



AP2 Ice Pop Release Notes

Version 8.17.23.18

SL1 AP2 Ice Pop version 8.17.23.18 Release Notes

The Ice Pop release for AP2 version 8.17.23.18 introduces several enhancements. These include improvements to the **[Service Policy]** tab of the **Service Investigator** page; the option to select the metric, aggregation method, and timespan when editing a service policy from the **Edit Service Policy** page; additional bulk actions available on the **Devices** page; and better visibility of event data on the **Device Investigator**.

IMPORTANT: AP2 releases are separate from SL1 platform releases to provide updates and improvements more frequently.

This release includes the following new features and enhancements:

- [*Improvements to the Service Policy tab of the Service Investigator page*](#)
- [*Improved service policy management from the Edit Service Policy page*](#)
- [*Several additional bulk actions on the Devices page*](#)
- [*Better visibility of event data on the Device Investigator*](#)
- Plus [*several additional new features and enhancements*](#)

These release notes provide a comprehensive list of the features, enhancements, and addressed issues that are included in this release.

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Before You Install or Upgrade

Before you install or upgrade to AP2 Ice Pop, ensure you are running one of the following SL1 versions:

- 12.2.3
- 12.2.4.1
- 12.2.5
- 12.3.0

NOTE: For details on upgrading SL1, see the appropriate [SL1 platform release notes](#).

IMPORTANT: If you are running SL1 versions 12.2.3 or later, you will need to download and install the AP2 Ice Pop update. This update will be available to cloud-based (SaaS) SL1 systems. The AP2 Ice Pop update must be administered to systems that host AP2 and are on the same AP2 version.

IMPORTANT: This update is available to both on-premises and cloud-based (SaaS) SL1 systems. The AP2 Ice Pop update must be administered to systems that host AP2. All SL1 appliances in your stack must be on the same AP2 version.

Installing or Uninstalling AP2 Ice Pop

To install AP2 Ice Pop version 8.17.23.18 on to your system, you will need to download and install both the `libem7` and AP2 Ice Pop RPM files from the [ScienceLogic Support site](#).

To install AP2 Ice Pop version 8.17.23.18:

1. If you have not already done so, install or upgrade your SL1 system to version 12.2.3 or above. For more information about upgrading to those releases, see the appropriate [SL1 platform release notes](#).
 - If you are installing AP2 Ice Pop version 8.17.23.18 on SL1 versions 12.2.3 or above, skip to step 8.
 - If you have already downloaded and installed the latest `libem7` RPM file from the ScienceLogic Support site, skip to step 8.
 - If you have downloaded the latest `libem7` RPM file from the ScienceLogic Support site, but have not yet installed the file, skip to step 6.
 - If you are unsure where you stand in the download and installation process, proceed to step 2.

NOTE: The AP2 Ice Pop RPM file supports Aurora 2.x and 3.x in AWS deployments of SL1, but is dependent on the AP2 release version.

2. Either go to the console of the SL1 Database Server or use SSH to access the Database Server. Check to see if you already have the `libem7` RPM file downloaded or installed by running the command `sudo rpm -q libem7-ipcserver`. The correct version should appear as `libem7-ipcserver-0.2.0-2.el8.x86_64.rpm`.

- If you do not see the correct version, proceed to step 3.
- If you see the correct version, skip to step 5.

3. Download the `libem7` RPM file locally to your machine from the ScienceLogic Support site: <https://support.sciencelogic.com/s/release-file/aBt4z000000GsHACA0/libem7>

4. Either go to the console of the SL1 Database Server or use SSH to access the Database Server.

- **For AWS systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -i <aws-system-pem>.pem -o StrictHostKeyChecking=no  
libem7-ipcserver-0.2.0-2.el8.x86_64.rpm em7admin@<system-ip-  
address>:/home/em7admin/
```

where:

- `<aws-system-pem>` is the PEM file for the AWS system.
- `<system-ip-address>` is the IP address of your SL1 system.
- **For on-premises systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -i -o StrictHostKeyChecking=no libem7-ipcserver-0.2.0-  
2.el8.x86_64.rpm em7admin@<system-ip-  
address>:/home/em7admin/
```

where `<system-ip-address>` is the IP address of your SL1 system.

