ScienceLogic

AP2 Jelly Bean Release Notes

Version 8.18.43.81

SL1 AP2 Jelly Bean version 8.18.43.81 Release Notes

The Jelly Bean release for AP2 version 8.18.43.81 introduces improvements to the **Business Services** and **Service Investigator** pages, a reorganized **Credentials** page, upgrades to the **Dashboards** and **Create Widget** pages, and better device management and visibility on the **Devices** and **Device Investigator** pages. It also addresses several issues from previous releases.

> 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:

- *Enhancements to the Business Services and Service Investigator pages*
- *Reorganized Credentials page*
- *Improvements to the Dashboards and Create Widget pages*
- *Better device management on the Devices and Device Investigator pages*
- 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.

This document covers the following topics:

Before You Install or Upgrade

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

- 12.2.6 and later
- 12.3.0 and later

NOTE: For details on upgrading SL1, see the appropriate ***SL1 platform release notes***.

IMPORTANT: If you are running SL1 versions 12.2.6 or later, you will need to download and install the AP2 Jelly Bean update, as it is not included in the default releases of the SL1 platform.

IMPORTANT: This update is available to both on-premises and cloud-based (SaaS) SL1 systems. The AP2 Jelly Bean 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 Jelly Bean

To install AP2 Jelly Bean version 8.18.43.81 on to your system, you will need to download and install both the `libem7` and AP2 Jelly Bean RPM files from the ScienceLogic Support site.

NOTE: If you are using an on-premises system, you must install the AP2 and `libem7` RPM files on all systems, including the Database Server and the Administration Portal, if applicable. For AWS systems, you will need to install both RPM files on all relevant data engines.

NOTE: The following instructions provide an example for installing AP2 Jelly Bean on a Database Server. These steps are also applicable to other AP2 hosting systems.

To install AP2 Jelly Bean version 8.18.43.81:

1. If you have not already done so, install or upgrade your SL1 system to version 12.2.6 or above. For more information about upgrading to those releases, see the appropriate *SL1 platform release notes*.

    - If you are installing AP2 Jelly Bean version 8.18.43.81 on SL1 versions 12.2.6 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 Jelly Bean RPM file supports Aurora 2.x and 3.x in AWS deployments of SL1, but is dependent on the SL1 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/aBtVL0000000KQ90AM/libem7ipcserver0202

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 Jelly Bean RPM file locally from the ScienceLogic Support site: https://support.sciencelogic.com/s/release-file/aBtVL0000000p490AA/jellybean

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-<jellybean-release-ap2-version>.rpm em7admin@<system-
     ip-address>:/home/em7admin/
     ```

     where:

     - `<aws-system-pem>` is the PEM file for the AWS system.
     - `<jellybean-release-ap2-version>` is the AP2 Jelly Bean 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-<jellybean-release-
     ap2-version>.rpm em7admin@<system-ip-
     address>:/home/em7admin/
     ```

     where:

     - `<jellybean-release-ap2-version>` is the AP2 Jelly Bean 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-<jellybean-release-ap2-version>.rpm --
    disablerepo=*
    ```

    where `<jellybean-release-ap2-version>` is the AP2 Jelly Bean 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 Jelly Bean release features for AP2 version 8.18.43.81:

1. Depending on which version of SL1 you are on, do one of the following:
    - If you are using SL1 version 12.2.6 or above and have previously installed one of the following AP2 RPM files, download the appropriate AP2 rollback RPM file based on your previously installed RPM file:
        - AP2 Ice Pop: https://support.sciencelogic.com/s/release-file/aBtVL0000000inR0AQ/icepop
        - AP2 Halwa: https://support.sciencelogic.com/s/release-file/aBtVL0000000TV30AM/halwa
        - AP2 Gelato: https://support.sciencelogic.com/s/release-file/aBtVL0000000Q490AE/gelato
    - If you are currently on SL1 12.3.0 or above and have previously installed one of the following AP2 RPM files, download the appropriate AP2 rollback RPM file based on your previously installed RPM file:
        - AP2 Ice Pop: https://support.sciencelogic.com/s/release-file/aBtVL0000000inR0AQ/icepop
        - AP2 Halwa: https://support.sciencelogic.com/s/release-file/aBtVL0000000TV30AM/halwa
2. 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.

