New Relic: APM PowerPack Release Notes

Version 105

Overview

Version 105 of the *New Relic: APM* PowerPack updated the silo_apps version and updated some Dynamic Applications to use the new GraphQL API endpoint.

- **Minimum Required SL1 Version**: 11.3.0
- **Support Status**: GA

Before You Install or Upgrade 2
Installation and Upgrade Process 3
Features 3
Enhancements and Issues Addressed 3
Known Issues 4

Before You Install or Upgrade

Ensure that you are running version 11.3.0 or later of SL1 before installing "New Relic: APM" PowerPack version 105.

NOTE: For details on upgrading SL1, see the relevant ***SL1 Platform Release Notes***.

Before upgrading the PowerPack from versions 104 and earlier to 105 and later, you must make sure your New Relic: APM credentials have the ***"New Relic User Key"*** field completed.

NOTE: If you are currently using the Dynamic Applications in this PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during a upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

Installation and Upgrade Process

To install this PowerPack:

1. Familiarize yourself with the ***Known Issues*** for this release.
2. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the ScienceLogic Support Site.
3. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
4. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
5. Click **[Browse]** and navigate to the PowerPack file from step 1.
6. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
7. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

NOTE: After an upgrade from the *New Relic: APM* PowerPack version 100 to version 101 or later, a new Infrastructure Group device will be created. You will see Notice events indicating topology changes as each child server device migrated to the new Infrastructure Group device. Once all child server devices have migrated to the new Infrastructure Group, you may delete the old Infrastructure Group.

Features

This release includes the following features:

- A "universal" type credential for discovering New Relic Services
- Dynamic Applications that discover and collect data from New Relic Application Performance Monitoring (APM) service and infrastructure services.
- Event Policies and corresponding alerts that are triggered when New Relic services meet certain status criteria.
- Device Classes and Device Categories for each type of New Relic Service monitored.
- A Sample Credential for discovering New Relic services.
- A Device template for aligning Dynamic Applications.
- Dashboards for viewing the status of your New Relic services.

Enhancements and Issues Addressed

The following enhancements are included in the PowerPack:

- Updated the silo_apps version to 5.0.1 to support updated encryption types.
- The https://api.newrelic.com/api/v1/accounts.xml endpoint of the following Dynamic Applications, and its features, have been updated to use the new http://api.newrelic.com/graphql GraphQL: API:

- New Relic: APM Application Summary Stats:
  - Removed Collection Object: Busy Time
  - Removed Snippet: New Relic: APM v1 Summary
- New Relic: APM Discovery and Collection Cache:
  - Removed Collection Object: Premium Service
  - Removed Collection Object: Product Type
  - Removed Collection Object: Admin Email
  - Removed Collection Object: Service Start Date
- New Relic: Events
  - Removed Snippet: New Relic: APM Events App Alignment
- New Relic: APM Infrastructure Group Discovery
  - Removed Snippet: New Relic: APM Infrastructure App Alignment

NOTE: Users must remove the obsolete snippets manually as they will not automatically be deleted after an upgrade.

IMPORTANT: Physical discovery is no longer available for this PowerPack. For more information, see the manual *Monitoring New Relic: APM PowerPack*.

Known Issues

The following known issues affect version 105 of the *New Relic: APM* PowerPack:

- Before upgrading the PowerPack from versions 104 and earlier to 105 and later, you must make sure your New Relic: APM credentials have the **"*New Relic User Key*"** field completed.
- Proxy authentication is not supported with New Relic: APM PowerPack.
- The violations listed for the "New Relic: Events" Dynamic Application will not contain violations for devices that are not modeled by SL1. Alerts for these devices will be displayed as log messages for the root device.
- There is a delay in Infrastructure Count reporting from the "New Relic: APM Discovery & Collection Cache" Dynamic Application, as it takes two to three collections cycles for the count to be collected, cached, read, and reported.

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