



Release Notes

NetQoS NetVoyant

Version 7.0

June 2010

These release notes provide the following information about changes, enhancements, and resolved issues in NetQoS NetVoyant 7.0:

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NetQoS NetVoyant Product Overview

NetQoS NetVoyant provides SNMP-based performance metrics for managing network infrastructure, devices, and services. Collecting data from devices such as routers, switches, and servers, NetVoyant summarizes and condenses data into easy-to-understand, web-based reports.

To successfully use NetQoS NetVoyant 7.0, you must upgrade previous versions of NetQoS Performance Center to version 6.0 and previous versions of NetQoS NetVoyant to version 7.0.

NetQoS Performance Center Compatibility

NetQoS NetVoyant 7.0 is compatible with NetQoS Performance Center 6.0. If you installed earlier versions of NetQoS NetVoyant and the NetQoS Performance Center, upgrade to NetQoS Performance Center 6.0 before you upgrade to NetQoS NetVoyant 7.0. For upgrade instructions, navigate to the CA Portal at this location:

<http://support.ca.com/>

You can access the NetQoS Performance Center from the NetVoyant web reporting tool if you add NetQoS NetVoyant as a data source in NetQoS Performance Center. To learn more about the NetQoS Performance Center and how you can use it to access views for all NetQoS product data, see the NetQoS Performance Center Help. For the latest information about NetQoS Performance Center, see the release notes for version 6.0.

Browser Support

You can access the NetVoyant web reporting interface using any of the following browsers:

- Microsoft Internet Explorer version 6
- Microsoft Internet Explorer version 7
- Microsoft Internet Explorer version 8

You may be able to view all reports and report administration information using recent versions of other browsers, but NetQoS has not fully tested with them.

Note: Some user interface components in the NetVoyant web reporting tool require the Adobe Flash Player (version 9.0.115.0 or later). If you do not have the Flash Player installed on your system, you will be prompted to install it. Click the link to install the latest version. Adobe Flash does not currently support 64-bit, and using the Flash Player requires a 32-bit operating system or a 32-bit browser running on a 64-bit operating system.

Upgrade Information

For more information about upgrading from an earlier version of NetQoS NetVoyant, see the *Upgrade Guide*, which is available on the CA Portal at this location:

<http://support.ca.com/>

Recreating Custom Datasets on the Master

The NetQoS NetVoyant 7.0 release includes enhancements for centralized configuration of datasets on distributed systems. This helps to reduce configuration conflicts and synchronization errors between the Master and the pollers. For more information about the new centralized configuration features, see “[Centralized Configuration](#)” on page 4.

If you have a distributed NetVoyant system and have custom datasets defined on the pollers and **not** on the Master, you must recreate those datasets on the Master server before you upgrade. To recreate the custom datasets on the Master server, complete the following steps using your administrator account:

1. Identify all custom datasets configured on the pollers that are not currently configured on the Master.
2. Identify the MIBs used to create these datasets and place copies on the Master server.
3. Compile these MIBs and any dependencies on the Master server.
4. On the pollers, export the custom datasets.
5. Move the export files to the Master and run the scripts to import the datasets to the Master.
6. Restart the NetVoyant services on the Master.
7. Identify any reports and menus that have been created for these custom datasets on the pollers, and recreate these reports on the Master.
8. Open the NetVoyant reporting tool on the pollers and identify any custom report views that have been created for these custom datasets.
9. For each custom view, select **View Definition** from the view menu and copy the text of the SQL view definition.
10. Use the view definitions to create the same views on the Master.

For assistance with these steps prior to upgrade, please contact CA Support.

Groups on Distributed Deployments

If you have a distributed NetVoyant deployment and have created custom groups on a poller that do not have corresponding groups on the Master, upgrading to NetVoyant 7.0 will lock these groups from being deleted or edited because all group configuration must now be done on the Master. Be sure to recreate these groups on the Master before you upgrade.

Changes to Command Line Database Access

The NetVoyant 7.0 release includes support for MySQL 5.1. As a result, command line utilities and scripts used to access the NetVoyant database must be updated to reflect a structural change to the path. Execute the `nvsetmysqlpath` script at the command line and to prepend `mysql51\bin` (used by NetVoyant 7.0) to the PATH. To fix existing scripts, execute `'call nvsetmysqlpath'` before commands to run executables in `mysql51\bin`.

New Features

NetQoS NetVoyant 7.0 includes the following new features.

Centralized Configuration

With the addition of centralized configuration, NetVoyant 7.0 provides a single point of administration and configuration for distributed NetVoyant deployments. Changes made in the NetVoyant console on the Master server are propagated to the pollers, including:

- Group/device configuration
- MIB compilation
- Dataset configuration
- Discovery configuration

For more information, see the *NetVoyant Administrator Guide*.

