Zenoss Service Impact
Release Notes

Release 5.0.6

Zenoss, Inc.

Zenoss Service Impact Release Notes

About this document

Zenoss Service Impact Release Notes contains important information about Zenoss Service Impact (Service Impact) minor and micro releases.

Scope

This document provides information about the following releases of Service Impact:

- Release 5.0.6 (January 2016)
- Release 5.0.5 (December 2015)
- Release 5.0.4 (October 2015 - CA only)
- Release 5.0.3 (October 2015)
- Release 5.0.2 (August 2015)
- Release 5.0.1 (July 2015)
- Release 5.0.0 (March 2015)

Supported clients and browsers

The client operating systems and web browser combinations supported in this release.

- All browsers must have Adobe® Flash® Player 11 installed, or a more recent version.
- Compatibility mode is not supported in Internet Explorer.

Client OS	Supported Browsers
Windows 7 and 8.1	Internet Explorer 11 (enterprise mode is supported)
	Internet Explorer 10
	Firefox 30 and above
	Chrome 30 and above
Windows Server 2012 R2	Firefox 30
	Chrome 36
Macintosh OS/X 10.9	Firefox 30 and above
	Chrome 36 and above
Ubuntu 14.04 LTS	Firefox 30 and above
	Chrome 37 and above
Red Hat Enterprise Linux 6.5, CentOS 6.5	Firefox 30 and above
	Chrome 37 and above

Compatibility

The following table shows the compatibility between releases of Service Impact and Resource Manager. The Resource Manager information includes the required Recommended Patch Set (RPS) number.

Note   For Resource Manager 5.0.x deployments, Zenoss recommends the most recent available minor or micro release.

Service Impact	Resource Manager
5.0.6	5.0.6 or a more recent release
	4.2.4 with RPS 819 or a more recent release
	4.2.5 with RPS 555 or a more recent release
5.0.5	5.0.6 or a more recent release
	4.2.4 with RPS 819 or a more recent release
	4.2.5 with RPS 555 or a more recent release
5.0.4	5.0.6 or a more recent release
	4.2.4 with RPS 819 or a more recent release
	4.2.5 with RPS 555 or a more recent release
5.0.3	5.0.6 or a more recent release
	4.2.4 with RPS 819 or a more recent release
	4.2.5 with RPS 555 or a more recent release
5.0.2	5.0.0 to 5.0.5
	4.2.4 with RPS 819 or a more recent release
	4.2.5 with RPS 555 or a more recent release
5.0.1	5.0.0 to 5.0.5
	4.2.4 with RPS 763 or a more recent release
	4.2.5 with RPS 457 or a more recent release
5.0.0	5.0.0 to 5.0.5
	4.2.5 with RPS 457 or a more recent release
	4.2.4 with RPS 763 or a more recent release

Feature changes

Features 5.0.6

This release includes no new features.

Features 5.0.5

This release includes no new features.

Features 5.0.4

This release includes no new features.

Features 5.0.3

This release includes new and improved features of **Impact View**:

- A new default mode for **Impact View**, named **Compact View**. In compact view mode, all of the nodes in a service model that are added automatically by ZenPacks are hidden—only the nodes added manually, and the immediate children of a service or service group, are displayed. To show all the nodes, turn off compact view mode by selecting **Compact View** from the right-click menu, or by unchecking its check box in the filter controls menu.
- A new option on the right-click menu, **Export Graph Image**. The option exports a PNG file of the view.
- Faster display of large service models.

Features 5.0.2

This release includes no new features.

Features 5.0.1

- Improved modeling and scaling.

  The modeling and scaling performance is improved from the previous version.
- Organizing Groups enhancement.

  When adding a Organizing Group that contains (or will later contain) one or more child organizing groups to a Service Model, all of the descendent organizing group hierarchies and devices are also added to the Service Model. Previously only the added parent organizing group's immediate devices were added, but not the child and descendent organizing groups and devices.
- Improved and new service graphs.

  The State Propagation Backlog graph displays the length of the backlog and the age of the oldest node.

  New graphs are available in Control Center.
- Enhanced user experience.

  The Impact View now provides a zoom scan bar in the upper right corner of the view. This helps you quickly access specific node details that are part of very large service models.

  Using a touchpad with Service Impact now provides an improved user experience.

Features 5.0.0

- Organizing groups in service models.

