



Zenoss Service Impact Release Notes

Release 5.1.5

Zenoss, Inc.

www.zenoss.com

Zenoss Service Impact Release Notes

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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 5.1.5 (September 2016)
- Release 5.1.4 (August 2016)
- Release 5.1.3 (July 2016)
- Release 5.1.2 (May 2016)
- Release 5.1.1 (March 2016)

Supported clients and browsers

The client operating systems and Web browser combinations supported for this release:

Table 1: Supported client operating systems and browsers

| 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 |

Note

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

Compatibility with Resource Manager

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

| Service Impact | Resource Manager |
|----------------|---|
| 5.1.x or later | 5.1.1 or a more recent 5.1.x release |
| | 5.0.6 or a more recent 5.0.x release |
| | 4.2.5 with RPS 671 or a more recent RPS |
| | 4.2.4 with RPS 819, Redis 2.8, and the AdvancedSearch ZenPack installed |

Note A Redis upgrade is required for Service Impact installations on Resource Manager 4.2.4 systems. For more information, refer to the *Zenoss Service Impact Installation Guide for Resource Manager 4.2*.

Service Impact 5.1.5

This release includes no new features.

Note If you are planning to use Service Impact 5.1.5 with Resource Manager 4.2.x, you need to ensure that your Service Impact server host is running RHEL/CentOS 6 before using or upgrading to Service Impact 5.1.5. RHEL/CentOS 5 is no longer supported for the Service Impact 5.1.5 or higher server host.

Fixed issues

| ID | Description |
|-----------|--|
| ZEN-20976 | Service Impact Image Export resolution does not adjust based on size of graph. |
| ZEN-22548 | Improve graph update response to database deadlocks. |
| ZEN-22888 | Graph update end with a message <code>"Command returned non-zero exit code 252. Container not committed."</code> |
| ZEN-23138 | "Unable to remove queue" messages are being logged when uninstalling Service Impact. |
| ZEN-23839 | Filters on Services are being reset. |
| ZEN-24369 | Service Impact Cyclical Reference arrows are not present in Firefox. |
| ZEN-24520 | Adding a Service Organizer as an administrative object results in a Bad CSRF Token error. |
| ZEN-24640 | When Service Impact is installed, clicking an event row in the event console does not bring up event details. |

Notes and workarounds

Downloading files for this release

To install this release, download the Service Impact files from the [File Portal - Download Zenoss Enterprise Software](#) site. If you do not have login account for the site, you may request one by contacting Zenoss Support.

Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation Guide for Resource Manager 5.x*

- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*

The following table identifies the files to download for each supported installation or upgrade scenario.

Table 2: Required files

| Resource Manager | Required files |
|-----------------------------|---|
| 5.1.x | ZenPack.zenoss.ImpactServer-5.1.5.0.0-py2.7.egg ZenPack.zenoss.Impact-5.1.5.0.0-py2.7.egg |
| 5.0.x | ZenPack.zenoss.ImpactServer-5.1.5.0.0-rm5.0.x-py2.7.egg ZenPack.zenoss.Impact-5.1.5.0.0-py2.7.egg |
| 4.2.5 with RPS 671 or later | zenoss_impact-5.1.5.0.0.noarch.rpm ZenPack.zenoss.ImpactServer-5.1.5.0.0-py2.7.egg ZenPack.zenoss.Impact-5.1.5.0.0-py2.7.egg |
| 4.2.4 with RPS 854 or later | zenoss_impact-5.1.5.0.0.noarch.rpm ZenPack.zenoss.ImpactServer-5.1.5.0.0-py2.7.egg ZenPack.zenoss.Impact-5.1.5.0.0-py2.7.egg |
| 4.2.4 with RPS 819 | zenoss_impact-5.1.5.0.0.noarch.rpm ZenPack.zenoss.ImpactServer-5.1.5.0.0-py2.7.egg ZenPack.zenoss.Impact-5.1.5.0.0-py2.7.egg ZenPacks.zenoss.AdvancedSearch, version 1.1.5 or later. This ZenPack must be installed on your Resource Manager master host. Follow the standard steps for ZenPack installation, as documented in the <i>Zenoss Resource Manager Administration Guide</i> . |

Service Impact 5.1.4

This release includes no new features.

