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Savision iQ

RELEASE NOTES

RELEASE 2.9

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Release Notes
Release 2.9 - February 10, 2020

CHAPTER 1

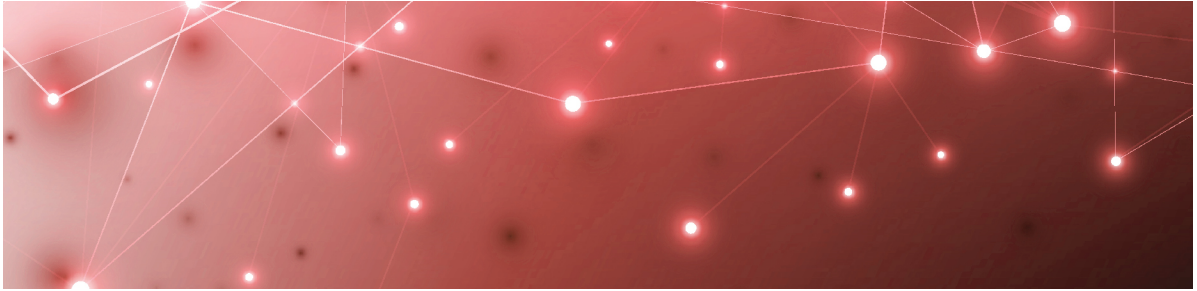
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Introduction

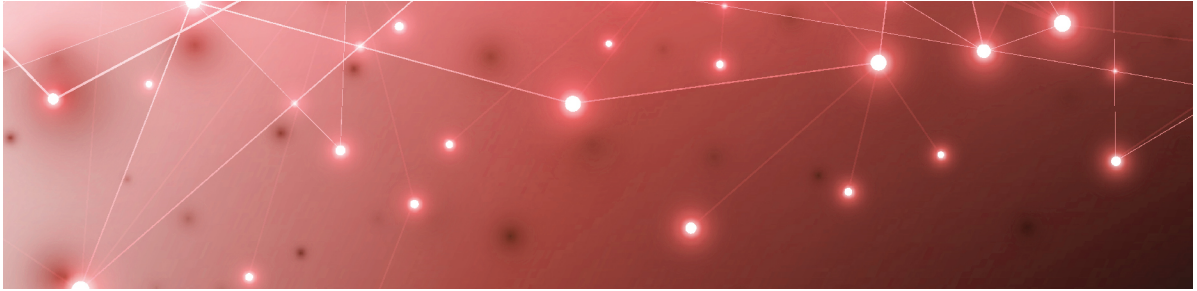
Savision iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Savision iQ release 2.9. 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
February 10, 2020	Savision iQ Release 2.9



Savision iQ 2.9

The information in this document applies to Savision iQ release 2.9. It describes the changes in this release.

New in this Release

Savision iQ release 2.9 includes the following new features and enhancements:

- "Google Cloud Platform Integration: New Installer" on page 5
- "Google Cloud Platform Integration: Component Support" on page 5
- "Navigate to a Source System from a Synced Board" on page 6
- "Health Rules for AppDynamics Integrations" on page 6
- "SLA Reporting" on page 6
- "Health Status of Business Services" on page 6
- "User Permissions" on page 6
- "Mitel Performance Analytics Integration" on page 7
- "SQL Server TLS 1.2 Support " on page 7
- "Extended Notification Data" on page 7
- "Performance Improvements" on page 7

Google Cloud Platform Integration: New Installer

This release of Savision iQ provides a new installer for Windows computers that creates a webhook proxy, which allows Savision iQ to retrieve information from Google Cloud Platform (GCP). For information about setting up the GCP integration, see the following Martello Knowledge Base article:

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

Google Cloud Platform Integration: Component Support

Savision iQ displays components from GCP with their property values. You can add these components to boards and services, and view their health states and relationships.

The GCP integration is a beta version in this release.

Navigate to a Source System from a Synced Board

You can now navigate directly from a synced board in Savision iQ to the source system.

Health Rules for AppDynamics Integrations

Health rules configured in AppDynamics are now displayed as components in Savision iQ. You can add these health rules to boards and services.

SLA Reporting

You can configure Service Level Objectives (SLO) for each business service. Savision iQ uses the SLO settings to calculate and display data about the availability of business services and Service Level Agreement (SLA) performance. A new SLA tab provides the following details about the availability of each business service:

- A graph that shows the availability of the service over the period of time specified in the SLO settings.
- A summary of the current SLA status, including:
 - The availability as a percentage of the SLA goal.
 - The SLA goal.
 - The amount downtime that has occurred in the specified time period.
 - The allowed amount of downtime in the specified time period.
 - The amount of time remaining before the SLA goal is breached.
- A list of the components that have impacted the SLA during the period of time shown in the graph.

You can also view an SLA report in Kibana.

Health Status of Business Services

You can select which perspectives contribute to the overall health of a business service. For example, you can use the health of the End User perspective to determine the overall health of the business service, or you can choose to use the health state of the Application or Infrastructure perspectives.

User Permissions

Administrators can grant permissions to users to view specific integrations or specific boards and services. In this release, a new option allows administrators to refine how much information a user can access.

When a user accesses a board or service, the board or service may contain components from an integration that the user does not have permission to access. Administrators can now configure the following options:

- Scope by source: Users are restricted to viewing components from integrations they have access to.
- Scope by board: Users can view details about all components on a board or service, even if the component is from an integration that they do not have

access to. Detailed information includes properties, related alerts, and incidents.