  Zenoss customers can leverage grouping to organize and manage devices according to a variety of business needs. You can now use group organization in service models to dramatically simplify model maintenance. As you add or remove devices from groups, any service models referencing those groups are automatically updated.

- Enhanced user interface.

  Service graphs have dramatically improved usability, presentation, and respond much faster due to a new HTML5 interface.

- Monitoring and diagnostic enhancements.

  To speed up resolution time and improve the identification and diagnosis of issues, significant instrumentation has been added to expose and allow monitoring of key Service Impact metrics. These include the tracking system resources, commit time/rate/size, model state propagation performance, and Neo4J database resources.

- Performance improvements.

  Service event propagation, graph modification, and graph resets are significantly faster.

- Updated to support Java 7 (OpenJDK 7).

Fixed issues

Fixed 5.0.6

ID	Description
ZEN-19510/ ZEN-20253	When running `zenimpactstate` update, errors are being generated in the graphupdate logs of the form: zen.ImpactGraphReset: Error generating sync_errors.txt.
ZEN-19632	Cannot expand a component when a users adds a filter (that does not include a collapsed component), untoggle the filter, then activate it again and clean the filter's content.
ZEN-19849	Removing Impact ZenPack leaves abandoned objects.
ZEN-20377	Collapsing/expanding nodes in **Compact View** results in inconsistent display.
ZEN-20574	Within **Impact View**, connecting lines are overlapping the nodes.
ZEN-20605	For cyclical relationships, the root node needs to be at the top to maintain a consistent behavior with the rest of the impact view scenarios.
ZEN-20657	**Impact policy editor** window does not open for nodes with a large number of impacts.
ZEN-20945	Default `zenimpactstate` redis port incorrect 6379 should be 16379.
ZEN-21329	Impact filter does not include contents when filtering an organizer.
ZEN-21342	After adding a device group, such as a Group, System, or Location from the Infrastructure, and attempting to expand and collapse the nodes for the first time in **Impact View**, the actions will fail and errors will be displayed on console.
ZEN-21431	Filtering in **Impact View** produces inconsistent results.
ZEN-21463	When running `zenimpactgraph` update with a service containing around 50 devices, the zenimpactgraph update command shuts down unexpectedly before finishing.
ZEN-21488	The policy creation/edition modal that is usually opened by right clicking on a dynamic service and selecting the Edit Impact Policies option cannot currently be opened.
ZEN-21513	Event rainbow gumdrops are not clickable on dynamic service nodes.
ZEN-21535	Service Impact 5.0.5 RPM will not install on Cent5.

Fixed 5.0.5

ID	Description
ZEN-18713	Within the **Logical Nodes** tab of **Services**, the **Save button** does not function in IE11.
ZEN-18922	Collapse all does not work when cyclical relationships exist in **Impact View**.
ZEN-19857	Under certain conditions, **Impact View** fails to render.
ZEN-20249	**Graph Impact Export** results in an incomplete graph.
ZEN-20292	Service Impact upgrade fails due to upgrade.txt service definitions directory structure not defined properly.
ZEN-20360	Existing group, location, and system organizers are not indexed correctly by Service Impact.
ZEN-20371	In **Impact View**, arrows indicating impacting order are missing.
ZEN-20418	In **Impact View**, **Availability** and **Performance** buttons not working in IE.

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ID	Description
ZEN-20567	Unable to Edit Global Impact Policies for vSphere.
ZEN-20578	Shadow Info Boxes do not fade away.
ZEN-20580	On a very large Service Impact graph, **fit to window** does not work after using the **zoom slider bar**
ZEN-20682	Service Impact fails to display an error message when a user attempts to create a cyclical relationship between service nodes.
ZEN-21049	**Edit Impact Policies** results in a memory leak within the browser.
ZEN-21108	When performing a **right-click** in the **Impact View**, a memory leak is occuring within the browser.
ZEN-21144	In **Impact View**, auto-refresh will result in a memory leak within the browser.
ZEN-21330	When **Compact View** is enabled, collapsing/expanding nodes can lead to an inconsistent display.

Fixed 5.0.4

ID	Description
ZEN-20349	**Impact View** is slow to update
ZEN-20095	**Impact Service** is flapping and cannot be started.
ZEN-14341/ ZEN-17397	Service Impact does not handle cyclical impacts.
ZEN-20637	Within Service Impact, a user cannot edit **Global Impact Policies** for vSphere.
ZEN-18511	**Dynamic Service Member View** is slow to render for services with large number of devices.

