



SL1 Amazon Web Services PowerPack Release Notes

Version 119

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Overview

Version 119 of the *Amazon Web Services PowerPack* adds new Dynamic Applications, improvements to the collection of performance data, and an increase in account discovery due to Discovery Application enhancements.

- **Minimum Required Platform Version:** 8.14.1

This document includes the following topics:

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Before You Install or Upgrade

Ensure that you are running version 8.14.1 or later of SL1 before installing *Amazon Web Services* version 119.

NOTE: For details on upgrading SL1, see the appropriate [Release Notes](#).

If your SL1 system is not currently running version 8.14.1 or later, you must upgrade to 8.14.1 or later as part of the upgrade process for version 119 of the PowerPack.

If your SL1 system has been upgraded to a later release, you should go to the **PowerPack Manager** page (System > Manage > PowerPacks) and ensure that the *Amazon Web Services PowerPack* has been upgraded to the most recent version.


Additionally, the Data Collectors used to monitor the AWS account must be running the Oracle Linux 7.2 operating system.

Upgrade Process from PowerPack version 100 or Later

This section describes the upgrade process when upgrading from version 100 or later of the *Amazon Web Services PowerPack*.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent local changes for some commonly customized fields from being overwritten.

To upgrade from version 100 or later of the *Amazon Web Services* PowerPack:

1. Familiarize yourself with the [Known Issues](#) for this release.
2. Disable collection for AWS devices. To do so, go to the **Device Components** page (Registry > Devices > Device Components) and then select the checkbox for all Amazon Web Services root devices. In the **Select Actions** drop-down list, select *Change Collection State: Disabled (recursive)*, and then click the **[Go]** button.
3. If you are upgrading from a version of the *Amazon Web Services* PowerPack prior to this version, you must ensure that the **Preserve Hostname** checkbox is *not* selected for any Storage Gateway Instances. To do so, go to the **Device Manager** page (Registry > Devices > Device Manager) and then type "AWS | Storage Gateway Instance" in the **Device Class | Sub-class** column filter field. For each Storage Gateway Instance component device in the list, click the wrench icon () , uncheck the **Preserve Hostname** checkbox, and then click **[Save]**.

NOTE: If desired, you can select the **Preserve Hostname** checkbox again for these devices *after* you have completed the upgrade to this version of the PowerPack.

4. Delete the "AWS: Health" Dynamic Application. To do so, go to the **Dynamic Applications Manager** page (System > Manage > Applications) and then select the checkbox for the "AWS: Health" Dynamic Application. In the **Select Actions** drop-down list, select *DELETE Application*, and then click the **[Go]** button.

CAUTION: You should *not* delete any of the AWS Service Health Dynamic Applications, nor any other Dynamic Applications that include "Health" in the name. Only the "AWS: Health" Dynamic Application should be deleted.

5. If you have not done so already, upgrade your version SL1 system to 8.14.1 or later.

NOTE: For versions 8.6.0 and later of SL1, the *Amazon Web Services* PowerPack content library will not update until you enable collection for your AWS devices.

6. If you are upgrading from a version of the *Amazon Web Services* PowerPack between versions 104 and 107, you must delete any LightSail Instances that were previously discovered by the "AWS: LightSail EC2 Instance Discovery" Dynamic Application. To do so, go to the **Device Manager** page (Registry > Devices > Device Manager), type "LightSail EC2 Instance" in the **Device Class | Sub-class** column search field, and then select the checkboxes for all of the devices listed. In the **Select Action** drop-down list, select *DELETE Selected Devices*, and then click the **[Go]** button.

NOTE: Deleting these devices results in the loss of any historical data collected by the beta EC2 LightSail Dynamic Applications between versions 104 and 107.

7. Download the latest version of the *Amazon Web Services PowerPack* from the Support Site to a local computer.
8. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import the *Amazon Web Services PowerPack*.
9. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.
10. If you have updated to this version of the PowerPack and already have an account discovered that is part of an organization, you can use your AssumeRole to have your devices associated with that organization. After you upgrade and the "AWS: Account Creation" run book action runs, you'll see the account name change to reflect the organization account in the **Device Manager** and **Device Components** pages.

