



Amazon Web Services PowerPack Release Notes

Version 127

Overview

Version 127 of the *Amazon Web Services PowerPack* includes an upgrade for Python 3.6 compatibility and has removed several Dynamic Applications and services.

- **Minimum Required SL1 Version:** 11.3.1

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Before You Install or Upgrade

Ensure that you are running version 11.3.1 or later of SL1 before installing "Amazon Web Services" PowerPack version 127.

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

If your SL1 system is not currently running version 11.3.1 or later, you must upgrade to 11.3.1 or later as part of the upgrade process for version 127 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.

NOTE: More AWS services are available to be monitored by installing the **AWS Extended Services** PowerPack.


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*.

NOTE: Version 124 of the *Amazon Web Services PowerPack* is included in the SL1 12.2.0 ISO. If you have moved to version 12.2.0 and want to upgrade to version 125, you will need to manually install version 124 on your 12.2.0 system before beginning the upgrade process.

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. Download the latest version of the *Amazon Web Services PowerPack* from the Support Site to a local computer.
5. 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*.
6. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.
7. 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 97565547628	--	Account	AWS Account	1264	master	Critical	CUG_AUTOMATION	Active
AWS_OG_Account	--	Service	AWS Service	504	06	Healthy	CUG_AUTOMATION	Active
AWS Account 859979549432	--	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 (Seoul) 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 (São 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. If you have made changes to the AWS PowerPack, optionally [enable selective PowerPack field protection.](#)
4. [Install this release of the AWS PowerPack.](#)
5. If you enabled selective PowerPack field protection, [edit collection objects.](#)
6. [Enable collection for AWS devices.](#)
7. 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 (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 5 \(If Applicable\): 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 4: 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 5 (If Applicable): Edit Collection Objects

If you performed the steps listed in the [Step 3 \(Optional\): 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 6: 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 7 (Optional): Disable Selective PowerPack Field Protection

If you performed the steps listed in the [Step 3 \(Optional\): 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

This release 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
 - silo_apps
 - silo_aws
 - silo_aws_args
 - silo_credentials

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 127 of the "Amazon Web Services" PowerPack:

- Updated the PowerPack to support Python 3.6 execution environments. Customers that use the Amazon Web Services PowerPack that have SL1 systems deployed with self signed certificates must update their credentials after updating to disable SSL verification to the SL1 API. For more information, see [Monitoring Amazon Web Services](#).
- Updated the universal credential HTTP Headers so that you can change HTTPs protocols. Updated the SSL Verify protocols so that you can disable it through the credential headers or a universal credential. Customers that use the Amazon Web Services PowerPack that uses proxy configurations with an HTTP proxy must update their credentials to enable HTTP. The PowerPack defaults to HTTPS for proxy connections. For more information, see [Monitoring Amazon Web Services](#) for either of these updates.
- Updated Boto3 to the latest version for Python 3.6 compatibility.
- Removed the "EM7 Central Database" default credential from the PowerPack.
- Updated instructions for configuring delegated administrators for Amazon Web Service Organizations.
- Addressed an issue in which the "AWS: SES Service Performance" Dynamic Application was not aligning automatically.
- Addressed an issue with AWS Automated Discovery using AWS Assume Role so that customers can properly define credentials. (Case: 00428963)

- The **MediaConvert Service** will only discover if jobs are run or configured within a region for this service. Minimum conditions must be updated and mediaconvert:DescribeEndpoints should be replaced with mediaconvert:ListJobs.
- The following **Region Discovery** services are no longer considered "active" regions when the filter is set to *Regions: ALL* :
 - SWF
 - ElasticTranscoder
 - MediaConvert
 - HealthLake
 - Firehose
 - Polly
 - States
- The following services have had **Discovery** disabled:
 - Inspector2 Service
 - Chime Service
- The following Dynamic Applications were removed from the PowerPack:
 - AWS: API Gateway Service Health
 - AWS: CloudFront Service Health
 - AWS: CloudWatch Service Health
 - AWS: DDB Service Health
 - AWS: EC2 Service Health
 - AWS: ECS Service Health
 - AWS: Elastic Beanstalk Service Health
 - AWS: ElastiCache Service Health
 - AWS: ELB Service Health
 - AWS: EMR Service Health
 - AWS: Glacier Service Health
 - AWS: Lambda Service Health
 - AWS: OpsWorks Service Health
 - AWS: RDS Service Health
 - AWS: Redshift Service Health
 - AWS: Route 53 Service Health
 - AWS: S3 Service Health
 - AWS: SNS Service Health
 - AWS: SQS Service Health
 - AWS: Storage Gateway Service Health
 - AWS: VPC Service Health

- AWS: WAF Service Health
- AWS: Health

Known Issues and Workarounds

The following known issues affect version 127 of the Amazon Web Services PowerPack:

- The **ProxyProtocol** and **SL1APISSLVerify** options were added to the SOAP credential and "universal" credential type and may affect your processes if you are using:
 - **HTTP Proxy Connection:** ProxyProtocol is HTTPS by default. To change to HTTP, add the `ProxyProtocol:http` header to the SOAP credential, or select the option in the "universal" credential type.
 - **SSL Verification for SL1 API:** is enabled by default. To disable it, add the `SL1APISSLVerify:False` header to the SOAP credential, or select the option in the "universal" credential type.
- "Universal" credential types created with PowerPack versions earlier than version 126 cannot be edited after you upgrade to version 127 because the **ProxyProtocol** and **SL1APISSLVerify** fields have been added to the credential definitions. See workaround options:

- **Workaround 1:** Create a new credential and replace the old one using the following database query in the Database Server:

```
UPDATE master.map_dynamic_app_device_cred SET `cred_id` = <new_cred_id> WHERE `cred_id` = <old_cred_id>;
```

- **Workaround 2:** Add the two new fields to the existing "universal" credential type using the following database query in the Database Server:

```
UPDATE master.universal_credentials SET definition = CONCAT (SUBSTRING(definition, 1, LENGTH(definition)-1), ', "ProxyProtocol": "http", "SL1APISSLVerify": 0}') WHERE cred_id = <cred_id>;
```

NOTE: ScienceLogic recommends that you only replace `<cred_id>` in the database query so that you will be able to edit the credential.

- Version 124 of the Amazon Web Services PowerPack is included in the SL1 12.2.0 ISO. If you have moved to version 12.2.0 and want to upgrade to version 125, you will need to manually install version 124 on your 12.2.0 system before beginning the upgrade process.
- Due to an SL1 platform bug, device components are being erroneously deleted in SL1 12.1.0, causing multiple failures. This issue will be fixed in SL1 12.1.1.
- When discovering Athena devices, you cannot create Workgroups that have the same name even if the case of the letters is different, for example: "Primary" and "primary". These will be recognized duplicate Workgroups and only one device component will be created between them.

- Upgrading an IAM account to use Assume Role may cause child device components to have conflicts with parent devices. To prevent this, disable the "AWS: Account Discovery" Dynamic Application before you upgrade the IAM account.
- Relationship creation for the following relationships has been disabled temporarily until a fix can be implemented for a circular relationship issue: (Support Case: 00271522; Jira ID: SOL-20134)
 - AWS VPC instances in the same region
 - AWS VPC Instances and other intra-account AWS VPC Instances
- 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 ServicesPowerPack* 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.
- 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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