3. 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.

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

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

```
sudo systemctl stop libem7
```

```
sudo systemctl daemon-reload
```

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

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

Important Upgrade Notes for AP2 Jelly Bean 8.18.43.81

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 Jelly Bean version 8.18.43.81

This section describes the features and enhancements that are included in SL1 AP2 Jelly Bean version 8.18.43.81.

Business Services

- What's new: ***Enhancements to the Business Services and Service Investigator pages***. The following updates were made to support this enhancement:
    - Renamed the ***RCA Options*** column and field to ***Service Analysis*** on the **Business Services** page and in the **Overview** panel of the **Service Investigator** page.
    - Added a new ***Anomalies*** field under the **[Skylar AI]** tab on the **Timeline** panel of the **Service Investigator** page. This field displays events marked as anomalies in the form of swim lanes, illustrating event processes from start to finish.
    - On the **Service Investigator** page, Skylar AI event icons are now displayed in color matching their event severity on the **[Skylar AI]** tab of the **Timeline** panel.

Additional Business Services Updates

- When troubleshooting services that fail to generate "Health", "Availability", and "Risk" values, the "onDemandProcessing" GraphiQL query now displays timing data. This includes the total number of services examined, the maximum time required to calculate these values for all included services, and the individual time taken for each service.

Credentials

- **What's new:** ***The Credentials page has been reorganized.*** The **Credentials** page has been reorganized into two new tabs: **[Summary]** and **[Types]**.

    - The **[Summary]** tab contains all the information related to your credentials, including but not limited to the ***Category***, previously known as ***Type***, which indicates the category to which each credential belongs, and ***Type***, previously ***Subtype***, which denotes the type of vendor-specific credentials.

      > **NOTE:** You can delete credential types on the **[Summary]** tab of the **Credentials** page (Manage > Credentials). You cannot delete credential types that have been used to create existing credentials.

    - The **[Types]** tab presents a table listing just your credential types along with their respective categories.

Dashboards

- **What's new:** ***Improvements to the Dashboards and Create Widget pages.*** The following updates were made to support this enhancement:

    - The **AIML Predictions** widget on the **Dashboards** page was renamed **Skylar Automated RCA**, and the logo has been updated to the Skylar AI logo.

    - On the **Create Widget** page, in the second column where you select a visualization option, the ***Zebrium Connection ID*** and ***Zebrium Service Groups*** fields have been renamed to ***Skylar Automated RCA Connection ID*** and ***Skylar Automated RCA Service Groups***, respectively.

    - On the **Create Widget** page, in the **Preview** pane, the note that originally read "Please provide a Zebrium Connection ID for this widget" now reads "Please provide a Skylar Automated RCA Connection ID for this widget."

Devices

- **What's new:** ***Enhancements to the Devices and Device Investigator pages.*** The following updates were made to support this enhancement:
    - On the **Devices** page, a new drop-down arrow button now appears next to the **[Add Devices]** button. Clicking this button displays a list of actions you can take with your device list. In this release, the following device actions are available:
        - *Create Virtual Device*
        - *Create Physical Device*
    - On the **[Anomaly Detection]** tab of the **Device Investigator**, the **[Add Alert Policy]** button has been replaced with a new button, **[Skylar Anomaly Detection]**, which opens the **Skylar AI** page when you click it. This button is disabled by default. You can enable it in GraphQL by setting the "AP2_DEVICEDETAIL_AD_TAB_BUTTON" feature toggle to "enabled".

Additional New Features and Enhancements for Jelly Bean

Events

- When you click on a Skylar AI event from the **Events** page, the details that appear on **Event Overview** page now differ based on the subtype of Skylar AI event. For predictive events, a **Skylar Analytics Summary** panel appears on the page. That panel does not appear for anomaly detection events; instead, a **[View Skylar Anomaly Details]** button appears on the **Device Details** panel. Clicking this button opens the **[Anomaly Detection]** tab of the impacted device's **Device Investigator**.

GraphQL

- The "AccountPolicy" GraphQL query now supports all policy fields.
- The "organizationsByGUID" GraphQL query now allows searches for integer values, GUID values, or a combination of both.
- Updated the event GraphQL resource to indicate the subtype of alert sent from Skylar to SL1 in user queries.