Fixed 5.0.3

ID	Description
ZEN-16604	The `zenimpactimport` command does not support the use of files that have the extension it generates, `.latest.txt`, in subsequent reconciliation attempts.
ZEN-16605	The `zenimpactimport` command does not identify the import phase in which errors occur in its report file.
ZEN-18612	In **Impact View**, impacted nodes that belong to **Organizational Groups** are not displayed correctly after a filter is applied.
ZEN-18901	In **Impact View**, a service graph can not be exported as a PNG file.
ZEN-18999	In **Impact View** the order in which components are added to a service affects whether the components display correctly.
ZEN-19211	On Resource Manager 5.0.x, there is no method for determining whether the graph database is up-to-date. For more information, see *Determining whether the graph database is up-to-date* on page 18.
ZEN-19218	On Resource Manager 5.0.x, Service Impact logs to STDOUT instead of a rotating file.
ZEN-19330	When using search to add a device to Service Impact, the results are inaccurate and very slow.

ID	Description
ZEN-19403	On Resource Manager 5.0.x, after using `zenbatchload` to load devices, the graph database update process produces errors.
ZEN-19503	On Resource Manager 5.0.x, the graph database update process generates the following error: `AttributeError: 'list' object has no attribute 'uuid'`.
ZEN-19504	On Resource Manager 5.0.x, the graph database update process generates the following error: `UnboundLocalError: local variable 'ob' referenced before assignment`.
ZEN-19577	During a graph database update, a deadlock halts the process.
ZEN-20075	In certain circumstances, the StateNode in-memory cache gets out of sync with the underlying graph database, and generates the following error: `java.lang.IllegalStateException: org.neo4j.kernel.api.exceptions.EntityNotFoundException: Unable to load RELATIONSHIP with id`.
ZEN-20156	On Resource Manager 4.2.5, device or component state changes are not reflected in the Resource Manager browser interface.

Fixed 5.0.2

ID	Description
ZEN-17202	In **Impact View**, the **Fit Graph to Window** control does not account for collapsed child nodes, and does not resize the graph.
ZEN-17223	In **Impact View**, the second **Toggle Filter** control does not return the graph to its state before a filter was applied.
ZEN-18813	The **Impact View** loads slowly when the graph is large.
ZEN-18536	During installation, the graph update step displays warning messages that indicate failure.
ZEN-19160	Graph processing fails with uncaught exceptions when it is unable to resolve a reference.

Fixed 5.0.1

ID	Description
ZEN-4619	Changing the name of a Dynamic Service does not update the **Impact View** graph.
ZEN-8899	"Dynamic Services" is not a searchable string in the **Add to Services** search field.
ZEN-14054	In **Impact View**, the summary popup of a node may have missing or inaccurate text in the **Production** field. When a node is out of production, the text may be missing. When a node transitions out of production, the text may remain `true`.
ZEN-14350	the **Add Dynamic Service** submit button is not repsonding correctly.
ZEN-16861	Impact 4.2.6: Links in the **Dynamic Services** view (located on the right side of the user interface) are not working.
ZEN-16917	the **Filter** fails when multiple policies are applied to the same service, which sets the service to different states, causing the Global policy to take precedence over the Contextual policy.
ZEN-16997	Service Impact Server event processing rate is very slow when a large number of devices come back online at the same time.

ID	Description
ZEN-17052	On Resource Manager 5.0.x, the Neo4j administration console is not available.
ZEN-17082	Contextual policies Derived states color causes usability issues. The DOWN state was a solid red line. It is now a dotted red line to improve usability.
ZEN-17219	Exported XML does not conform to its schema.
ZEN-17525	A renamed node is not renamed in the **Impact View** graph.
ZEN-17564	**Impact View** does not render in Internet Explorer 10.
ZEN-17578	Unable to import graph information on Resource Manager 4.2.x master host due to an SSL authentication issue. For more information, see *Configuring Resource Manager 4.2.x to use SSL* in the "Notes and workarounds" section of this document.
ZEN-18206	Updating the Impact graph and device modeling slowed down significantly in Version 5.0.0.
ZEN-18195	The **Zoom Slider** tool was missing.
ZEN-18340	`zenimpactstate` does not mount volumes.

