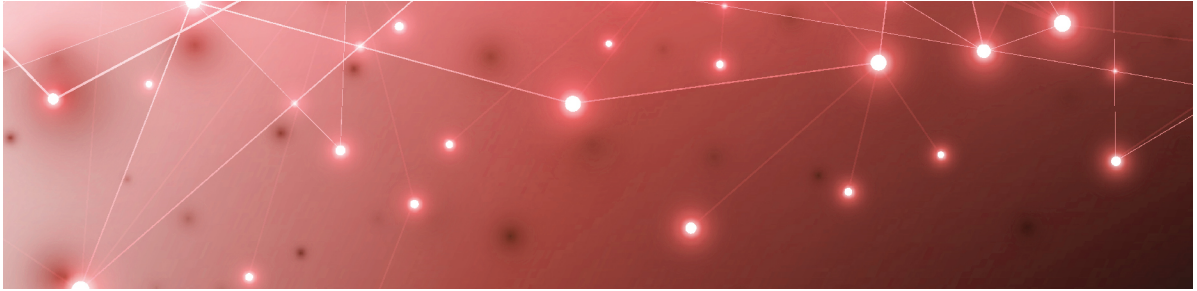
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Introduction

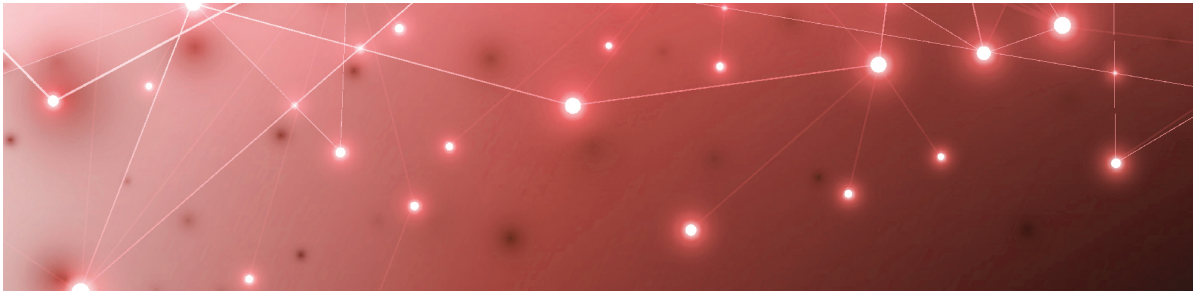
Savision iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Savision iQ release 2.7. 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
November 7, 2019	Savision iQ Release 2.7



Savision iQ 2.7

The information in this document applies to Savision iQ release 2.7. 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 2.7 includes the following new features and enhancements:

- "Google Cloud Platform Integration" on page 5
- "Access Point Support in Cisco Prime Integrations" on page 5
- "BMC Remedy IT Service Management Suite Integration" on page 6
- "Icinga2 Integration" on page 6
- "Azure Insights Integration" on page 6
- "Component Explorer" on page 6
- "Board Search" on page 6
- "Customizable Consent Messages" on page 6
- "Office365 Service Incidents" on page 6
- "Custom Properties for SolarWinds Integrations" on page 7

Google Cloud Platform Integration

This release of Savision iQ supports an integration with Google Cloud Platform (GCP). You must complete setup tasks on GCP before you can integrate it with Savision iQ. For more information, see the *Martello iQ Installation and Upgrade Guide*, and refer to the following Martello Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/9362640>.

Access Point Support in Cisco Prime Integrations

This release supports Access Points in Cisco Prime integrations. You can add an Access Point to a board, and you can view alerts related to Access Points.

BMC Remedy IT Service Management Suite Integration

This release of Savision iQ supports an integration with the BMC Remedy IT Service Management Suite.

Icinga2 Integration

This release of Savision iQ supports an integration with Icinga2.

Azure Insights Integration

This release of Savision iQ supports an integration with Microsoft Azure Insights. You must complete some setup tasks on Azure Insights before you can integrate it with Savision iQ. For more information, see the *Martello iQ Installation and Upgrade Guide*, and refer to the following Martello Knowledge Base article: <https://support.martellotech.com/knowledgeBase/9362697>.

Component Explorer

The Components tab now includes an Explorer. The Explorer is a topology diagram that allows you to view components and their relationships.