5. If you have the correct version installed, verify if the `libem7` is running properly by running the following command: `sudo systemctl status libem7`.
 - If you have downloaded the `libem7` RPM file, but it is not showing as active, the `libem7` RPM file has not yet been installed on your device. Proceed to step 6 to install the RPM file.
 - If the status of the `libem7` RPM file displays `active` in the **Active** field, skip to step 8.
6. After you have downloaded the correct `libem7` RPM file, install the file on your device by running the following commands at the shell prompt:

```
sudo dnf install -y libem7-ipcserver-0.2.0-2.el8.x86_64.rpm --
disablerepo=*
```

```
sudo systemctl enable --now libem7.socket
```

```
sudo systemctl enable --now libem7.service
```

```
sudo systemctl restart libem7.socket
```

```
sudo systemctl restart libem7
```

```
sudo systemctl status libem7
```

7. Verify the status of the `libem7` RPM file displays `active` in the **Active** field by running the following command:

```
sudo systemctl status libem7
```

8. Download the AP2 Ice Pop RPM file locally from the ScienceLogic Support site:
<https://support.sciencelogic.com/s/release-file/aBtVL0000000inR0AQ/icepop>
9. Either go to the console of the SL1 Database Server or use SSH to access the Database Server.
 - **For AWS systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -i <aws-system-pem>.pem -o StrictHostKeyChecking=no
nextui-<icepop-release-ap2-version>.rpm em7admin@<system-ip-
address>:/home/em7admin/
```

where:

- `<aws-system-pem>` is the PEM file for the AWS system.
 - `<icepop-release-ap2-version>` is the AP2 Ice Pop release version.
 - `<system-ip-address>` is the IP address of your SL1 system.
- **For on-premises systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -o StrictHostKeyChecking=no nextui-<icepop-release-ap2-
version>.rpm em7admin@<system-ip-address>:/home/em7admin/
```

where:

- `<icepop-release-ap2-version>` is the AP2 Ice Pop release version.
- `<system-ip-address>` is the IP address of your SL1 system.

10. Install the AP2 RPM file on the Database Servers and the Administration Portal by running the following command on those systems:

```
sudo dnf upgrade -y nextui-<icepop-release-ap2-version>.rpm --  
disablerepo=*
```

where *<icepop-release-ap2-version>* is the AP2 Ice Pop release version.

11. Enter *y* to confirm the installation of the AP2 RPM file.
12. Reload the daemon service by running the following command:

```
sudo systemctl daemon-reload
```

13. Restart the NextUI service by running the following command:

```
sudo systemctl restart nextui.service
```

NOTE: AP2 will be inaccessible for a few minutes after restarting the NextUI service.

To uninstall the Ice Pop release features for AP2 version 8.17.23.18:

1. If you are currently on SL1 version 12.2.3, 12.2.4.1, or 12.2.5, and have previously installed AP2 Halwa, download the AP2 Halwa rollback RPM file:
 - <https://support.sciencelogic.com/s/release-file/aBtVL0000000TV30AM/halwa>
2. If you are currently on SL1 version 12.2.3, 12.2.4.1, or 12.2.5, and have not previously installed AP2 Halwa, download the AP2 Gelato rollback RPM file:
 - <https://support.sciencelogic.com/s/release-file/aBtVL0000000C1B0AU/gelato>
3. If you are currently on SL1 12.3.0 or above, download the Halwa rollback RPM file:
 - <https://support.sciencelogic.com/s/release-file/aBtVL0000000TV30AM/halwa>
4. After you have the AP2 RPM files downloaded locally, either go to the console of the SL1 Database Server or use SSH to access the Database Server.
 - **For AWS systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -i <aws-system-pem>.pem -o StrictHostKeyChecking=no  
nextui-<rollback-ap2-version>.rpm em7admin@<system-ip-  
address>:/home/em7admin/
```

where:

- *<aws-system-pem>* is the PEM file for the AWS system.
- *<rollback-ap2-version>* is the rollback AP2 version.
- *<system-ip-address>* is the IP address of your SL1 system.

- **For on-premises systems:** At the shell prompt, copy the RPM file to your SL1 system by running the following command:

```
scp -o StrictHostKeyChecking=no nextui-<rollback-ap2-version>.rpm  
em7admin@<system-ip-address>:/home/em7admin/
```

where:

- *<rollback-ap2-version>* is the rollback AP2 version.
- *<system-ip-address>* is the IP address of your SL1 system.

5. Install the RPM file on your device by running the following command:

```
sudo rpm -U --force --replacefiles nextui-<rollback-ap2-version>.rpm
```

where *<rollback-ap2-version>* is the rollback AP2 version.

6. Reload the daemon service by running the following commands:

```
sudo systemctl disable libem7.socket
```

```
sudo systemctl stop libem7
```

```
sudo systemctl daemon-reload
```

7. Restart the NextUI service by running the following command:

```
sudo systemctl restart nextui.service
```

Important Upgrade Notes for AP2 Ice Pop 8.17.23.18

Global Manager Deployment

When deploying or upgrading Global Manager systems, the Global Manager stack and all of its child stacks must run on the same SL1 build version, as well as the same versions of AP2 and Oracle Linux.

New Features and Enhancements in AP2 Ice Pop version 8.17.23.18

This section describes the features and enhancements that are included in SL1 AP2 Ice Pop version 8.17.23.18.

Business Services

- **What's new: *Enhancements to the Service Policy tab of the Service Investigator page.*** The "Health," "Availability," and "Risk" metrics are now organized into three distinct columns on the **[Service Policy]** tab of the **Service Investigator** page for the selected service. Each column shows the number of associated rules in parentheses, provides a list of the rules in both view and edit modes, and includes an **[Add Rule]** button when in edit mode.

Additional Business Services Updates

- You can now choose the metric, aggregation method, and timespan when editing a service policy from the **Edit Service Policy** page (Business Services > select a service > Edit > Service Policy > select a service policy > pencil icon).

NOTE: The available metrics differ depending on whether you are editing service policies for business services, IT services, or device services.

Devices

- **What's new: Improved data visibility and management on the Devices page.** The following updates were made to support this enhancement:
 - From the **Devices** page, you can now perform several additional bulk actions on selected devices by clicking the **[Actions]** button and selecting one of the following options:
 - *Create Asset Record*
 - *Align Device Investigator Layout*

NOTE: When bulk-aligning a Device Investigator layout to one or more devices, you can apply the layout to all users only if you have the permissions to do so. Otherwise, the layout change will be applied only for you.

- When you add one or more devices to a device group using the **[Actions]** button on the **Devices** page, you can now click the column headings on the **Add to Device Group** modal to sort the list of selectable device groups.

Additional Devices Updates

- On the **Device Investigator**, the **Events** panel now displays event ID links and changes the border color of each event based on its severity.
- On the **[Anomaly Detection]** tab of the **Device Investigator**, the **[Add Alert Policy]** button was replaced with the **[Skylar Anomaly Detection]** button. Previously, clicking this button enabled anomaly detection events for the device; now, doing so takes you to the **Skylar AI** page in SL1.

NOTE: For this change to take effect, you must use the `updateFeatureToggle` mutation in GraphQL and set the `DEVICEDETAIL_AD_TAB_BUTTON` toggle to "enabled". Otherwise, the former button and its functionality will persist.

Additional New Features and Enhancements for Ice Pop

Service Connections

- You can now create a Skylar AI Engine service connection from the **Service Connections** page (Manage > Service Connections) to enable the export of data from SL1 to Skylar. From the **Service Connection** page, click the **[Add Service Connection]** button, then select *Skylar AI Engine* from the drop-down menu that appears.
- When you create or edit a Skylar AI Engine service connection, a command-line interface (CLI) script will automatically run to manage Skylar configurations. This script generates configuration files and initiates the service that exports SL1 data to Skylar AI. In the past, you needed to run this script manually.

Issues Addressed in SL1 AP2 Ice Pop version 8.17.23.18

This section describes the issues that were addressed in SL1 AP2 Ice Pop version 8.17.23.18.

Dashboards

- Resolved an issue where the **Device Group Editor** modal did not show any information after clicking a device group name in the **Device Group** widget on the **Dashboards** page. (Jira ID: SLUI-20703).
- Resolved multiple issues that were preventing some data from displaying correctly in **Device** dashboard widgets with *Leaderboard* visualizations whenever CPU or Memory were added. (Jira IDs: SLUI-20627, SLUI-20510)
- Resolved an issue where **Interface** widgets with the *Leaderboard* visualization option were not showing information about discovered network interfaces on devices under the **Utilization In** and **Utilization Out** columns. (Jira ID: SLUI-20933)