Fixed issues

| ID | Description |
|-----------|--|
| ZEN-16661 | When adding a Custom State Provider, the Event Class field is free form whereas in other areas of the product it is a drop-down list selector. |
| ZEN-16938 | The <code>zenimpactstate</code> method timing metrics should be saved in Control Center TSDB instead of the Central Perf storage. |
| ZEN-17015 | When a user navigates to the Impact Events view, the Impact Events are listed in the top pane and not highlighted. |
| ZEN-20681 | On large Impact views, Impact Nodes can overlap. |
| ZEN-21605 | Model changes can be missed due to time between the catalog query and impact model update. |
| ZEN-22055 | Numerous tracebacks in <code>event.log</code> when a user looks at a deleted service. |
| ZEN-22174 | Changing Production State setting does not update device's production state in Impact View. |
| ZEN-22995 | IE 11 cyclical relationship lines are the wrong color, black and not gray. |
| ZEN-23416 | When performing a Graph Export, the graph positioning is reset. |
| ZEN-23496 | Impact is restarting when performing a Control Center backup. |
| ZEN-23706 | Errors encountered during severice deletion should be logged at a level higher than <code>DEBUG</code> . |
| ZEN-23716 | In Impact View, graph position is not retained when switching dynamic services. |
| ZEN-23997 | In Impact View with compact view set, auto-refresh resets view back to expanded. |

Notes and workarounds

Downloading files for this release

To install this release, download the Service Impact files from the [File Portal - Download Zenoss Enterprise Software](#) site. If you do not have login account for the site, you may request one by contacting Zenoss Support.

Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation Guide for Resource Manager 5.x*
- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*

The following table identifies the files to download for each supported installation or upgrade scenario.

Table 3: Required files

| Resource Manager | Required files |
|--------------------------------|---|
| 5.1.x | ZenPack.zenoss.ImpactServer-5.1.4.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.4.0.0-py2.7.egg |
| 5.0.x | ZenPack.zenoss.ImpactServer-5.1.4.0.0-rm5.0.x-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.4.0.0-py2.7.egg |
| 4.2.5 with RPS 671 or later | zenoss_impact-5.1.4.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.4.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.4.0.0-py2.7.egg |
| 4.2.4 with RPS 854 or later | zenoss_impact-5.1.4.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.4.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.4.0.0-py2.7.egg |
| 4.2.4 with RPS 819 | zenoss_impact-5.1.4.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.4.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.4.0.0-py2.7.egg |
| | ZenPacks.zenoss.AdvancedSearch, version 1.1.5 or later. This ZenPack must be installed on your Resource Manager master host. Follow the standard steps for ZenPack installation, as documented in the <i>Zenoss Resource Manager Administration Guide</i> . |

Service Impact 5.1.3

This release includes no new features.

Fixed issues

| ID | Description |
|-----------|--|
| ZEN-17921 | On a 4.2.x system, Service Impact is attempting to post metrics to Resource Manager 5.x services leading to 'Error posting metrics' messages in <code>zenoss_impact.log</code> . |
| ZEN-21456 | Impact policy editor window does not open for CiscoAPIC nodes. |
| ZEN-22093 | Allow redis port to be configurable. |
| ZEN-22154 | If a logical node is a child of a logical node organizer, and an event impacts the logical node, clearing the event will not clear the impact graph. |
| ZEN-22378 | Removing a device from a Dynamic Service containing a collapsed component will display the device as orphaned. |
| ZEN-22837 | When a service is selected, within member view, the user should be able to sort its contents by the health field (indicates availability and performance of each element). |
| ZEN-23060 | Add serviced command to show Impact state change queue. |
| ZEN-23180 | After upgrading Resource Manager, <code>zenimpactimport</code> binary is no longer available. |
| ZEN-23506 | <code>ZenImpactState</code> metrics causes unnecessary load potentially leading to an unresponsive system. |

Notes and workarounds

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Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation Guide for Resource Manager 5.x*
- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*

The following table identifies the files to download for each supported installation or upgrade scenario.

