



Zenoss Service Impact Release Notes

Release 5.3.1

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 5.3.1 (April 2018)
- Release 5.3.0 (March 2018, controlled availability)
- Release 5.2.3 (January 2018)
- Release 5.2.2 (November 2017)
- Release 5.2.1 (controlled availability)
- Release 5.2.0 (controlled availability)

Supported clients and browsers

The following table identifies the supported combinations of client operating systems and web browsers.

Client OS	Supported browsers
Windows 7, 10	Internet Explorer 11*
	Firefox 56 and later
	Chrome 61 and later
macOS 10.12.3, 10.13	Firefox 56 and later
	Chrome 61 and later
Ubuntu 14.04 LTS	Firefox 56 and later
	Chrome 61 and later

* Enterprise mode only; compatibility mode is not tested.

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
5.2.3, 5.3.x	6.0.x and later
	5.2.x, 5.3.x
	4.2.5 with RPS 671

Service Impact 5.3.1

Considerations and workarounds

Downloading files for this release

To install this release, download the Service Impact files from the [delivery.zenoss.com](https://support.zenoss.com/hc/en-us) site. Use your <https://support.zenoss.com/hc/en-us> credentials to log in. If you do not have an account, request one by contacting Zenoss Support.

Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 5.x and 6.x*
- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 4.2*

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

Table 1: Required files

Resource Manager	Required files
5.2.x and later, 6.x	ZenPacks.zenoss.ImpactServer-5.3.1.0.0-py2.7.egg
	ZenPacks.zenoss.Impact-5.3.1.0.0-py2.7.egg
	install-zenoss-impact_5.3_5.3.1.0.0.run
5.0.x	ZenPacks.zenoss.ImpactServer-5.3.1.0.0-rm5.0.x-py2.7.egg
	ZenPacks.zenoss.Impact-5.3.1.0.0-py2.7.egg
	install-zenoss-impact_5.3_5.3.1.0.0.run
4.2.5 with RPS 671	ZenPacks.zenoss.ImpactServer-5.3.1.0.0-py2.7.egg
	ZenPacks.zenoss.Impact-5.3.1.0.0-py2.7.egg
	zenoss_impact-5.3.1.0.0.noarch.rpm

Reidentifying devices

Resource Manager provides the ability to reidentify devices. The reidentification process deletes and re-adds the device with a new ID and GUID. When the GUID is changed, the device is removed from that particular Service Impact service. If you reidentify a device, you must manually re-add the device to the service model.

Impact graph update best practices

Graph updates and maintenance window operations use the same target graph database. Concurrent access of shared data increases time required to complete the operations, risk of transaction rollbacks and deadlocks, and risk of inconsistent state updates to the graph database. For best performance when updating an impact graph,

- Do not manually rebuild an impact graph during a time that overlaps a maintenance window or another graph update operation.
- Do not import dynamic service models while a graph update operation is in progress.

For more information about manually rebuilding a graph, refer to the *Zenoss Service Impact User Guide*.

Upgrade considerations

When you initially upgrade from Service Impact 5.2.3 to 5.3.1, the new version of the product removes accumulated event history that is no longer needed. A temporary performance slowdown might occur while nodes are read.

Limitations

After 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 might 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)

New features

This maintenance release provides no new features. For information about enhancements, see [Service Impact 5.3.0](#) on page 8.

Fixed issues

This release includes no fixes to GA versions of the product. Version 5.3.0 provided fixes as described in [Fixed issues](#) on page 9.

Service Impact 5.3.0

This controlled availability release provided features and fixes as described in the following sections.

Considerations and workarounds

Downloading files for this release

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Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 5.x and 6.x*
- *Zenoss Service Impact Installation and Upgrade 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
5.2.x and later, 6.x	<code>ZenPacks.zenoss.ImpactServer-5.3.0.0.0-py2.7.egg</code>
	<code>ZenPacks.zenoss.ImpactServer-5.3.0.0.0-rm5.0.x-py2.7.egg</code>
	<code>ZenPacks.zenoss.Impact-5.3.0.0.0-py2.7.egg</code>
	<code>install-zenoss-impact_5.3_5.3.0.0.0.run</code>
4.2.5 with RPS 671	<code>ZenPacks.zenoss.ImpactServer-5.3.0.0.0-py2.7.egg</code>
	<code>ZenPacks.zenoss.Impact-5.3.0.0.0-py2.7.egg</code>
	<code>zenoss_impact-5.3.0.0.0.noarch.rpm</code>

Reidentifying devices

Resource Manager provides the ability to reidentify devices. The reidentification process deletes and re-adds the device with a new ID and GUID. When the GUID is changed, the device is removed from that particular Service Impact service. If you reidentify a device, you must manually re-add the device to the service model.

Impact graph update best practice

For best performance, do not manually rebuild an impact graph during a time that overlaps a maintenance window. The graph update and maintenance window operations use the same target graph database. Performing them together might lengthen the time to complete the operations, and might result in transaction rollbacks. For more information about manually rebuilding a graph, refer to the *Zenoss Service Impact User Guide*.

Upgrade considerations

When you initially upgrade from Service Impact 5.2.3 to 5.3.0, the new version of the product removes accumulated event history that is no longer needed. A temporary performance slowdown might occur while nodes are read.

Limitations

After 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 might 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)

New features and enhancements

This release provides the following enhancements.

Performance improvements

This release focuses on improving operational performance; specifically providing faster graph updates and state propagation in environments with many nodes.

Impact View enhancements

A new right-click menu option enables you to center the **Impact View** on a node that you select. The graph shifts to display the selected node in the center, but does not change the zoom level. The new **Selected Node** field enables you to select from a list of nodes that match the partial text string that you specify. Enhanced filtering enables you to find and view nodes by availability and performance states and partial name string.