- Resolved an issue where PowerPacks containing dashboards that used metric IDs to identify Dynamic Applications were resulting in incorrect matches. (Jira ID: SLUI-20924)
- Resolved an issue where the **Index** and **Index Label** columns did not show any information about devices in **Device** widgets using *Leaderboard* visualizations. (Jira ID: SLUI-20681)
- Resolved an issue where the columns in **Device Groups** widgets could not be sorted. (Jira ID: SLUI-20610)

Devices

- Resolved an issue on the **Devices** page where bulk action options under the **[Actions]** button were not sorted alphabetically in the Firefox browser. (Jira ID: SLUI-20870)
- Resolved an issue on the **Device Investigator** page where the **Relationships and Memberships** widget was unable to properly display the table of services from the **[Services]** tab. (Jira ID: SLUI-20564)
- Resolved an issue on the **Devices** page that prevented columns from being hidden when the table was sorted or filtered by those columns. (Jira ID: SLUI-20413)
- Resolved an issue where cleared Skylar AI events from the **[Events]** tab of the **Devices** page did not show up when sorting the table by cleared events. (Jira ID: SLUI-20889)

Events

- Resolved an issue on the **Events** page that prevented columns from being hidden when the table was sorted or filtered by those columns. (Jira ID: SLUI-20413)

Global Manager

- Resolved a caching issue in the Global Manager NextUI service that temporarily stored user information, allowing subsequent different users to load the cached information. (Jira ID: SLUI-20931)

GraphQL

- Resolved an issue where running the "GlobalManagerDeviceCategories" query with Global Manager enabled returned a `null` value for all queried fields, except for the `id` field. (Jira ID: SLUI-20601)

Maps

- Resolved an issue where the **Classic Maps** page failed to load properly whenever you attempted to log in to AP2 without accepting the End-User License Agreement (EULA). (Jira ID: SLUI-20801)

Platform and Security


- Resolved an issue where SL1 displayed a "Receiving 504 Gateway Time-out" error message when attempting to access the **Audit Logs** page (System > Monitor > Audit Logs). (Case: 00415120) (Jira ID: SLUI-21014)
- Resolved an issue that caused password reset emails that directed users to the classic SL1 user interface even when the password reset was requested from the default SL1 user interface (AP2). (Case: 00458525) (Jira ID: SLUI-20939)
- Resolved an issue where SL1 version 12.2.1.2 showed the incorrect version number in the footer on all SL1 pages. (Jira ID: SLUI-20424)

Known Issues

The following known issues affect version 8.17.23.18 of the AP2 Ice Pop release:

- The column widths on the **Device Investigator** page do not adjust when resized. (Jira ID: SLUI-20081)
- Devices are unable to align with newly created organizations on the **Devices** page. (Jira ID: SLUI-20941)
- The **Credentials** page in the default user interface (AP2) fails to display credentials that are not aligned with an organization, but displays these credentials correctly in the classic SL1 user interface on the same page. (Jira ID: SLUI-20947)
- On the **Credentials** page, if you have more than 50 credentials and at least one of the first 50 credentials are not aligned with an organization, the page will display duplicates of these credentials. (Jira ID: SLUI-20947)

- The **Subscription License Reports** widget on the **Dashboards** page inaccurately reports licenses in SL1 when multiple instances of the **Dashboards** page are open at the same time. To work around this issue, refresh your browser page. (Jira ID: SLUI-20951)
- The columns on the **[Events]** tab of the **Device Investigator** page cannot be sorted. (Jira ID: SLUI-20991)
- When accessing the console of the SL1 server after creating or editing existing device services, you will receive the following error message: "Float cannot represent non numeric value: Infinity". (Jira ID: SLUI-21002)
- On the **Device Categories** page (Devices > Device Categories), device categories cannot be duplicated and cannot have any icons assigned to them. (Jira ID: SLUI-21016)
- Filtering the **Collector Groups** column on the **Device Investigator** page with multiple group names can cause the page to not load correctly. (Jira ID: SLUI-21035)
- The graph in the **Skylar Analytics Summary** widget of the **Event Investigator** page for an event does not load or display correctly when viewed through the Global Manager. (Jira ID: SLUI-21073)
- When creating a device service with the filter query as `Service is not providing correct harMetrics when creating service with isActive==true`, the **Overview** panel at the top of the **Service Investigator** page will not load the sunburst chart. (Jira ID: SLUI-21084)
