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GroundWork Monitor Community Edition 5.2.1 Readme

The purpose of this document is to outline the Known Issues and Bug Fixes in GroundWork Monitor Community Edition 5.2.1. For more information, please visit the GroundWork Community Support site at:

<http://www.groundworkopensource.com/community/forums/>

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SECTION 1 - KNOWN ISSUES

This section includes a description of the known issues in this release of GroundWork Monitor Community Edition.

1. 64bit Java is not supported with the 5.2.x release.

All GroundWork customers are required to use 32bit version of Java version 5 (even on 64 bit platforms).

2. Performance Configuration link does not appear after creating new role and assigning package to role.

As a method to ensure security, the role of "Administrators" is the only role that allows the Performance Configuration package to be enabled. Only users assigned to the role of Administrators will have access to the Performance Configuration view.

3. The Status application can not be the first application in any user role.

The roles option in Administration allows the user to select which applications are visible and the order in which they appear in the main menu for each specific user role. Do not assign the Status application as the first application in any user role. This action causes the supported browsers to react with negative consequences.

4. Making changes to the Match Detail fields using the automation subsystem in the Auto Discovery application do not get updated in the UI after making a change.

When a user selects an object in the Data Column section, the user can create a match order that is linked with an object. The match order has specific match detail that the user can select. When making these selections, please be aware that once a match detail is selected, the update button must be pressed to refresh the UI with the correct input. If the update button is not pressed, the UI will not update.

5. Auto Discovery traceroute of parent devices not detecting accurately

Traceroute is optionally used by Auto Discovery to detect parent hosts for downstream suppression of alerts. In some cases, the default settings for traceroute may not be appropriate for your network. They have been optimized for performance, and as a consequence may not always discover parent hosts. If you find you are not discovering parent hosts, try bumping the max hops up by 1, and see if you find the parents on the next scan.

6. In the 5.2.x GroundWork Monitor product release, the following files contain credentials to access some of the GroundWork databases in clear text.

`/usr/local/groundwork/apache2/htdocs/reports/gwir.cfg`

`/usr/local/groundwork/config/db.properties`

`/usr/local/groundwork/guava/includes/config.inc.php`

These credentials are visible to a user who can log in to the GroundWork server and has the correct permissions to read any of these files.

7. Nagios upgrade to 2.10 will break existing customer installs.

There is a bug in Nagios pre 2.10 where setting 'append' for performance data file opening method actually performed a 'write'. This would potentially cause the performance data output file to not be truncated, and continually grow. Versions of GroundWork Monitor prior to 5.2 implemented a workaround for this Nagios bug by reversing the sense of the

'append' and 'write' settings for performance data. With version 5.2, GroundWork Monitor now installs Nagios 2.10, and therefore the workaround is no longer needed. The GroundWork upgrade script will take the right action to preserve the current behavior of your installation, by swapping the values of 'write' and 'append' during the upgrade. New installations will have the values set to 'write' by default.

8. Migrating historical data when renaming servers.

In the current implementation of GroundWork Monitor renaming of host and services is equal to deleting a host and adding a new one. Any historical data are not attached to the newly renamed host or service. Any renamed hosts and services show up as new entries. The path to RRD files are composed of the host name and the service name. Renaming the host will not transfer the data to the new rrd pointing to the new host/service name. Please refer to the Configuration Guide that describes the manual process for recovering orphaned historical data after a rename operation.

9. The default entry in the nagios.cfg should set use_syslog=0

Use of the Nagios 'use_syslog' option can lead to consumption of large amounts of disk space. Because the use of this option needs to be considered carefully, GroundWork Monitor now ships with the option set to off by default. However, if you have an existing installation, you will need to turn the option off yourself; a migration to the current version will not change your syslog options for you.

To turn off the syslog option, go to GroundWork Monitor Architect (the Configuration menu inside GroundWork Monitor), then select Control > Nagios Main Configuration then click Save and Next to go to Nagios Main Configuration Page 2. Uncheck the syslog logging option checkbox, and click each Save and Next button until completing the series of configuration pages with Save and Done.