Table 4: Required files

| Resource Manager | Required files |
|--------------------------------|---|
| 5.1.x | ZenPack.zenoss.ImpactServer-5.1.3.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.3.0.0-py2.7.egg |
| 5.0.x | ZenPack.zenoss.ImpactServer-5.1.3.0.0-rm5.0.x-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.3.0.0-py2.7.egg |
| 4.2.5 with RPS 671 or later | zenoss_impact-5.1.3.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.3.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.3.0.0-py2.7.egg |
| 4.2.4 with RPS 854 or later | zenoss_impact-5.1.3.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.3.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.3.0.0-py2.7.egg |
| 4.2.4 with RPS 819 | zenoss_impact-5.1.3.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.3.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.3.0.0-py2.7.egg |
| | ZenPacks.zenoss.AdvancedSearch, version 1.1.5 or later. This ZenPack must be installed on your Resource Manager master host. Follow the standard steps for ZenPack installation, as documented in the <i>Zenoss Resource Manager Administration Guide</i> . |

Service Impact 5.1.2

This release includes no new features.

Fixed issues

| ID | Description |
|-----------|---|
| ZEN-14900 | Graph importing does not work with SSL master (only 4.x) |
| ZEN-19510 | Error during graph update: "Error generating sync_errors.txt" |
| ZEN-19564 | Impact View graph shows two root nodes when adding vSphere endpoint |
| ZEN-20320 | Running <code>zenimpactstate update</code> too soon after installing Impact fails |
| ZEN-20340 | Importing an invalid XML file throws an incorrect error message |
| ZEN-20402 | Add compatibility messaging to ImpactServer egg |
| ZEN-20831 | Impact View zoom doesn't remain consistent within a session |
| ZEN-21342 | Node expand/collapse is not working properly with components |
| ZEN-21349 | Import manual reconciliation is not properly recognizing incorrect sources |
| ZEN-21550 | Removing a filter from partially hidden nodes doesn't work correctly |
| ZEN-21621 | Close button error on click with no event selected |
| ZEN-21705 | Cyclical references collapse behavior is incorrect |
| ZEN-21707 | Impact View node overlap with cyclical relationships |
| ZEN-21952 | Impact service definition should define actions |
| ZEN-21985 | Impact user with no default role cannot add objects to Impact services |
| ZEN-22078 | Console error generated when a service is created with an already existing name |
| ZEN-22318 | Impact upgrade script is failing with Control Center 1.1.1 and Resource Manager 5.1.1 |
| ZEN-22533 | Impact View node collapse not working on IE11 |
| ZEN-22643 | Impact upgrade script failing for Resource Manager 5.0.x |
| ZEN-22713 | Upgrading from Impact 5.0.6 alters root node of a dynamic service |

| ID | Description |
|-----------|---|
| ZEN-22816 | Events are dropped when a device is added to a service |
| ZEN-23017 | At startup, zenimpactstate tries to delete all outstanding statechange events |

Notes and workarounds

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- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*

The following table identifies the files to download for each supported installation or upgrade scenario.

Table 5: Required files

| Resource Manager | Required files |
|-----------------------------|---|
| 5.1.x | ZenPack.zenoss.ImpactServer-5.1.2.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.2.0.0-py2.7.egg |
| 5.0.x | ZenPack.zenoss.ImpactServer-5.1.2.0.0-rm5.0.x-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.2.0.0-py2.7.egg |
| 4.2.5 with RPS 671 or later | zenoss_impact-5.1.2.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.2.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.2.0.0-py2.7.egg |
| 4.2.4 with RPS 854 or later | zenoss_impact-5.1.2.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.2.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.2.0.0-py2.7.egg |
| 4.2.4 with RPS 819 | zenoss_impact-5.1.2.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.2.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.2.0.0-py2.7.egg |
| | ZenPacks.zenoss.AdvancedSearch, version 1.1.5 or later. This ZenPack must be installed on your Resource Manager master host. Follow the standard steps for ZenPack installation, as documented in the <i>Zenoss Resource Manager Administration Guide</i> . |