Important: If you have a distributed system and have configuration settings on your pollers that do not reside on the Master, upgrading to NetVoyant 7.0 will cause the configurations on the Master to overwrite those on the pollers. You must ensure that the desired configurations reside on the Master server prior to upgrade. For more information about preparing for upgrade, please review the *Upgrade Guide* or contact CA Support.

Optimized Discovery

The discovery process is a vital component of the NetVoyant product. NetVoyant 7.0 includes a set of optimized discovery features designed for more efficient discovery of the poll instances of interest to your organization.

Two-Stage Discovery Process

NetVoyant 7.0 provides a two-stage discovery process where a “full discovery” is performed less frequently than a “partial discovery” (nightly, by default) of known and desired datasets.

For more information, see the *NetVoyant Administrator Guide*.

Manual Rediscovery by Group

A new feature included in NetVoyant 7.0 is manual, full rediscovery of multiple devices by group. The NetVoyant console includes a right-click menu in the **Group** tab, and you can select **Rediscover** to initiate a full rediscovery of all devices within the selected group.

For more information, see the *NetVoyant Administrator Guide*.

Discovery Rules

NetVoyant 7.0 includes support for discovery rules used to limit the discovery of poll instances based on OID variables. Each rule is comprised of an SNMP requirement as an expression.

For more information, see the *NetVoyant Administrator Guide*.

Threshold Event Categories

NetVoyant alarm rules now support the use of event categories. Use the Category setting to assign a category for threshold events associated with the dataset. If your NetVoyant system is registered with the NetQoS Performance Center as a data source, this category is used to filter events in the Map and Map Event List.

For more information, see the *NetVoyant Administrator Guide*.

Feature Updates and Improvements

This version of NetQoS NetVoyant includes the following feature changes and improvements.

IP SLA Configuration Enhancements

The NetVoyant 7.0 includes IP SLA test configuration enhancements. You can now specify a source interface for many IP SLA tests, as well as a VRF name.

For more information, see the *NetVoyant Administrator Guide*.

Improved Bulk Editing

The NetVoyant console now supports the selection of multiple interfaces or poll instances, with access to the **Details** tab and **Include in Group** feature. You can make edits in the tab and apply them to the selected items and make manual changes to groups more easily.

For more information, see the *NetVoyant Administrator Guide*.

Improved Device Naming Parameters

NetVoyant 7.0 provides additional device naming parameters, improving flexibility in the auto-naming of discovered devices. You can choose to name devices by IP address, DNS name, or SNMP SysName.

For more information, see the *NetVoyant Administrator Guide*.

Support for Properties in Auto-Enable Rules

NetVoyant 7.0 supports the use of device/poll instance properties for triggering of auto-enable rules. You can use these properties to exercise greater control over the discovered poll instances that are automatically enabled upon discovery.

For more information, see the *NetVoyant Administrator Guide*.

Improved User Documentation

The *NetVoyant User Guide* and online Help now include detailed information about each of the built-in NetVoyant reporting views. This includes information about the dataset, the expressions, and standard report pages using each view.

For more information, see the *NetVoyant User Guide* and online Help.

Migration to MySQL 5.1 Advanced

In alignment with other NetQoS data source products, the NetVoyant 7.0 release implements the migration to MySQL 5.1 Advanced to provide better performance and security.

Resolved Issues

The following issues were reported in version 6.1 of the NetQoS NetVoyant product and were corrected in version 7.0.

Defect	Problem	Correction
13675	PDU responses from PIX firewall devices	NetVoyant 7.0 includes a supported device property flag called <code>ShortOIDList</code> , which, if defined not as 0, limits the queries sent to devices for polling the <code>ifStats</code> dataset.
15740	Changes to device properties do not sync up between Master and poller immediately.	Syncing of device properties between Master and pollers is now operating in a timely manner.
16034	<code>ifstats</code> polling with valid volume, but 0% utilization	NetVoyant 7.0 includes improvements in the retrieval of properties from the <code>ifStats</code> query.
18103	Router reboot causes IP SLA tests to fail	A <code>sysuptime</code> check at the SNMP response resolves this issue.
18842	<code>ifAvail</code> expression is always 0, even though interface is operational	NetVoyant 7.0 includes updated logic to handle devices with many interfaces of mixed types.
19527	Maps in the NetQoS Performance Center are red all over	A new feature, event categories assigned by alarm rule, resolves this issue. For more information, see the <i>NetVoyant Administrator Guide</i> .
19557	IP SLA Operations by Router view displays no data when not filtered by operation type	This default report view has been updated to properly display data when set to All Operation Types.
19670	NetVoyant data sent to the NPC can overload the max packet size of 1M	This release includes improvements that limit the number of items and overall size of batch data for sync.
19778	NetVoyant does not update the poll instance description	This release includes improved logic for detecting changes to a poll instance description.