10. When the safe_update option is set in the MySQL my.cnf file, foundation rpm will not load.

If a user has a my.cnf file with the entry of safe_update, this option needs to be removed otherwise the GroundWork system will not work correctly.

11. MySQL option 'skip-grant-tables' placed in the my.cnf configuration file breaks an installation.

If a user has a my.cnf file with the entry of skip-grant-tables, this option needs to be removed otherwise the GroundWork system will not work correctly.

12. Status package - Show options in troubled view does not work in IE 7.0

Status package in using IE and click on troubled view. Notice that all the options of show options are already seen in IE 7.0 where as in FF 2.0 they are hidden till show options button is clicked.

13. Automated installer leaves backup and logs directories around after uninstall.

Please be advised when removing the GroundWork product using the Installer tool, the following directories are still left behind, not removed by the uninstaller.

`/usr/local/groundwork/backup/` and `/usr/local/groundwork/logs/`

14. Saving contact groups for host templates does not work.

Here is a workaround for this use case:

1. Create the new contact group with member jdoe
2. Go to Hosts->Host Templates and do 'Copy' and select the generic-host template
3. Put in a new name (e.g. copy-of-generic-host)
4. Add the contact group to the new template
5. Save

The new template now appears in the list, and includes the desired contact group.

15. Check for orphaned services in nagios main configuration is checked 'ON' by default.

This issue has been resolved on new installations of GroundWork Monitor, however those customers upgrading to 5.2.1 must manually make the change in the nagios.cfg:check_for_orphaned_services=0. If the value is left to 1 or on, this can cause a back-up on scheduled checks that are failing do to network failures and will substantially increase check

latency.

16. The Auto refresh settings under Performance application are not retained after upgrade.
This issue has been resolved when installing a new installation of GroundWork Monitor, however those customers upgrading to 5.2.1 must be aware that that auto refresh settings under Performance are not retained.
17. Autodiscovery: "exact" match type not functional on service-definition records.
The Auto Discovery exact match option does not match on services where the string being checked has additional characters after the device. The exact match type should not be use in combination
with columns that contain service-definition records.
18. Upon installation, manual restart of gwservices, or system startup, gwservices may not be fully initialized when users are first allowed to log in.
To work around this issue, either wait a 1 minute before logging in or wait until gwservices status shows "running".

SECTION 2 - BUG FIXES

This section includes a description of the bugs fixed in this release of GroundWork Monitor Community Edition

5.2.1 Release

1. The check_apache script in RHEL4 (apache 2.0.52) is incorrect and has been updated in the 5.2.1 release
2. Monarch to Foundation Sync script needs to send multiple messages instead of one big message. With this fix, large sets of objects may be committed to Foundation in short period of time
3. A mysql error occurs when editing and saving the build directory in monarch groups application.
4. Command view within status viewer does not provide a clear noticeable warning of the change that is about to be made.
5. 5.2.0 upgrade fails: "ExternalWidget Does Not Exist."; this was caused by removing the "joe" and "admin" users and then performing an upgrade.
6. Upgrade to 5.2 deletes contents of USER6 from resource.cfg.
7. Changing escalations and committing these changes into Monarch breaks the foundation feeder.
8. Troubleview in 5.1.3 had the ability to filter out critical services on down or unreachable hosts. 5.2 is missing that feature.
9. Installer console output shows successful when failed while upgrading to RHEL 5.1
10. After Monarch commit, this action halts processing of passive check results being received by the GroundWork monitor server.
11. Performance Graphs are not created if the definition contains carriage return characters.
12. /etc/init.d/gwservices needs an absolute path to fuser.
13. Auto Discovery Automation screen is unable to display more than 8 or 9 match tasks.
14. GroundWork logrotate configuration for supervise process /usr/local/groundwork/services/foundation/log/main/ is not being executed.