Security Features

- Updated the `/opt/em7/share/config/nginx.d/security_headers.fragment` file to ensure that HTST headers are included in all HTTP responses and to provide an option for enabling the `x-frame-options` header. In addition, the ***Prevent Loading Interface in External Frames*** option was removed from the **Behavior Settings** page (System > Settings > Behavior).

> **NOTE:** If you modify the `security_headers.fragment` file, you must then reload the nginx service.

Skylar AI

- The **Create Skylar AI Engine Connection** modal for creating a *Skylar AI Engine* service connection on the **Service Connections** page (Manage > Service Connections) has been updated. The title of the modal is now **Create Skylar AI Engine Credential**, and the **[All Organizations]** toggle button has been removed.

Issues Addressed in SL1 AP2 Jelly Bean version 8.18.43.81

This section describes the issues that were addressed in SL1 AP2 Jelly Bean version 8.18.43.81.

Business Services

- Resolved an issue that prevented the **Overview** panel at the top of the **Service Investigator** page from loading the sunburst chart when creating a device service with the filter query as `Service is not providing correct harMetrics when creating service with isActive==true`. (Jira ID: SLUI-21084)

Dashboards

- Resolved an issue where the **Subscription License Reports** widget on the **Dashboards** page inaccurately reported licenses in SL1 when multiple instances of the **Dashboards** page were open at the same time. (Jira ID: SLUI-20951)
- Resolved an issue that caused multiple GraphQL errors when loading the **Dashboards** page that have **File Systems** widgets over 1 TB. (Case: 00489856) (Jira ID: SLUI-21218)
- Resolved an issue that caused radio buttons to malfunction for **Devices** widgets using the *Leaderboard* visualization option. (Case: 00489835) (Jira ID: SLUI-21554)

Devices

- Resolved an issue that caused the following error message when accessing the console of the SL1 server after creating or editing existing device services: "Float cannot represent non numeric value: Infinity". (Jira ID: SLUI-21002)
- Resolved an issue that prevented users from duplicating or assigning icons to device categories from the **Device Categories** page (Devices > Device Categories). (Jira ID: SLUI-21016)

Global Manager

- Resolved an issue where the graph in the **Skylar Analytics Summary** widget of the **Event Investigator** page for an event did not load or display correctly when viewed through the Global Manager. (Jira ID: SLUI-21073)

GraphQL

- Resolved an issue where users received a GraphQL error when trying to access multiple pages in AP2, including the **About** page, which was previously inaccessible for some users, and displayed the following GraphQL error message: "Error retrieving SL1 appliance information." (Jira ID: SLUI-21564)

User Interface

- Resolved an issue causing longer AP2 login times for non-administrative users or those with limited permissions when using LDAP for authentication. (Cases: 00477960, 00478182) (Jira ID: SLUI-21012)

Known Issues

The following known issues affect version 8.18.43.81 of the AP2 Jelly Bean release:

- **Filesystem** and **Services** widgets that are subscribed to other widgets capable of publishing file system and services data will retain the data from the publishing widgets to which they are subscribed, even if all rows in those publishing widgets have been deselected. To work around this issue, select new options in the publishing widgets, which will effectively reset the subscribing widget. (Jira ID: SLUI-21548)
- The "harProviderOnDemanProcessing" GQL query incorrectly creates a service table in the "data_har" database when executed with invalid or non-existent service IDs. (Jira ID: SLUI-21135)
- Deleted services continue to appear in the "data_har" database even after they have been removed. (Jira ID: SLUI-21159)
- On the **Custom Attributes** page (Manage > Custom Attributes), you might not be able to view more than the first 20 custom attributes unless you zoom in or change the size of your browser to force SL1 to fetch additional attributes. (Jira ID: SLUI-21449)
- On the **Devices** page, when sorting your search by the ***Organization*** column, the inventory table will sort by ***Organization ID*** instead. (Jira ID: SLUI-21459)
- The assigned organization for devices may not always update, even after performing a bulk alignment organization action on the **Devices** page. To work around this issue, refresh your browser immediately after completing the bulk alignment action. (Jira ID: SLUI-21483)
- 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 columns on the **[Events]** tab of the **Device Investigator** page cannot be sorted. (Jira ID: SLUI-20991)
- 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)
- 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 "$procId" 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. (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 three-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.

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