Defect	Problem	Correction
19815	Emails scheduled between 00:00:00 and 00:59:59 in 5.3 cannot be edited or deleted in later releases.	Existing email schedules specifying non-standard hours are now automatically corrected at update.
19821	Top T1 Circuit view column headers are incorrect	This default report view has been updated to properly display the correct column headers with the corresponding data.
19846	Alarms clearing too quickly	This release includes improved logic for calculating cleared alarms.
19891	Routers with HTTP-only, Jitter-only or a mix are not included in the IP SLA Operations by Router report view	The IP SLA Operations by Router report view has been updated to correctly display data for all configured IP SLA tests.
19934	Inconsistent data displayed for interface availability trend views	This release includes improvements to the logic used to handle missing data points and differences between device time zones.
19957	For DNS IS PLA parameters, Name to Resolve value does not change	The DNS IP SLA parameters have been updated to function as expected.
19967	Scorecard and group comparison report view tables displaying only child groups	Scorecard and group comparison report views have been updated to display parent and child groups.
19972	Group membership rules containing the an underscore character do not work	The group membership rules logic has been updated to accommodate the underscore (“_”) character.
20025	The NetVoyant Console requires that an “else” statement for expressions be followed by a number-constant	The expression parser has been updated to incorporate improved matching of function names.
20048	The NetVoyant Console on the Master becomes very slow and locks up when Show Remote Pollers is enabled.	The NetVoyant Console has been updated with improved memory handling and scalability for distributed systems.
20053	Reclassifying custom device models does not reclassify all devices	The NetVoyant Console now sets both the model and class on a device when the model does not exist.
20070	Cannot use a device name as device alias	The device naming logic has been updated and “Device Alias” property added.

Defect	Problem	Correction
20078	Poller Web Services log files setup default to verbose, growing excessive in total size	This release includes improvements to the generation of Poller Web Services logs so that a new log file is created each day, and any log file older than two weeks is deleted.
20108	Auto-Scale for the y-axis displays incorrectly when packets/sec is selected	NetVoyant reporting views now display pps and Kpps correctly for views using this scale on the y-axis
20141	Alarms that clear on poller when the Master is down are not forwarded when Master restarts	This release includes additional logic in the event filter to collect cleared events for polling and threshold events.
20173	Event drilldown for the Event Manager needs to show relevant time frame	Event drill-down links displayed in the Event Manager now display the relevant time frame in the detailed NetVoyant reporting view.
20188	Clearing interface name and description causes ifSpeed problem	This release includes updated logic for determining manual updates to the ifSpeed and does not incorrectly override the discovered interface speed value.
20136	Ordering pages causes older custom pages to be overwritten	The custom pages and menus in the NetVoyant reporting tool have been updated to correctly reorder custom report pages.
20253	Auto-enable rule query failure causes interfaces to become disabled	This release includes updated logic used in poll instance naming queries.
20398	MIBs not added to system in order provided by file	MIBs are now compiled in the order from the file.
20498	Polling support for WiMax vendor MIB	This release includes support for the third-party WiMax MIB.
20578	When polling fails, the alarm shows <code>avg_rt_delay</code> in the expression name field even for the <code>avail</code> dataset	This release includes updates that remove the dataset/expression information in polling alarms.
20695	Auto-Enable rules do not work for the Software Performance dataset	Logic for the auto-enable rules has been updated to accommodate the OIDs for this dataset
20764	Australian time zones do not work properly	This release includes updates to the logic for calculating the difference between time zones, including time zone dates

Defect	Problem	Correction
20767	NetVoyant reporting views not working for users in GMT-10, -11, -12	This release includes updates to the logic for calculating the time zones.
20824	NetVoyant audit logs are never deleted	This release includes improvements to the generation of audit logs so that any log file older than 30 days is deleted.
20828	Topology stops sync on a CORBA error	This release includes many updates to Topology syncing within distributed systems.
21046	Negative polled values (Gauge or Integer) result in strange rate rollups	This release includes updates to accommodate negative OID values.
21065	Command Line notifications do not pass database fields in the notification	The Command Line notifications have been updated to support passing any of the database fields stored for the device.
21129	Deleting a discovery scope from a poller deletes all scopes on other pollers	This release includes a centralized configuration of discovery scopes on the Master in distributed systems.
21465	IP SLA Import does not accept <tag> of greater than 16 characters	The IP SLA import has been updated to accommodate up to 256 characters for the <tag> field.
21491	Alarm acknowledgements do not sync	This release includes updates to syncing of acknowledgements between Master and pollers in distributed systems.
21668	Interface Availability Distribution context seems broken	The Interface Distribution reporting view has been corrected and is available only for pages with a group context
21690	NPC sync option causes NPC sync to time out	This release includes multiple updates to the logic used for syncing with the NetQoS Performance Center.
21848	Groups out of sync causes all devices to show up in group reports	This release includes centralized configuration of NetVoyant groups on the Master in distributed systems.
21949	Putting a comma in a view title will cause the page to break if another view is added	This release includes updates so that report views titles containing commas will display without issue.