NOTE: ScienceLogic recommends turning off collection of the parent device if you are upgrading to use this new feature.

Device Name	IP Address	Device Category	Device Class Sub-class	DID	Organization	Current State	Collection Group	Collection State
AWS Account 975658547628	--	Account	AWS Account	1264	master	Critical	CUG_AUTOMATION	Active
AWS_OG_Account	--	Service	AWS Service	504	06	Healthy	CUG_AUTOMATION	Active
AWS Account 859978549432	--	Account	AWS Account	505	06	Healthy	CUG_AUTOMATION	Active
Asia Pacific (Mumbai) ap-south-1	--	Region	AWS Region Asia Pacific (Mumbai)	519	06	Healthy	CUG_AUTOMATION	Active
Asia Pacific (Socul) ap-northeast-2	--	Region	AWS Region Asia Pacific (Seoul)	526	06	Healthy	CUG_AUTOMATION	Active
Asia Pacific (Singapore) ap-southeast-1	--	Region	AWS Region Asia Pacific (Singapore)	511	06	Healthy	CUG_AUTOMATION	Active
Asia Pacific (Sydney) ap-southeast-2	--	Region	AWS Region Asia Pacific (Sydney)	514	06	Healthy	CUG_AUTOMATION	Active
Asia Pacific (Tokyo) ap-northeast-1	--	Region	AWS Region Asia Pacific (Tokyo)	528	06	Healthy	CUG_AUTOMATION	Active
Canada (Central) ca-central-1	--	Region	AWS Region Canada (Central)	512	06	Healthy	CUG_AUTOMATION	Active
CloudFront Service	--	Service	AWS CloudFront Service	508	06	Healthy	CUG_AUTOMATION	Active
Europe (Frankfurt) eu-central-1	--	Region	AWS Region	513	06	Healthy	CUG_AUTOMATION	Active
Europe (Ireland) eu-west-1	--	Region	AWS Region	523	06	Healthy	CUG_AUTOMATION	Active
Europe (London) eu-west-2	--	Region	AWS Region	521	06	Healthy	CUG_AUTOMATION	Active
Europe (Milan) eu-south-1	--	Region	AWS Region Europe (Milan)	524	06	Notice	CUG_AUTOMATION	Active
Europe (Paris) eu-west-3	--	Region	AWS Region	522	06	Healthy	CUG_AUTOMATION	Active
Europe (Stockholm) eu-north-1	--	Region	AWS Region	520	06	Healthy	CUG_AUTOMATION	Active
Middle East (Bahrain) me-south-1	--	Region	AWS Region Middle East (Bahrain)	525	06	Healthy	CUG_AUTOMATION	Active
OpsWorks Service	--	Service	AWS OpsWorks Service	506	06	Healthy	CUG_AUTOMATION	Active
Route 53 Service	--	Service	AWS Route 53 Service	507	06	Healthy	CUG_AUTOMATION	Active
Shield Service	--	Security	AWS Shield Standard Service	510	06	Healthy	CUG_AUTOMATION	Active
South America (Sao Paulo) sa-east-1	--	Region	AWS Region South America (Sao Paulo)	527	06	Healthy	CUG_AUTOMATION	Active

Upgrade Process from PowerPack version 8.1.0 or Earlier

This section describes the upgrade process when upgrading from version 8.1.0 or earlier of the *Amazon Web Services PowerPack* to this version.

To upgrade from version 8.1.0 or earlier, you must perform the following general steps:

1. [Disable collection for AWS devices.](#)
2. [Uncheck "Preserve Hostname" for Storage Gateway Instances](#)
3. [Delete the "AWS: Health" Dynamic Application.](#)
4. [Upgrade to SL1 8.14.1 or later release.](#)
5. If you have made changes to the AWS PowerPack, optionally [enable selective PowerPack field protection.](#)
6. [Install this release of the AWS PowerPack.](#)
7. If you enabled selective PowerPack field protection, [edit collection objects.](#)
8. [Clear the cache on all Data Collectors.](#)
9. [Unalign the AWS: Custom Metrics Dynamic Application.](#)
10. [Enable collection for AWS devices.](#)
11. If you enabled selective PowerPack field protection, optionally [disable selective PowerPack field protection](#) after the installation.