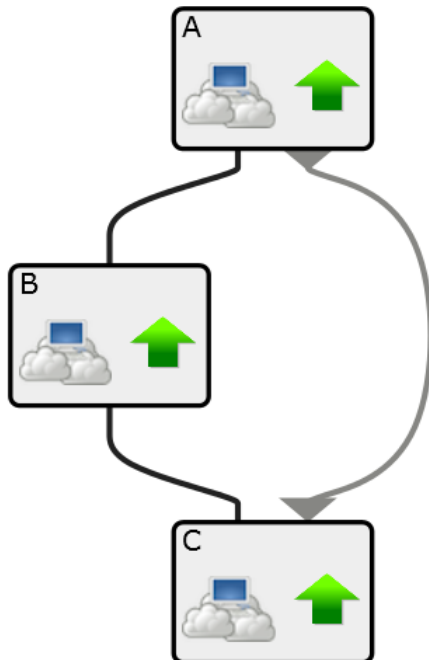
5

Service Impact 5.1.1

This release includes new features and performance enhancements.

New features

- Faster and more intelligent propagation of Service Impact graphs overall, but especially those with cyclic dependencies. A cyclic dependency occurs when a node in a service model is both the parent of the model and also a child in the same model. For example, node A is both the parent and a child in the same service model, as indicated by the gray arrow.



- Ability to handle complex, nested cyclic dependencies.
- Intelligent event storm handling that quickly eliminates the event backlog by de-duping events and avoiding unnecessary event propagation.

Fixed issues

| ID | Description |
|-------------------------|---|
| ZEN-14354 | Cyclical Impacts are not handled appropriately when added to a service. |
| ZEN-19006 | Service Impact Import-Delete-Reimport not functioning in version 5.0. |
| ZEN-19505 | "UID not found" error occurs during graph update. |
| ZEN-19539 | Statenode cache doesnot handle Neo4j rollback. |
| ZEN-20355 | Zoom slider is incorrectly displayed with large Service Impact graphs. |
| ZEN-20381 | Impact option disappears in the Advanced page. |
| ZEN-20383 | Collapse All functionality does not work consistently. |
| ZEN-20417 | Fit Graph to Window option is not working in Impact view on Internet Explorer. |
| ZEN-20442 | Arrows are not displayed in Impact graph. |
| ZEN-20458 | Clicking Toggle children on an AWS instance causes some child nodes to float to the side. |
| ZEN-20658 | After double-clicking on a Fabric Port node in Impact View, a <code>TypeError ('str' object is not callable)</code> displays. |
| ZEN-20681 | Impact view nodes overlap. |
| ZEN-20820 | Zoom indicator box does not reflect what is diplayed in the main window. |
| ZEN-21200 | Network route components cannot be added to a service. |
| ZEN-21455 | Service Impact Policy Edit dialog breaks when a node type is specified. |
| ZEN-21529 | Impact filter reset for unfound entries triggers an error. |
| ZEN-21552 | When the focus is changed, the Fit Graph to Window doesn't focus correctly on the graph. |
| ZEN-21607 | Impact filter fails if page is refreshed after applying the filter. |
| ZEN-21621 | When no event is selected, clicking the Impact Events Close button produces an error. |
| ZEN-21662, ZEN-21717 | The filter in Impact View is broken. |
| ZEN-21792 | Search in the Add to Service dialog does not work. |
| ZEN-21853 | Performance State events are not applied to graphs. |
| ZEN-21863 | On fresh installs, the graph update throws an error. |
| ZEN-21900 | A Redis queue worker thread is stuck waiting for a node lock. |
| ZEN-22038, ZEN-22142 | Components connected to vSphere endpoints do not expand or collapse properly. |
| ZEN-22096 | Unable to export dynamic service. |
| ZEN-22103, ZEN-22122 | State change logging is too verbose. |
| ZEN-22107 | Filtering nodes removes visual relationships to services. |
| ZEN-22111 | The statenode cache does not handle graph database rollbacks. |
| ZEN-22113 | Availability events are not reflected in the Impact View. |

| ID | Description |
|-----------|--|
| ZEN-22115 | Performance events are not being processed. |
| ZEN-22188 | Logical nodes set to unknown state after upgrade. |
| ZEN-22316 | Closed, cleared, dropped, or aged events are not removed from nodes. |
| ZEN-22444 | Nodes with cyclical references are collapsed incorrectly. |