Known issues

Known 5.0.6

There are no additional known issues in this release.

Known 5.0.5

ID	Description	Status
ZEN-21286	zenimpactstate reports cannot close container in CC 1.0.9 / RM 5.0.9	Open

Known 5.0.4

There are no additional known issues in this release.

Known 5.0.3

There are no additional known issues in this release.

Known 5.0.2

ID	Description	Status
ZEN-18812	The **Members** view (previously the **Overview** view) loads slowly when the graph to display contains a large number of devices.	Open
ZEN-19134	While upgrading the ZenPacks.zenoss.ImpactServer ZenPack, graph databases with 3000 or more devices may generate traceback messages.	Open

Known 5.0.1

ID	Description	Status
ZEN-17182	Some Service Impact graphs are missing in Control Center.	Open
ZEN-18522	Cannot rename or edit an **Organizing Group**.	Open

Known 5.0.0

ID	Description	Status
ZEN-9077, ZEN-16861	In **Overview** view, node links do not display the page of the associated device or component.	Fixed (5.0.1)
ZEN-9339	Service nodes representing Resource Manager process sets are not using process set names, which complicates the process of associating Service Impact events with specific processes on a device.	Fixed (5.0.1)
ZEN-9905	Similar events that occur within microseconds of each other may be excluded from root cause analysis results	Fixed (5.0.1)
ZEN-13617	The **Add to Service** dialog may display a lower count of items in the left column than it displays in the right column	Fixed (5.0.1)

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ID	Description	Status
ZEN-14054	In **Impact View**, the summary popup of a node may have missing or inaccurate text in the **Production** field. When a node is out of production, the text may be missing. When a node transitions out of production, the text may remain `true`.	Fixed (5.0.1)
ZEN-14243	In **Impact View**, clicking a node's event rainbow does not display the events subpage of the affected device or component.	Open
ZEN-14341	A node with cyclical relationships to other nodes in a service can result in a persistent service down event without a valid cause, even though the device or component is up and available.	Open
ZEN-15183	On Resource Manager 4.2.x systems, the `zenbackup` command is unable to release file handles after copying data from the Neo4j database, due to an unresolved issue in Neo4j. To release the file handles, restart the Service Impact server process.	Fixed (5.0.2)
ZEN-16660	When a vSphere host is attached to clusters, the node representing the host includes a cyclical relationship to the clusters, and is unable to represent the state of the host itself.	Open
ZEN-17052	On Resource Manager 5.0.x systems, the Neo4j administration console is not available.	Closed (5.0.1)
ZEN-17199	On Resource Manager 4.2.x systems, the following JMX graphs are not displayed: Impact Commit Rate, Impact Traversal Rate, Impact Model Acquisition, Impact State Propagation, and Impact API Calls.	Open

Notes and workarounds

Notes 5.0.6

Installation on Resource Manager 5.0.x

To install this release for use with Resource Manager 5.0.x, you need copies of the following Service Impact ZenPacks:

- `ZenPack.zenoss.ImpactServer-5.0.6.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact-5.0.6.0.0-py2.7.egg`

The ZenPacks are available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*.

Installation on Resource Manager 4.2

To install this release for use with Resource Manager 4.2.4 or 4.2.5, you need the following items:

- A copy of the `zenoss_impact-5.0.6.0.0.noarch.rpm` RPM package, which is also available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.
- Version 1.1.5 or newer of the ZenPacks.zenoss.AdvancedSearch ZenPack, or a more recent version. The ZenPack must be installed on your Resource Manager master host. You may download ZenPacks.zenoss.AdvancedSearch from the *Zenoss Enterprise Software Downloads* portal.

  Note The Service Impact upgrade procedures do not include specific steps for installing the ZenPack. The standard steps for ZenPack installation, as documented in the *Zenoss Resource Manager Administration Guide*, should be used.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Supported upgrade paths for Service Impact 5.0.6

From combination	To combination
Resource Manager 5.0.5 and Service Impact 5.0.3 or later	Resource Manager 5.0.6 and Service Impact 5.0.6
Resource Manager 4.2.5 and Service Impact 5.0.3 or later	Resource Manager 4.2.5 and Service Impact 5.0.6

Note To upgrade from Service Impact 5.0.2 to 5.0.6 on Resource Manager 5.0.5, first upgrade Resource Manager, then upgrade Service Impact.

