

# Traverse 4.8 Release Notes



Aug, 2008  
Software Build #: 4.8.070

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These Release Notes provide additional information for the Traverse 4.8 software release.

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## Kit Contents

The Zyrion Traverse package includes:

- traverse-4.8.070-linux.tar.gz
- traverse-4.8.070-solaris.tar.gz
- traverse-4.8.070-windows.exe
- wmitools-4.8.070-windows.exe
- Documentation
  - Traverse\_User\_Guide.pdf
  - Traverse\_API\_Reference\_Developer\_Guide.pdf
  - Release\_Notes.pdf

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**IMPORTANT:** The minor revision number (the 3 digits at the end) could be different from those listed above. These indicate minor revision updates, and this documentation would still be applicable.

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All the files listed above are directly downloadable from the Zyrion support web site [www.zyrion.com/support](http://www.zyrion.com/support)

## New in this Release

Traverse 4.8 includes the following new features:

### Real-time SLA Compliance Dashboard

Users can create a SLA Compliance dashboard with multiple tests and metrics. The dashboard displays the remaining time to meet SLA compliance for the current time interval, and the history of all past time intervals. The dashboard is updated in real-time and can be used by senior IT managers, business unit managers and others.

### MIB Browser

Traverse now includes an integrated MIB browser for troubleshooting SNMP devices as well as adding new devices for monitoring which are not automatically discovered. This is available while adding new devices as well as under "Additional Tools" at the "Test Summary" page for a device.

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## **Composite Performance Metrics**

Users now have the ability to create custom and complex performance metrics by combining the results of two or more standard Traverse tests. A composite test can be created against an existing device by selecting any number of "real" tests on the same device and applying simple mathematical formula, including addition, subtraction, division and multiplication. A composite test is similar to a real test and can be assigned an action profile, used within containers, etc.

## **Java Application Server Monitor (Weblogic, Tomcat)**

Traverse is able to monitor BEA WebLogic and Apache Tomcat, the leading commercial and open-source J2EE applications servers respectively. Combined with the existing network, system and database monitoring capabilities, this new feature will provide deeper visibility into n-tier applications.

## **Oracle Native Performance Monitor**

A new version of the Oracle database monitor has been added that eliminates the complexity of configuring SNMP agents. Instead of relying on Oracle SNMP agent, which often requires involvement of network, system and database administrators, Traverse uses direct SQL query to retrieve necessary information.

## **Custom Reports (My Reports)**

Traverse now allows users to create truly unique reports by selecting graphs and other components from the numerous pre-formatted and custom reporting options. Users can select specific historical performance and trend graphs for individual tests or other components from existing reports and "stitch" them into an ad-hoc report. The elements in such ad-hoc report are rendered on-demand as user selects one from their personal collection.

## **Application Profiles**

Typically the test discovery workflow searches for all available metrics for a selected device and potentially return hundreds of tests of various category. An application profile can be used to discover only a specific set of metrics across a number of different monitors (SNMP, WMI, etc). Users have the ability to create their own profiles, or use one of the many pre-defined profiles as a template for a new profile.

## **Network Health Status Indicator Toolbar**

A new UI component has been added to provide summary of all device and event status. The count of devices and events (message as well as threshold violation) in different severity are shown on a thin strip that is accessible throughout the Web Application. The summary information can be shown/hidden on demand and supports quick drill-down into device/event list of selected severity. This toolbar can be detached if needed to show a mini-view of the network health.

## **Bulk Provisioning From CSV Formatted File**

Bulk provisioning of devices is now available through the Web Application where users can import large number of devices by means of a CSV formatted list. As part of the provisioning process, Traverse also discovers available metrics (tests) for each device.

## **Business Impact Analysis In Event Manager**

The Event Manager now indicates whether each device is part of a container, which often represent a business parent service or geographic location. Highlighting an event will reveal the immediate parent containers on the details panel. Clicking on the container name will load the corresponding summary information on the main window.

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## Web Services API

A new set of APIs based on Web Services standard is being released to facilitate integration with third-party applications (in-house/commercial).

This new API is complementary to the existing BVE API, but enables rapid development through discovery of various services using WSDL as defined by World Wide Web Consortium (W3C). Currently read-only access to configuration and status (where applicable) information for various objects, such as device, test, container, DGE, etc. are provided. Additionally, the API provides the ability to insert results for custom tests.

## Test Parameter Rediscovery

In typical operational environments, network devices often undergo configuration changes, ranging from altering the description of an interface to addition/removal of a hard drive or interface card. Traverse now provides an option to periodically check for such changes that may affect provisioned test (parameters) and take appropriate actions. Users can also choose to automatically add newly discovered tests (SNMP & WMI only), remove tests for elements that are no longer present. This capability can be enabled/disabled for each department as well as for individual devices.

## Custom WMI Tests

It is now possible to create custom WMI tests against Windows devices by providing the WMI class and property names as well as any qualifiers. This will enable users to monitor availability and performance metrics for additional Windows applications that are not automatically identified by Traverse.

## Cisco IP-SLA Metrics

Traverse is now able to identify additional IP-SLA metrics configured on Cisco routers/switches as part of the test discovery workflow. Traverse can now discover and subsequently poll results for the following types of IP-SLA metrics:

- DHCP (Dynamic Host Configuration Protocol)
- DNS (Domain Name System)
- FTP (File Transfer Protocol)
- NTP (Network Time Protocol)
- UDP Echo
- TCP Connect

## Support for NetScaler Enterprise MIB

Traverse can discover and monitor performance metrics from NetScaler devices through vendor-provided enterprise MIBs. The following categories of metrics are available:

- Number Of Established Connections
- Number Of Connection Errors
- Load Balanced Response
- Load Balanced Connections
- Virtual Service Status
- Physical Server Status

## Test Notification Settings

As part of the workflow to create/update an action profile, a "Test Now" option has been added that provides a way to verify proper operation of an action item. When used, a test email or SNMP trap notification is triggered from the selected DGE.