Step 1: Disable Collection for AWS Devices

To disable collection for AWS devices:

1. Go to the **Device Components** page (Registry > Devices > Device Components).
2. Select the checkbox for all Amazon Web Services root devices.
3. In the **Select Actions** drop-down list, select *Change Collection State: Disabled (recursive)*.
4. Click the **[Go]** button.

Step 2: Uncheck the "Preserve Hostname" Option for Storage Gateway Instances

To ensure that the **Preserve Hostname** checkbox is *not* selected for any Storage Gateway Instance component devices:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Class | Sub-class** column filter field, type "AWS | Storage Gateway Instance".
3. For each Storage Gateway Instance component device in the list, click the wrench icon (). The **Device Properties** page appears.
4. Uncheck the **Preserve Hostname** checkbox.
5. Click **[Save]**.

NOTE: If desired, you can select the **Preserve Hostname** checkbox again for these devices *after* you have completed the upgrade to this version.

Step 3: Delete the "AWS: Health" Dynamic Application

To delete the "AWS Health" Dynamic Application:

1. Go to the **Dynamic Applications Manager** page (System > Manage > Applications).
2. Locate the "AWS: Health" Dynamic Application and then select its checkbox.
3. In the **Select Actions** drop-down list, select *DELETE Application*.
4. Click the **[Go]** button.

CAUTION: You should *not* delete any of the AWS Service Health Dynamic Applications, nor any other Dynamic Applications that include "Health" in the name. Only the "AWS: Health" Dynamic Application should be deleted.

Step 4: Upgrade to the 8.14.1 or Later Release

If you have not previously done so, upgrade or migrate your SL1 system to an 8.14.1 or later release using the documentation applicable to your current version:

- For systems running an 8.x release, see the 8.14.1 Release Notes.
- For systems running a 7.x release, see the 8.14.1 Migration Steps document.

NOTE: For versions 8.6.0 and later of the ScienceLogic platform, the *Amazon Web Services PowerPack* content library will not update until you enable collection for your AWS devices.

Step 5 (Optional): Enable Selective PowerPack Field Protection

If you have made changes to the *Amazon Web Service PowerPack* on your system, you can use the **Enable Selective PowerPack Field Protection** option to preserve changes to some fields. For a full list of fields that are preserved by this option, click the **Guide** button on the **Behavior Settings** page (System > Settings > Behavior). If you use the **Enable Selective PowerPack Field Protection** option, you must perform the steps listed in the [Step 7 \(If Applicable\): Edit Collection Objects](#) section after installing this version of the *Amazon Web Services PowerPack*.

To enable selective PowerPack field protection:

1. Go to the **Behavior Settings** page (System > Settings > Behavior).
2. Enable the **Enable Selective PowerPack Field Protection** checkbox.
3. Click the **[Save]** button.



Step 6: Install this Version of the Amazon Web Services PowerPack

To install this version of the *Amazon Web Services* PowerPack:

1. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
2. Click the **[Actions]** button and select *Import PowerPack*. The **Import PowerPack** modal page appears.
3. Click the **[Browse]** button and select the PowerPack file in your file browser.
4. Click the **[Import]** button. A confirmation dialog appears.
5. Click the **[OK]** button. The **PowerPack Installer** modal page appears.
6. Click the **[Install]** button. A confirmation dialog appears.
7. Click the **[OK]** button.