Board Search

The Boards page now includes a search button that allows you quickly search for a board. You can filter the search results based on the board state, the health roll-up type, and whether incident automation is enabled.

Customizable Consent Messages

Administrators can create messages that display in a banner at the bottom of the page. Users must accept the message to remove the banner. Administrators can create multiple messages and configure them to display for specific user roles.

Office365 Service Incidents

In release 2.6.3, Savision iQ displayed Office365 information in the following way:

- Service incidents and advisory issues were shown as incidents in Savision iQ.
- Raw messages were shown as alerts.

This release introduces the following changes:

- Service incidents and advisory issues are now shown as alerts in Savision iQ.
- Raw messages are now shown in the description of the alert.
- The health state and alert severity is based on the service incident status.

These changes allow you to automatically create an incident in an ITSM system based on a service incident from Office 365, and allow you to interpret data more easily.

Custom Properties for SolarWinds Integrations

Savision iQ displays the custom properties that are set in SolarWinds. The data is shown in the raw properties for the object, in the format `customProperties.<Property Name>`. You can search on these custom properties in Savision iQ.

Fixed Issues

The following issues were fixed in the 2.7 release of Savision iQ.

Issue Type	Issue	Affected Version
Upgrade	"Unauthorized User" message after upgrade	2.6.2
Application	Performance issues caused by high memory consumption	2.6.1
Integration	Inactive alerts in Zabbix not calculated correctly in Savision iQ.	2.6.1
Integration	Permission errors occur when linking to components in Splunk from Savision iQ.	2.6.1
Upgrade	The app pool crashes after upgrading to 2.6.1.	2.6.1
Integration	SCOM connector does not sync.	2.5
Application	Support for Elasticsearch 6.8.	2.6.1

Known Issues

The following items are known issues in the 2.7 release of Savision iQ:

- ["Increased Memory Usage in Elasticsearch" on page 7](#)
- ["BMC Remedy Error when Email is the Reported Source" on page 8](#)
- ["Open Alerts from CA APM" on page 8](#)
- ["Unexpected Results in Saved Searches" on page 8](#)
- ["Connection Error with Splunk" on page 8](#)
- ["Incorrect Data in Cisco Prime and TopDesk" on page 8](#)

Increased Memory Usage in Elasticsearch

Savision iQ release 2.7 has a higher data throughput than in previous releases. Because of this, the memory usage of Elasticsearch could increase. Martello recommends that you increase the heap memory when the elasticsearch log file contains the following messages:

```
[o.e.m.j.JvmGcMonitorService][UD2zDJd] [gc][215085] overhead, spent
[1.2s] collecting in the last [2s]
```

For information about how to set the maximum Elasticsearch heap memory, see the *Savision iQ Installation and Upgrade Guide*, available on the Partner Portal at <https://partners.martellotech.com/>.

BMC Remedy Error when Email is the Reported Source

When you create a BMC Remedy incident in Savision iQ and select Email as the option for the **Reported Source** field, BMC Remedy reports an error.

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" equal to 123 are returned.

Connection Error with Splunk

After you upgrade to release 2.7, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

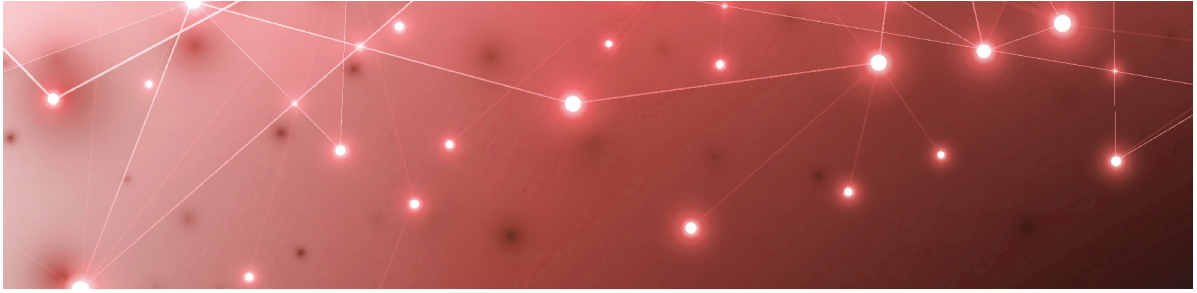
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Savision iQ release 2.7, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TopDesk

After you upgrade to release 2.7, 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.



Contact

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



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