Mitel Performance Analytics Integration

This release of Savision iQ supports an integration with Mitel Performance Analytics (MPA) Release 3.0.2.

SQL Server TLS 1.2 Support

The Savision iQ installer now supports TLS 1.2 on SQL servers.

Extended Notification Data

When a new alert or a new incident on a board or business triggers a notification, the notification now contains all the raw properties related to the alert or incident.

Performance Improvements

This release of Savision iQ provides the following performance improvements:

- An increased timeout period for HTTP requests.
- Improvements to reduce the amount of time needed for Business Services to load.

Fixed Issues

The following issues were fixed in the 2.9 release of Savision iQ.

Issue Type	Issue	Affected Version
Integration	Components from AWS are missing when the account does not have read permissions for certain objects. To resolve this issue, copy the permissions policy provided by Martello into AWS. For instructions, see the Martello Knowledge Base article.	2.6.3
Application	Savision iQ is slow.	2.6.3
Integration	Errors connecting to Cisco Prime.	2.6.1

Known Issues

The following items are known issues in the 2.9 release of Savision iQ:

- ["Incorrect SLA Calculations " on page 8](#)
- ["Error: Limit of Mapping Depth" on page 8](#)

- ["Component Relationships Not Shown in Google Cloud Integrations" on page 8](#)
- ["Google Cloud Zones " on page 9](#)
- ["Relationships Not Shown in Cisco Prime Integrations" on page 9](#)
- ["Increased Memory Usage in Elasticsearch" on page 9](#)
- ["BMC Remedy Error when Email is the Reported Source" on page 9](#)
- ["Open Alerts from CA APM" on page 9](#)
- ["Unexpected Results in Saved Searches" on page 9](#)
- ["Connection Error with Splunk" on page 10](#)
- ["Incorrect Data in Cisco Prime and TopDesk" on page 10](#)

Incorrect SLA Calculations

SLA calculations for a business service may be incorrect for a period of up to 15 minutes if the health state of the service changes during that interval. Savision iQ makes SLA calculations every 15 minutes, and if the health state changes in between calculations, the interface continues to display information based on the previous health state until a new calculation is performed. For this reason, information such as the Current SLA value may drop and then revert to a higher number when the status is updated.

Error: Limit of Mapping Depth

You may see an error in the log file that contains the following text: "Limit of mapping depth [20] in index [<Index Name>] has been exceeded due to object field..."

If you see this error, increase the limit of the number of inner objects of the Elasticsearch index. You can do so by using curl to execute the following PUT request:

```
curl -u <username:password> -X PUT <Elasticsearch URL>/<Index Name>/_settings -H "Content-Type: application/json" -d '{"index.mapping.depth.limit": 50}'
```

To verify that the limit has been correctly updated, use curl to execute the following GET request:

```
curl -u <username:password> -X GET <Elasticsearch URL>/<Index Name>/_settings
```

Component Relationships Not Shown in Google Cloud Integrations

The following Google Cloud components are not correctly related to their parent project:

- VPN Tunnels (Hybrid Connectivity)
- VPN Gateways (Hybrid Connectivity)
- Cloud Functions

- MemoryStore

Google Cloud Zones

Savision iQ displays all Google Cloud zones even when there are no projects and objects loaded for those zones.

Relationships Not Shown in Cisco Prime Integrations

In Cisco Prime integrations, Savision iQ displays objects and health states, but does not show the relationship between groups. This issue occurs if the group name in Cisco Prime includes a comma. To resolve this issue, ensure that there are no commas in the group names that you configure in Cisco Prime.

Increased Memory Usage in Elasticsearch

Savision iQ release 2.9 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 space 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 space, see the "Configure Elasticsearch" chapter in the *Savision iQ Installation and Upgrade Guide*, available on the Partner Portal at <https://partners.martellotech.com/> or on the Downloads page of the Martello website at <https://martellotech.com/downloads/>.

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 2.9, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

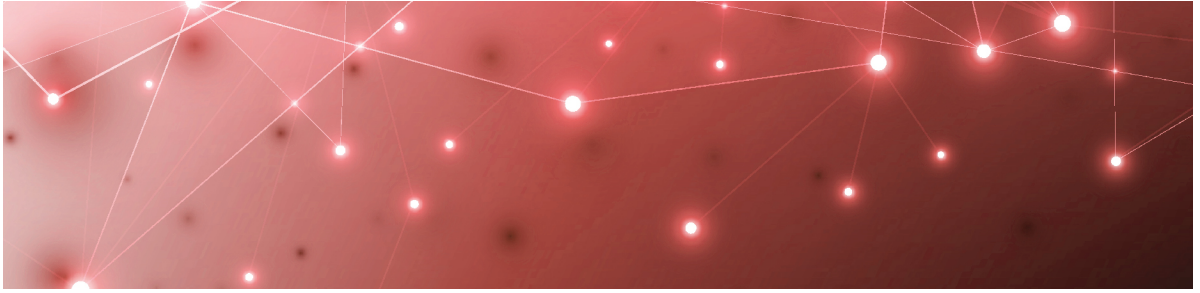
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Savision iQ release 2.9, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TopDesk

After you upgrade to release 2.9, Cisco Prime and TopDesk integrations may show an incorrect number of components, and states may display as unknown.

To fix this issue, Martello has created a PowerShell script that clears the data from integration without affecting any of the objects that are discovered and placed in board or services. For instructions on how to use the script, see the following Knowledge Base article: <https://support.martellotech.com/knowledgeBase/9528506>.



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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