Known issues

| ID | Description |
|-----------|---|
| ZEN-21707 | Impact View node overlaps with cyclical relationships. |
| ZEN-21730 | Cisco devices may create duplicated entries in the Service Impact search dialog. |
| ZEN-22037 | In Resource Manager 4.2.4, the Impact View event rainbow does not route to events subpage for device/component. The underlying cause is specific to Resource Manager 4.2.4, and a fix is scheduled for inclusion in an upcoming RPS. |
| ZEN-22078 | When a service is created with an existing name, a console error is generated. |
| ZEN-22174 | Changing a device's production state is not reflected in the Impact View of the device. |
| ZEN-22451 | For Linux devices, a ping down does not change state, causing an inconsistency with Service Impact. This caused by an Resource Manager issue. |
| ZEN-22455 | <p>Resource Manager 5.1.1 includes a new event class, <code>/Status/SNMP</code>, and it does not affect dynamic services in Service Impact 5.1.1.</p> <ul style="list-style-type: none"> In Resource Manager 5.1.1 with Service Impact 5.1.1, devices affected by events with an event class of <code>/Status/SNMP</code> do not display state changes in the Members View, Events View, or Impact View. To see the event, visit the Events tab or the Events section for that device, on the Infrastructure tab. In Resource Manager 5.1.1 with Service Impact 5.1.1, devices affected by events with an event class of <code>/Status/Ping</code> display state changes in the Members View, Events View, and Impact View. <p>This is caused by a Resource Manager issue, and a fix is scheduled for inclusion in an upcoming release.</p> |
| ZEN-22680 | <p>While upgrading the ImpactServer ZenPack on Resource Manager 5.0.x systems, you may see the following message:</p> <p>Service definition sdk is not available, please see installation guide</p> <p>Please ignore the message.</p> |

Notes and workarounds

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Installation and upgrade procedures are detailed in the following guides:

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- *Zenoss Service Impact Installation Guide for Resource Manager 4.2*

The following table identifies the files to download for each supported installation or upgrade scenario.

Table 6: Required files

| Resource Manager | Required files |
|--------------------------------|---|
| 5.1.x | ZenPack.zenoss.ImpactServer-5.1.1.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.1.0.0-py2.7.egg |
| 5.0.x | ZenPack.zenoss.ImpactServer-5.1.1.0.0-rm5.0.x-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.1.0.0-py2.7.egg |
| 4.2.5 with RPS 671 or later | zenoss_impact-5.1.0.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.1.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.1.0.0-py2.7.egg |
| 4.2.4 with RPS 854 or later | zenoss_impact-5.1.0.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.1.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.1.0.0-py2.7.egg |
| 4.2.4 with RPS 819 | zenoss_impact-5.1.0.0.0.noarch.rpm |
| | ZenPack.zenoss.ImpactServer-5.1.1.0.0-py2.7.egg |
| | ZenPack.zenoss.Impact-5.1.1.0.0-py2.7.egg |
| | ZenPacks.zenoss.AdvancedSearch, version 1.1.5 or later. This ZenPack must be installed on your Resource Manager master host. Follow the standard steps for ZenPack installation, as documented in the <i>Zenoss Resource Manager Administration Guide</i> . |



Limitations, errata, and documentation

This section includes the following information:

- Known limitations of Service Impact, if any
- Release-specific documentation errata, if any
- Descriptions of additional documentation

Limitations

Once Service Impact is installed, Service Impact and Resource Manager are interdependent. However, Resource Manager issues affect Service Impact more frequently than Service Impact issues affect Resource Manager. For this reason, the list of known issues for a given Service Impact release can include items that manifest in Service Impact but are not caused by Service Impact software. Such items are noted in the list of known issues.

In Resource Manager 4.2.4, JMX monitoring of Service Impact is disabled. In Resource Manager 5.x, JMX monitoring of Service Impact is available, in Control Center. (ZEN-22353)

Additional information

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

- *Zenoss Service Impact Installation Guide for Resource Manager 5.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.