- For more information about upgrading Resource Manager, refer to the *Zenoss Resource Manager Upgrade Guide*.
- For more information about upgrading Service Impact, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x* or the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Determining whether the graph database is up-to-date

On Resource Manager 5.0.x systems, follow these steps to determine whether the graph database is out of synch (ZEN-19211):

1 Log in to the Control Center master host as `root` or as a user with `sudo` privileges.
2 Enter one of the following commands:

    Ubuntu: `sudo serviced service run zenimpactstate check`
    RHEL/CentOS: `serviced service run zenimpactstate check`

Notes 5.0.5

Installation on Resource Manager 5.0.x

To install this release for use with Resource Manager 5.0.x, you need copies of the following Service Impact ZenPacks:

- `ZenPack.zenoss.ImpactServer-5.0.5.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact-5.0.5.0.0-py2.7.egg`

The ZenPacks are available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*.

Installation on Resource Manager 4.2

To install this release for use with Resource Manager 4.2.4 or 4.2.5, you need the following items:

- A copy of the `zenoss_impact-5.0.5.0.0.noarch.rpm` RPM package, which is also available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.
- Version 1.1.5 or newer of the ZenPacks.zenoss.AdvancedSearch ZenPack, or a more recent version. The ZenPack must be installed on your Resource Manager master host. You may download ZenPacks.zenoss.AdvancedSearch from the *Zenoss Enterprise Software Downloads* portal.

Note   The Service Impact upgrade procedures do not include specific steps for installing the ZenPack. The standard steps for ZenPack installation, as documented in the *Zenoss Resource Manager Administration Guide*, should be used.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Supported upgrade paths for Service Impact 5.0.5

From combination	To combination
Resource Manager 5.0.5 and Service Impact 5.0.3	Resource Manager 5.0.6 and Service Impact 5.0.5
Resource Manager 4.2.5 and Service Impact 5.0.3	Resource Manager 4.2.5 and Service Impact 5.0.5

> **Note** To upgrade from Service Impact 5.0.2 to 5.0.5 on Resource Manager 5.0.5, first upgrade Resource Manager, then upgrade Service Impact.

- For more information about upgrading Resource Manager, refer to the *Zenoss Resource Manager Upgrade Guide*.
- For more information about upgrading Service Impact, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x* or the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Determining whether the graph database is up-to-date

On Resource Manager 5.0.x systems, follow these steps to determine whether the graph database is out of synch (ZEN-19211):

1 Log in to the Control Center master host as `root` or as a user with `sudo` privileges.
2 Enter one of the following commands:

    Ubuntu: `sudo serviced service run zenimpactstate check`
    RHEL/CentOS: `serviced service run zenimpactstate check`

Notes 5.0.4

Installation on Resource Manager 5.0.x

To install this release for use with Resource Manager 5.0.x, you need copies of the following Service Impact ZenPacks:

- `ZenPack.zenoss.ImpactServer-5.0.4.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact-5.0.4.0.0-py2.7.egg`

The ZenPacks are available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*.

Installation on Resource Manager 4.2

To install this release for use with Resource Manager 4.2.4 or 4.2.5, you need the following items:

- A copy of the `zenoss_impact-5.0.4.0.0.noarch.rpm` RPM package, which is also available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.
- Version 1.1.5 or newer of the ZenPacks.zenoss.AdvancedSearch ZenPack, or a more recent version. The ZenPack must be installed on your Resource Manager master host. You may download ZenPacks.zenoss.AdvancedSearch from the *Zenoss Enterprise Software Downloads* portal.

> **Note** The Service Impact upgrade procedures do not include specific steps for installing the ZenPack. The standard steps for ZenPack installation, as documented in the *Zenoss Resource Manager Administration Guide*, should be used.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Supported upgrade paths for Service Impact 5.0.4

From combination	To combination
Resource Manager 5.0.5 and Service Impact 5.0.3	Resource Manager 5.0.6 and Service Impact 5.0.4
Resource Manager 4.2.5 and Service Impact 5.0.3	Resource Manager 4.2.5 and Service Impact 5.0.4

Note To upgrade from Service Impact 5.0.2 to 5.0.4 on Resource Manager 5.0.5, first upgrade Resource Manager, then upgrade Service Impact.

