



Zenoss Service Impact Release Notes

Release 5.1.5

Zenoss, Inc.

www.zenoss.com

Zenoss Service Impact Release Notes

Copyright © 2016 Zenoss, Inc. All rights reserved.

Zenoss and the Zenoss logo are trademarks or registered trademarks of Zenoss, Inc., in the United States and other countries. All other trademarks, logos, and service marks are the property of Zenoss or other third parties. Use of these marks is prohibited without the express written consent of Zenoss, Inc., or the third-party owner.

Amazon Web Services, AWS, and EC2 are trademarks of Amazon.com, Inc. or its affiliates in the United States and/or other countries.

Flash is a registered trademark of Adobe Systems Incorporated.

Oracle, the Oracle logo, Java, and MySQL are registered trademarks of the Oracle Corporation and/or its affiliates.

Linux is a registered trademark of Linus Torvalds.

RabbitMQ is a trademark of VMware, Inc.

SNMP Informant is a trademark of Garth K. Williams (Informant Systems, Inc.).

Sybase is a registered trademark of Sybase, Inc.

Tomcat is a trademark of the Apache Software Foundation.

VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

All other companies and products mentioned are trademarks and property of their respective owners.

Part Number: 1004.16.273

Zenoss, Inc.
11305 Four Points Drive
Bldg 1 - Suite 300
Austin, Texas 78726

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*.

1

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 "Command returned non-zero exit code 252. Container not committed."
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 DEBUG.
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

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 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
ZEN-22816	Events are dropped when a device is added to a service

ID	Description
ZEN-23017	At startup, zenimpactstate tries to delete all outstanding statechange events

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 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> .

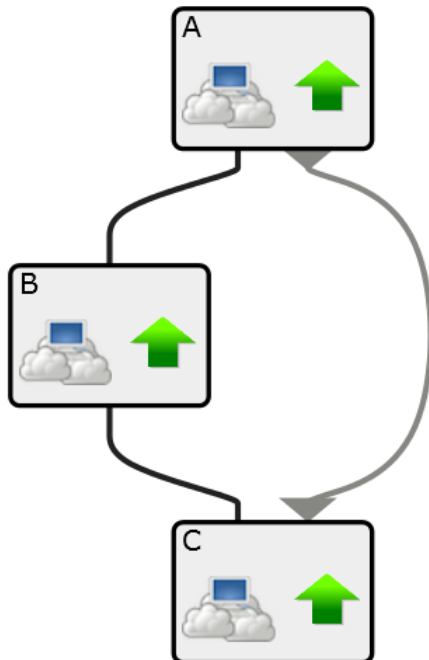
5

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 displayed 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

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 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.