Step 7 (If Applicable): Edit Collection Objects

If you performed the steps listed in the [Step 5 \(Optional\): Enable Selective PowerPack Field Protection](#) section, you must perform the following steps:

1. Go to the **Dynamic Applications Manager** page (System > Manage > Application).
2. Click the wrench icon () for the "AWS: CloudFront Origin Configuration" Dynamic Application. The **Dynamic Applications Properties Editor** page appears.
3. Click the **[Collections]** tab.
4. Click the wrench icon () for the Distinguished Name collection object.
5. Select the **Hide Object** checkbox.
6. Click the **[Save]** button.

Step 8: Clear Data Collector Cache

Beginning with *Amazon Web Services* PowerPack version 112, ScienceLogic libraries are delivered with the PowerPack. However, you must ensure that *Amazon Web Services* PowerPack versions 108-111 that were installed on Data Collectors prior to updating to SL1 version 8.11.0 still work and that the silo_aws system library is set to 2.9.5.

NOTE: All versions of the ScienceLogic libraries appear on the **ScienceLogic Library Manager** page (System > Customize > ScienceLogic Libraries). The default silo_aws library is indicated by a **System** setting of *True*.

After validating the ScienceLogic library versions on the Data Collectors, you must also clear the Data Collectors' cache.

Perform the following steps for every Data Collector used to monitor an AWS account:

1. Log in to the command-line of the appliance as the em7admin user.
2. Validate the versions of the ScienceLogic libraries on the Data Collector at the paths below:

```
$ cd /opt/em7/envs/<PP_GUID>/lib/python2.7/c1-packages/silo_aws
```

```
$ cd /opt/em7/envs/system/lib/python2.7/c1-packages/silo_aws
```

 - The library versions might be the same if you have not yet upgraded the *Amazon Web Services PowerPack* to the latest version that was delivered in SL1.
 - The library versions might be different if you have upgraded the *Amazon Web Services PowerPack* to the latest version that was delivered in SL1.
3. On the Data Collector, ensure that the current content library version matches the version installed in the PowerPack:

```
$ cat version.txt
```

NOTE: For versions 8.6.0 and above of SL1, the content library version listed in the version.txt file will not update until you [enable collection for your AWS devices](#).

4. Execute the following command to open a MariaDB prompt:

```
$ sudo bash
[sudo] password for root:
# silo_mysql
```

5. Execute the following command:

```
DELETE FROM cache.dynamic_app WHERE `key` LIKE 'AWS_SELF_MONITOR_%';
```

Step 9: Unalign the AWS: Custom Metrics Dynamic Application

A previous release of the *Amazon Web Services PowerPack* erroneously aligned the "AWS: Custom Metrics" Dynamic Application to certain types of devices. To unalign the "AWS: Custom Metrics" Dynamic Application from these devices:

1. Copy the provided `aws_unalign_custom_metrics_app.py` file to the home directory of the em7admin user on an appliance in your system:
 - If your system includes All-In-One Appliances, use the primary All-In-One Appliance.
 - If your system includes Database Servers where the user interface/API has not been disabled on the Database Servers, use the primary Database Server.
 - If your system includes Database Servers where the user interface/API has been disabled on the Database Servers, use an Administration Portal.

NOTE: The `aws_unalign_custom_metrics_app.py` file can be found by clicking the "Contrib Files" link for the most recent version of the *Amazon Web Services PowerPack* at the [ScienceLogic Support site](#).

2. Log in to the command-line of the appliance as the em7admin user.

3. Execute the following command:

```
sudo python aws_unalign_custom_metrics_app.py --base-url http://[IP address of appliance] --username [username of administrator user] --password [password of administrator user]
```

The output will show information about each device from which the "AWS Custom Metrics" Dynamic Application was unaligned.

Step 10: Enable Collection for AWS Devices

To enable collection for AWS devices:

1. Go to the **Device Components** page (Registry > Devices > Device Components).
2. Select the checkbox for all AWS Web Services root devices.
3. In the **Select Actions** drop-down list, select *Change Collection State: Enabled (recursive)*.
4. Click the **[Go]** button.