Defect	Problem	Correction
21990	Failed/partial discovery of CB QoS can cause topology crash	This release includes updates to exception handling for CB QoS discovery that resolve this issue.
22056	Device Name should be easier to edit	This release includes updates in the Device Details of the NetVoyant Console so that the Device Name is an editable field. For more information about changing a device name, see the <i>NetVoyant Administrator Guide</i> .
22077	Devices assigned NonSNMP device model cannot be enabled for discovery	In this release, the discovery logic has been updated to accommodate the NonSNMP device model and does not disable them so that polling for reachability can be done.
22534	NetVoyant is reporting “unrecognized children”—incorrect syncing with NPC	This release includes updates to NPC synchronization that resolve this issue.
22590	NetVoyant Console configuration wizard pops up unexpectedly	The logic in the NetVoyant Console has been updated to prompt administrative users to specify configuration information under either of the following conditions: <ul style="list-style-type: none"> • No defined (included) discovery scopes and no defined discovery seeds • No defined SNMP profile/community string
22696	When a CB QoS policy is deleted from an interface and then rediscovered, policies are applied to incorrect interface	This release includes updates to the logic that handles re-indexing interfaces and CB QoS policies, with their underlying objects.
22742	CB QoS poll instance names are not updated when moved to a new interface	This release includes updates to the logic that handles re-indexing interfaces and CB QoS policies, with their underlying objects.

This release also includes fixes made in the NetQoS NetVoyant 6.1 updates listed on the CA Portal, which you can access at this location:

<http://support.ca.com>

Known Issues and Workarounds

This section describes known issues and suggested workarounds.

Defect	Issue description	Workaround
21930	Cannot create two auto-enable rules with the same SNMP Requirement, and different property requirements	If you attempt to create an auto-enable rule using an SNMP requirement and property requirement, the SNMP requirement cannot have been used in another rule. To work around this restriction, you can slightly vary the SNMP requirement by either adding an additional item that is always true or additional characters. For example, use <code>IFname = Eth0/0</code> for one rule and <code>IFname like Eth0/0</code> in another.
20709	The interface volume and interface rate views trend the same, but when switched to a quarterly view the volume trend takes a sharp downturn.	This occurs because the volume is a sum of data points in a weekly rollup, and the rate is an average. Therefore, where the rate is trending up, the volume is trending down. When viewing the graphs on a Saturday right before the weekly rollup, these would probably look similar, but on a Monday, where the volume only has one day's data, it looks like there is a discrepancy. To alleviate this issue, use a 30-day time period. This should provide the granularity that is needed and does not present the same issue.
21443	SNMP profiles that are added to a poller, which is then connected to Master in a distributed system, are not synced up	You must back up the SNMP profiles and database before you migrate from a standalone system (all-in-one) to a distributed environment.

Defect	Issue description	Workaround
22614	Adding a device in the Device Wizard does not assign the correct poller	<p>This applies only when using the Device Wizard to add a device on the Master in a distributed system where the Master also polls. Typically, the Master server does not do any polling at all; however, it can now support the polling of the pollers in some cases.</p> <p>In this scenario, you can ensure that the added device is assigned correctly by adding a discovery scope in the Master Console, and then starting discovery of the single device by selecting File > New > Device.</p>

Product Support

NetQoS provides customer support and product documentation for the NetVoyant product. For sales information about this product, contact CA by phone at 1-800-225-5224.

Viewing Product and Contact Information

View the latest product and support team contact information on the CA Portal. To access the portal, navigate to the following location:

<http://support.ca.com/>

Accessing Product Documents

The following documents support the product:

- NetQoS *NetVoyant Administrator Guide*
- NetQoS *NetVoyant User Guide*
- NetQoS NetVoyant Help

Access these documents on the server where the NetQoS NetVoyant Console is installed. The guide PDF files are located in the following directory:

D:\NetVoyant\Portal\WebSite\Docs

Contacting Customer Support

If you have problems with or questions about a NetQoS product, navigate to the customer support page at this location:

<http://support.ca.com>

If you do not have Internet access and you live in the United States or Canada, contact CA Support at 1-800-225-5224.

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