- When sorting by columns on the **Device Investigator** page in Firefox, the table may continue to attempt retrieving results without successfully achieving it. (Jira ID: SLUI-21095)
- The **[Edit Note]** button on the **Events** page does not work when multiple events are selected for note editing in Global Manager. (Jira ID: SLUI-21131)
- On the **Devices** page in Global Manager, when sorting the **IP Address** column, it does not sort in ascending or descending order as expected. (Jira ID: SLUI-21108)
- The **Dashboards** page will generate an error when trying to narrow down the data displayed in all widgets for all data points using the **[Filter (X)]** button with a basic query on name. (Jira ID: SLUI-21132)
- On Global Manager systems, the *View Event Policy* option in the **Actions** menu (⋮) on the **Events** page does not work as expected. (Jira ID: SLUI-21133)
- On Global Manager systems, the **Events** page does not display events from child stacks. To work around this issue, clear all system caches on both the child stacks and the Global Manager parent stack, then restart the NextUI service. (Jira ID: SLUI-21134)
- Clicking the **[Run Now]** button for any Dynamic Application on the **[Collections]** tab of the **Device Investigator** page of a device will display the following GQL error message in the SL1 server console: "Variable "\$proclid" of non-null type "ID!" must not be null." (Jira ID: SLUI-21070)
- When adding a collector group from the **Collector Groups** page (Manage > Collector Groups) and toggling off **All current and future organizations** from the **Add Collector Group** modal, you will only be able to add up to 10 organizations from the **Limit access to specific organizations** field. To work around this issue, you can add more than 10 organizations to a collector group from the **Collector Group Management** page (System > Settings > Collector Groups). (Jira ID: SLUI-20816)
- The **Device Categories** page (Devices > Device Categories) fails to load properly whenever there is a category with a null ID. To work around this issue, go to the **Device Categories** page (System > Customize > Device Categories), locate the category with the null ID, and then remove that category by clicking the delete icon (🗑️) next to the category. (Jira ID: SLUI-20731)

- On the **Devices** page, the *Clear Filters* option does not remove search filters from the **Asset ID** column and does not update whenever the page is reloaded. To work around this issue, click the **Select columns** icon () on the **Devices** page, select *Column Preferences*, and then click "Show All". Once you have done so, you can click the **Select columns** icon again and then select *Clear Filters* from the drop-down menu. (Jira ID: SLUI-20779)
- The number of unacknowledged events in the **Device Overview** panel of the **Device Investigator** page does not update despite acknowledging alerts on a device. To work around this issue, add a new "unackEvents" subquery to the "Device Insights" query, then use that subquery to collect and retrieve information on unacknowledged events. (Case: 00471966) (Jira ID: SLUI-20858)
- On the **Events** page, the **Organization** table column cannot be sorted by ascending or descending order. (Jira ID: SLUI-20903)
- Due to an issue with Aurora 3, you can no longer enable TLS verification in SL1 version 12.3.0 through the user interface or API. To address this issue, update the "master.system_settings_general" database table by setting `value=1` where `param='require_tls_verification'`; . ScienceLogic is working to correct this known issue by the next AP2 release, Ice Pop. (Jira ID: SLS-1500)
- Organizations must have one or more accounts assigned to them to ensure the relevant services are saved. (Jira ID: SLUI-17810)
- For services where the **RCA Options** field is enabled and a child service has been removed, SL1 will not compute the health, availability, and risk values until the Service Topology Engine returns an updated topology, which occurs every 5 minutes by default. (Jira ID: SLUI-18853)

IMPORTANT: Before deleting child services in a 3-tier hierarchy, check to see if the parent service has the **RCA Options** field *Enabled*, then set this field to *Disabled* if it is not already.

- When creating a template from a Business Service, you might receive an error if the number of constituents and maximum constituents are greater than the maximum number of policies, which has a default value of 100. To work around this issue, you must increase the maximum number of policies using a GraphQL mutation, replacing `<increased value>` with a larger numerical value such as "1000": (Jira ID: SLUI-19654)

```
mutation updateMaxValue{
  updateFeatureToggle(id: "system:BUSINESS_SERVICES_MAX_POLICIES",
    value: "<increased value>") {
    id
    value
  }
}
```

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