- For more information about upgrading Resource Manager, refer to the *Zenoss Resource Manager Upgrade Guide*.
- For more information about upgrading Service Impact, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x* or the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Determining whether the graph database is up-to-date

On Resource Manager 5.0.x systems, follow these steps to determine whether the graph database is out of synch (ZEN-19211):

1 Log in to the Control Center master host as `root` or as a user with `sudo` privileges.
2 Enter one of the following commands:

    Ubuntu: `sudo serviced service run zenimpactstate check`
    RHEL/CentOS: `serviced service run zenimpactstate check`

Notes 5.0.3

Installation on Resource Manager 5.0.x

To install this release for use with Resource Manager 5.0.x, you need copies of the following Service Impact ZenPacks:

- `ZenPack.zenoss.ImpactServer-5.0.3.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact-5.0.3.0.0-py2.7.egg`

The ZenPacks are available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*.

Installation on Resource Manager 4.2

To install this release for use with Resource Manager 4.2.4 or 4.2.5, you need the following items:

- A copy of the `zenoss_impact-5.0.3.0.0.noarch.rpm` RPM package, which is also available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.
- Version 1.1.5 of the ZenPacks.zenoss.AdvancedSearch ZenPack, or a more recent version. The ZenPack must be installed on your Resource Manager master host. You may download ZenPacks.zenoss.AdvancedSearch from the *Zenoss Enterprise Software Downloads* portal.

Note   The Service Impact upgrade procedures do not include specific steps for installing the ZenPack. The standard steps for ZenPack installation, as documented in the *Zenoss Resource Manager Administration Guide*, should be used.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Supported upgrade paths for Service Impact 5.0.3

From combination	To combination
Resource Manager 5.0.5 and Service Impact 5.0.2	Resource Manager 5.0.6 and Service Impact 5.0.3
Resource Manager 4.2.5 and Service Impact 5.0.2	Resource Manager 4.2.5 and Service Impact 5.0.3

Note   To upgrade from Service Impact 5.0.2 to 5.0.3 on Resource Manager 5.0.5, first upgrade Resource Manager, then upgrade Service Impact.

- For more information about upgrading Resource Manager, refer to the *Zenoss Resource Manager Upgrade Guide*.
- For more information about upgrading Service Impact, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x* or the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Determining whether the graph database is up-to-date

On Resource Manager 5.0.x systems, follow these steps to determine whether the graph database is out of synch (ZEN-19211):

1   Log in to the Control Center master host as `root` or as a user with `sudo` privileges.
2   Enter one of the following commands:

        Ubuntu: sudo serviced service run zenimpactstate check
        RHEL/CentOS: serviced service run zenimpactstate check

Notes 5.0.2

Installation on Resource Manager 5.0.x

To install this release for use with Resource Manager 5.0.x, you need copies of the following Service Impact ZenPacks:

- `ZenPack.zenoss.ImpactServer-5.0.2.0.0-py2.7.egg`
- `ZenPack.zenoss.Impact-5.0.2.0.0-py2.7.egg`

The ZenPacks are available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*.

Installation on Resource Manager 4.2

To install this release for use with Resource Manager 4.2.4 or 4.2.5, you need a copy of the
`zenoss_impact-5.0.2.0.0.noarch.rpm` RPM package, which is also available at the *Zenoss Enterprise Software Downloads* portal. If you do not have a user account for the portal, you may request a new account at the portal login page, or by contacting Zenoss Support.

For more information about installing this release, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Configuring Resource Manager 4.2.x to use SSL

Due to an SSL authentication issue, graph data cannot be imported to the Resource Manager 4.2.x master host. The workaround is to configure SSL on Resource Manager 4.2.x. The steps to perform this procedure are documented on the *Zenoss Help Center*. (ZEN-17578)

Errata

With the 5.0.1 release, the procedures for installing, upgrading, and removing Service Impact with Resource Manager version 5.0.x deployments have been removed from the *Zenoss Resource Manager Installation Guide* and placed in a separate guide, the *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*. You can access the new guide at *http://docs.zenoss.com*.

Additional information

The Service Impact documentation set includes the following, additional documents:

- *Zenoss Service Impact Installation Guide for Resource Manager 5.0.x*
- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*
- *Zenoss Service Impact User Guide*

Documentation feedback

Zenoss welcomes your comments and suggestions regarding our documentation. To share your comments, please send an email to `docs@zenoss.com`. In the email, include the document title and part number. The part number appears at the end of the list of trademarks, at the front of PDF versions of a document.