Release Notes for Zenoss Service Dynamics Analytics Version 4.4.0

1. About These Notes

These release notes contain important information about this release of Zenoss Service Dynamics Analytics (Analytics), including:

- Where to download the software

- Supported software and environments

- Installation and implementation notes

- Known issues

- Reporting problems and providing feedback

1.1. Downloading Analytics

Contact your Zenoss representative for more information about downloading Analytics.

1.2. Supported Software and Environments

You can install Analytics on these platforms:

- RedHat® Enterprise Linux 5 and 6

- CentOS 5 and 6 (verified with CentOS 5.9, CentOS 6.3)

For each system that will access Analytics through a Web browser, you need:

- Firefox (verified with 25), Chrome (verified with 32), or Internet Explorer (verified with 9)

- Adobe® Flash® Player 11 or later

The following list shows the supported Resource Manager versions during a new Analytics 4.4.0 (ZenDS 5.6.18) installation along with the ZenETL 4.4.0.0.0 ZenPack:

- Resource Manager 4.2.3 + RPS (SP280 or later)

- Resource Manager 4.2.4 + RPS (SP445 or later)

- Resource Manager 4.2.5 + RPS (SP16 or later)

In order to upgrade to Analytics 4.4.0.0.1 (ZenDS 5.6.18) and the ZenETL 4.4.0.0.0 ZenPack, you must be currently running either Analytics 4.3.0.1.0 and ZenETL 4.3.0.1.0, or Analytics 4.3.1.0.1 and ZenETL 4.3.1.0.2.

1.3. What's New in Version 4.4.0

Analytics 4.4.0 offers these new features and improvements:

- Parallelization of the loading of performance data

- Filter performance batches to a list of metrics

1.4. What's New in Version 4.3.1

Analytics 4.3.1 offers these features and improvements:

- Easily combine multiple data sources in a single Domain

- Refactored ETL for very large scalability and real-time reports

- Improved monitoring and diagnostics

- Jaspersoft BI engine provides ad-hoc reporting and drag-and-drop workflows

- HTML5 charting, PHP, and custom portal integration

- Support for SSL for both internal and external communication

- Percentile and future value projections

- Business Hour aggregation for time zones or different shifts

1.5. Installation and Implementation Notes

For complete installation and implementation instructions, refer to the *Zenoss Service Dynamics Analytics Installation and Administration* guide.

1.6. Known Issues

The following issues are known for this version of Analytics.

- Due to slightly different time windows and different resolution in the data, Zenoss and Analytics reports may vary slightly.

- Default accounts are not locked/disabled/set-to-good-default-passwords on initial installation.

- Full access controls (device ACLs, roles, and groups) are not supported.

- Sometimes the data set being used for projections may not be appropriate for the projection algorithm producing a situation where the projection is marked as UNRUN with the projection table created, but empty.

1.7. Reporting Problems and Providing Feedback

To contact Zenoss Customer Support, go to the support portal at:

https://support.zenoss.com

1.7.1. Product Documentation Feedback

Zenoss welcomes your comments and suggestions to help us improve our product documentation. Please send your comments to:

docs@zenoss.com