Fixed issues

Table 3: Version 5.3.0

ID	Description
IMP-39	GraphML file that was exported from an older version of Service Impact cannot be imported into latest version.
IMP-284	Implicit bug in setting event state during propagation process.
IMP-285	Improve performance and responsiveness under high workload environments.
IMP-290	Do batching of production state updates in Service Impact server.
IMP-307	In a large database, cannot remove nonexistent nodes because requests time out.

ID	Description
IMP-309	Impact state propagation takes too long on devices with thousands of components.
IMP-316	Multithreaded implementation of related event processing.
IMP-320	Unable to delete top level logical node organizer when it contains children.
IMP-321	A state node accumulates best state events.
IMP-322	Import of a GraphML file associates incorrect devices to components.
IMP-323	Need to repair Neo4j objects with large number of non-relevant events.
IMP-349	Refactor handling Neo4j resources in multi-threaded environment.
IMP-351	When updating a graph, errors occur for some ZenPack objects.
IMP-357	State propagation process takes an unacceptable amount of time on devices with thousands of components.
IMP-369	graphreset (update) does not prune orphaned nodes.

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Service Impact 5.2.3

New features

This release provides no additional features.

Fixed issues

Table 4: Version 5.2.3

ID	Description
IMP-304	After a <code>zenimpactgraph</code> update, workers crash one-by-one.

Notes and workarounds

Downloading files for this release

To install this release, download the Service Impact files from the delivery.zenoss.com site. If you do not have a login account for the site, request one by contacting Zenoss Support.

Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 5.x and 6.x*
- *Zenoss Service Impact Installation and Upgrade 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
5.2.x and later	<code>ZenPacks.zenoss.ImpactServer-5.2.3.0.0-py2.7.egg</code>
	<code>ZenPacks.zenoss.ImpactServer-5.2.3.0.0-rm5.0.x-py2.7.egg</code>
	<code>ZenPacks.zenoss.Impact-5.2.3.0.0-py2.7.egg</code>

Resource Manager	Required files
4.2.5 with RPS 671	install-zenoss-impact_5.2_5.2.3.0.0.run
	ZenPacks.zenoss.ImpactServer-5.2.3.0.0-py2.7.egg
	ZenPacks.zenoss.Impact-5.2.3.0.0-py2.7.egg
	zenoss_impact-5.2.3.0.0.noarch.rpm

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Service Impact 5.2.2

New features

This release provides no additional features; however, it includes features from earlier controlled-availability releases.

Fixed issues

Table 6: Version 5.2.2

ID	Description
IMP-267	Delays are caused when maintenance windows change <code>productionState</code> for a large number of devices.
IMP-275	Upon starting Service Impact after installing or upgrading the ImpactServer egg, performance of the migration of nodes is unacceptable.

Notes and workarounds

Downloading files for this release

To install this release, download the Service Impact files from the delivery.zenoss.com site. If you do not have a login account for the site, request one by contacting Zenoss Support.

Installation and upgrade procedures are detailed in the following guides:

- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 5.x and 6.x*
- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 4.2*

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

Table 7: Required files

Resource Manager	Required files
5.2.x and later	ZenPacks.zenoss.ImpactServer-5.2.2.0.0-py2.7.egg
	ZenPacks.zenoss.ImpactServer-5.2.2.0.0-rm5.0.x-py2.7.egg
	ZenPacks.zenoss.Impact-5.2.2.0.0-py2.7.egg
	install-zenoss-impact_5.2_5.2.2.0.0.run
4.2.5 with RPS 671	ZenPacks.zenoss.ImpactServer-5.2.2.0.0-py2.7.egg
	ZenPacks.zenoss.Impact-5.2.2.0.0-py2.7.egg
	zenoss_impact-5.2.2.0.0.noarch.rpm

Service Impact 5.2.1

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This version was a controlled-availability release.

Service Impact 5.2.0

This release was a controlled-availability release.

The following features and fixes are provided in version 5.2.2.

New features

This release provides the following graphing enhancements:

- Occasionally, Service Impact receives information about an unknown component or device that is needed for an event. When this occurs, a targeted graph update models just the unknown entity's subgraphs. To allow the modeling workflow to complete, a "placeholder" is immediately created for the unknown entity. Impact graphs are quickly refreshed without delay to event processing.

The targeted graph update allows mission-critical event and service event monitoring and alerting to resume with minimal downtime. During the restore and rebuild of the Neo4j graph database, service event processing resumes quickly, regardless of the size and number of service models.

- New commands for `zenimpactgraph run update` enable you to manually rebuild a subset, rather than performing a rebuild of all service models. A manual rebuild is rarely required, but can be performed if necessary to repair a subset of nodes.

For information about these enhancements, refer to the *Zenoss Service Impact User Guide*.

Fixed issues

Table 8: Version 5.2.0

ID	Description
IMP-175	CREATE reconciliation action for the component or organizing group definition for service model import fails.
IMP-193	Reindex Neo4j database after an incorrect index was created in version 5.1.6.
IMP-212	No results are returned when searching for members to add to a service.
IMP-219	Migration cannot be completed on a large Neo4j database.

ID	Description
IMP-262	Events with invalid device IDs generate tracebacks when being processed by <code>zenimpactstate</code> .

Notes and workarounds

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Errata and documentation

This section includes the following information:

- Release-specific documentation errata, if any
- Descriptions of additional documentation

Additional information

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

- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 5.x and 6.x*
- *Zenoss Service Impact Installation and Upgrade Guide for Resource Manager 4.2*
- *Zenoss Service Impact User Guide*

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