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## Audible Alerts

As the content on Device/Test Summary and Event Console is periodically refreshed (based on setting from user preference), users can be alerted to any change in status through a number of uses selectable sound effects. This feature is applicable when a user is logged into the Web Application and can be enabled/disabled through user preference.

## Highlighting of Recent Events

New events are highlighted for a short period of time on the Summary pages and the Event Manager. This complements the audible alert feature so that a user can see what has changed on the network when they hear an audible alert.

### Reporting Features

Users can now plot complementary results (in/out, sent/recvd) on opposite axis in plots. Also, under Custom Performance Reports, you can now plot aggregate values (sum/mean) on composite graphs.

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## Issues Fixed in this Release

The following are some of the key issues that are fixed in this release. This is not a complete list of all the bugs and issues, please contact Zyrion for the complete list.

- (CQ# 85704) Some Oracle tests show a status of "Unknown" after upgrading Traverse. The Traverse.error file indicate that there might be a mismatch between the types of tests in the provisioning database and the tests defined in the XML tests definition. Workaround: Rediscover Oracle tests after upgrade to resolve the issue.
- (CQ# 86196) Unable to drill-down into advanced availability reports when using containers with exported devices.
- (CQ# 86744) Fault reports shows values over 100%. You can resolve this issue by running the following program:  
(Linux/Solaris): <traverse\_home>/database/schema/alter/fixZeroLengthEvents.sh  
(Windows): <traverse\_home>\database\schema\alter\fixZeroLengthEvents.exe
- (CQ# 87132) After applying an Advanced Search Filter on the Test Status page, the User Interface can become unformatted.
- (CQ# 87245) After deleting a provisioned device (which has provisioned SNMP tests) and re-adding the device again with a different name, some of the new provisioned tests do not execute.
- (CQ# 87401) Ad Hoc Report graphs do not match the original reports.
- (CQ# 87404) Technical Summary Report: Correlation Histogram title is misleading in some circumstances.

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## Known Issues

- (CQ# 67530) The Advanced Web transaction script shows a "NTLM get authorization error" when trying to create a script against a NTLM authentication-enabled Web Server.
- (CQ# 68284) A suspended test is not represented in a bar in the (last 6hrs/24hrs) bar/area chart (blank). It only displays in the pie chart.
- (CQ# 68300) The Event History does not display the correct thresholds of an event at the time it occurred.
- (CQ# 79857) Unable to generate Server Summary Report when selecting a large number of devices. Workaround: Select a reduced number of devices for the report.

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- (CQ# 84014) Using a \* wildcard as a search parameter within a container create/update workflow might result in slow performance with a large number of existing devices/containers. Workaround: Use specific search parameters (for example, "\*-nyc-\*", "router\*").
  - (CQ# 84384) JMX monitor performance might be impacted when monitoring Traverse components and the system resources on the Traverse server are exhausted.
  - (CQ# 84451) Diagnostic message for test failure is updated only when the test severity changes and therefore might not reflect test parameter changes. Workaround: Suspend and then resume the test to force a state change.
  - (CQ# 84607) Client browser might use excessive CPU and memory resources when running a custom message/event report across a large number of devices or a wide date range.
  - (CQ# 85243) Container Summary page might show a "Loading..." message on the Test Summary area after clicking on the browser's Back button. Workaround: Click on container/device/test names to change the context instead of using the Back button.
  - (CQ# 85960) Unable to log into the Traverse Web Application if the DGE disk partition space is full. Workaround: Create disk space on the partition that hosts the DGE database.
  - (CQ# 86007) The Web Application might exhaust memory allocation when a regular expression-based search returns a large number of devices. Workaround: Use specific search parameters (for example, "\*-nyc-\*", "router\*").
  - (CQ# 86549) The "Logs" link for Test Parameter Rediscovery does not display for devices if they were added through Auto-Discovery prior to enabling Test Parameter Discovery (per Department).
  - (CQ# 87253) Performance Reports do not correctly display "Top 10" information.
  - (CQ# 87254) Graph Y-axis does not adjust automatically when zooming into a graph with a custom performance report.

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## System Requirements

The hardware and software requirements for running Traverse are described in the Traverse User Guide.

## Installation and Upgrade Information

See the *Traverse 4.8 User Guide* for installation and upgrade instructions.

## Available Documentation

Documentation for Zyrion Traverse is available in Adobe PDF format or online help system in HTML format.

Acrobat Reader is needed to open documents in PDF format. A free copy of Acrobat Reader is available from the Adobe website.

The documentation set for this release consists of the following documents:

- *Traverse 4.8 Release Notes (this document)*
- *Traverse 4.8 User Guide*
- *Traverse 4.8 Web Services API and Developer Guide*

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## Contacting Zyrion

### Contacting Zyrion Inc.

#### Customer Support

You can reach Zyrion technical support online at:

<http://www.zyrion.com/support>

**Telephone:** In the US, call **877-7-ZYRION (877-799-7644)**; outside the US, call **+011 408-524-7424**.

**E-mail:** [support@zyrion.com](mailto:support@zyrion.com)

#### User Forum

To join a customer-driven user group connecting the worldwide community of Zyrion users, visit our online forum:

<http://forums.zyrion.com/>

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