Step 11 (Optional): Disable Selective PowerPack Field Protection

If you performed the steps listed in the [Step 5 \(Optional\): Enable Selective PowerPack Field Protection](#) section and want to disable the option for future PowerPack updates, perform the following steps:

1. Go to the **Behavior Settings** page (System > Settings > Behavior).
2. Disable the **Enable Selective PowerPack Field Protection** checkbox.
3. Click the **[Save]** button.

Features

Version 119 of the *Amazon Web Services* PowerPack includes the following features:

- Dynamic Applications that discover, model, and collect data from AWS component devices
- Event Policies and corresponding alerts that are triggered when AWS component devices meet certain status criteria

NOTE: Many of the Event Policies included in this PowerPack are disabled by default. You must manually enable the Event Policies that you want to use. To do so, go to the **Event Policy Editor** page (Registry > Events > Event Manager > create or edit) and change the **Operational State** to *Enabled*.

- Device Classes for each of the AWS component devices monitored
- Sample credentials for discovering AWS component devices
- Reports and dashboards that display information about AWS instances and component devices

- Run Book Action and Automation policies that can automate certain AWS monitoring processes
- The ScienceLogic Libraries that are utilized by this PowerPack:
 - aws_explorer
 - boto3
 - content
 - silo_apps
 - silo_aws
 - silo_aws_args
 - silo_credentials
 - silo_snippet
 - silo_vmware

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 1.19 of the *Amazon Web Services* PowerPack:

- The following Dynamic Applications have been added to the PowerPack:
 - AWS: Elastic Beanstalk Application Instance Health Configuration
 - AWS: Elastic Beanstalk Application Performance
 - AWS: ElastiCache Node Performance
- The "silo_apps" content library was updated to version 1.27.0.
- AWS tokens have been encrypted in the cache.
- AWS supports a maximum of 10 accounts for discovery if the characteristics of CU include 8 Cores, 32 GB of Ram, and 100 GB of HDD.
- Data collection performance was improved in the following discovery Dynamic Applications:
 - AWS: Account Discovery
 - AWS: EFS Service Discovery
 - AWS: EKS Service Discovery
 - AWS: RDS Aurora Service Discovery
 - AWS: Region Discovery
 - AWS: Route 53 Service Discovery
 - AWS: WAF Global Service Discovery
 - AWS: Zone Discovery Oregon
- The **Polling Frequency** of the "AWS: Account Creation" Dynamic Application was increased to 1 hour.
- The **Polling Frequency** was updated to 15 minutes for the following Dynamic Applications:

- AWS: Application ELB Instance Discovery
- AWS: Auto Scale Group Discovery
- AWS: Auto Scale Service Discovery
- AWS: CloudFront Service Discovery
- AWS: CloudTrail Instance Discovery
- AWS: CloudTrail Service Discovery
- AWS: CloudWatch Service Discovery
- AWS: EBS Instance Discovery
- AWS: EBS Service Discovery
- AWS: EC2 Instance Discovery
- AWS: EC2 Service Discovery
- AWS: EFS Service Discovery
- AWS: ELB Instance Discovery
- AWS: ELB Target Group Instance Discovery
- AWS: Network ELB Instance Discovery
- AWS: RDS Aurora Cluster Instance Discovery
- AWS: RDS Aurora Service Discovery
- AWS: RDS Instance Discovery
- AWS: RDS Service Discovery
- AWS: S3 Cache Discovery
- AWS: S3 Instance Discovery
- AWS: S3 Service Discovery
- AWS: Security Discovery
- AWS: Security Group Discovery
- AWS: VPC Instance Discovery
- AWS: VPC NAT Gateway Instance Discovery
- AWS: VPC Service Discovery
- AWS: VPC Subnet Discovery
- AWS: VPC Virtual Private Gateway Discovery
- The following items were added to the "AWS: RDS Instance Performance" Dynamic Application:
 - Alerts and Event Policies:
 - AWS: RDS Connection Usage Minor Exceeded Threshold
 - AWS: RDS Connection Usage Minor Returned to Normal
 - AWS: RDS Connection Usage Major Exceeded Threshold
 - AWS: RDS Connection Usage Major Returned to Normal
 - Threshold Objects:

- AWS: % Connections Usage Major
- AWS: % Connections Usage Minor
- "Max Database Connections" Collection and Presentation Objects.
- Collection Objects:
 - DB Default Max Connections
 - DB Parameter Groups

NOTE: The value of "default_max_connections" follows the formulas defined on the AWS support page (https://docs.aws.amazon.com/AmazonRDS/latest/UserGuide/CHAP_Limits.html). This value can be customized by editing the "aws_rds_instance_performance" snippet in the "AWS: RDS Instance Performance" Dynamic Application for each DB engine (MAX_MYSQL_CONNECTIONS, MAX_MARIADB_CONNECTIONS, MAX_POSTGRES_SQL_CONNECTIONS, MAX_ORACLE_CONNECTIONS or MAX_SQLSERVER_CONNECTIONS). If you edit this value, it must be an integer number and ensure that you don't leave it empty. If edited, this value will also be overwritten the next time you upgrade the PowerPack.

NOTE: These items are supported for Classic RDS only and not yet implemented for RDS Aurora.

- An issue was addressed in which the "AWS: Organization Creation" and "AWS: Organization Creation (IAM)" Dynamic Applications were generating exceptions when they would interact with other credentials.
- The "Target Connection Error Count" collection and presentation objects were added to the "AWS: Application ELB Instance Performance" and "AWS: ELB Target Group Instance Performance" Dynamic Applications.
- An issue was addressed in which UI debug logs from the *Amazon Web Services* PowerPack were appearing in "silo.log" files.
- An issue was addressed in which removing the permissions for an AssumeRole IAM account that has already been discovered created an influx of events.

Known Issues and Workarounds

The following known issues affect version 119 of the *Amazon Web Services* PowerPack:

- In AWS Dynamic Applications that produce API results containing special characters, if a character cannot be normalized, SL1 will display its unicode values inside brackets as a normalized string.
- Some disk-related alerts and events were removed from the "AWS: LightSail Instance Performance" Dynamic Application as of *Amazon Web Services* PowerPack version 108. If you are upgrading from a version prior to version 108, then you must manually delete the thresholds relating to these removed alerts and events. To do so, go to the **Dynamic Applications Threshold Objects** page (System > Manage > Applications > wrench icon > Thresholds) for the "AWS: LightSail Instance Performance" Dynamic Application, and then click the bomb icon (💣) for the following thresholds:

- AWS: LightSail Disk IOPS High
- AWS: LightSail Disk GB Usage High
- AWS does not currently support IPv6 addresses for LightSail services. However, the "AWS: LightSail Instance Configuration" Dynamic Application includes support for IPv6 addresses in the event that AWS adds support in the future.
- Because AWS Government accounts do not support all of the services supported by AWS Commercial accounts, some expected errors will appear when discovering AWS Government Accounts. For example:

```
Unable to process AWS request: AID: 402, SID: 415, DID: 3, Class:  
AwsOpsWorksServiceDisc UnrecognizedClientException The security token included in  
the request is invalid.
```

```
Unable to process AWS request: AID: 279, SID: 275, DID: 84, Class:  
AwsOpsWorksServiceDisc UnrecognizedClientException The security token included in  
the request is invalid. Invalid credentials for billing metric retrieval.
```

If you are discovering **only** an AWS Government account, then a simple workaround to these errors is to disable and delete the Dynamic Applications relating to services that are not supported by the AWS Government account.

NOTE: For more information about which services are supported by AWS Government accounts, see <https://aws.amazon.com/about-aws/global-infrastructure/regional-product-services>.

WARNING: If you are discovering both AWS Government and Commercial accounts, you should not disable or delete any AWS Dynamic Applications.

- SSL EOF error messages might appear in the system log when connecting to AWS through a proxy server. The error does not seem to prevent or cause issues with data collection.
- "Read operation timed out" and "Connection reset by peer" error messages might appear in the system log and device logs when upgrading the Amazon Web ServicesPowerPack from versions prior to 108.

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