



AP2 Key Lime Pie Release Notes

Version 8.20.2-72

SL1 AP2 Key Lime Pie version 8.20.2-72 Release Notes

The Key Lime Pie release for AP2 version 8.20.2-72 introduces improved processes for creating and editing service policies on the **Service Investigator** pages, enhanced **Devices** and **Dashboards** pages for improved data visibility and management, and a reorganized **Event Policy Editor**. 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:

- *Improved processes for creating and editing service policies*
- *Improvements to the Dashboards page*
- *Better device visibility and management on the Devices and Device Investigator pages*
- *Reorganized Event Policy Editor*
- 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:

<i>Before You Install or Upgrade</i>	3
<i>Installing or Uninstalling AP2 Key Lime Pie</i>	3
<i>New Features and Enhancements in AP2 Key Lime Pie version 8.20.2-72</i>	6
<i>Issues Addressed in SL1 AP2 Key Lime Pie version 8.20.2-72</i>	10
<i>Known Issues</i>	11

Before You Install or Upgrade

Before you install or upgrade to AP2 Key Lime Pie, ensure you are running one of the following SL1 versions:

- 12.3.0 and later

IMPORTANT: You do not need to download or install AP2 Key Lime Pie if you are on SL1 version 12.5.0 or above, as it is included by default.

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

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

To install AP2 Key Lime Pie version 8.20.2-72 on to your system, you will need to download and install the AP2 Key Lime Pie RPM file from the [ScienceLogic Support site](#).

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

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

To install AP2 Key Lime Pie version 8.20.2-72:

1. If you have not already done so, install or upgrade your SL1 system to version 12.3.0 or above. For more information about upgrading to those releases, see the appropriate [SL1 platform release notes](#).
2. Go to the [ScienceLogic Support site](#) and download the Key Lime Pie RPM file locally to your machine from the **AP2 Release Versions** page (Product Downloads > SL1 Platform Downloads > AP2 Releases). To do so, select "KeyLimePie" from the **Release Files** table and then click the **[Download File]** button located under the **Release File Downloads** section of the page.

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

where:

- `<aws-system-pem>` is the PEM file for the AWS system.
 - `<KeyLimePie-release-ap2-version>` is the AP2 Key Lime Pie 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-<KeyLimePie-release-
ap2-version>.rpm em7admin@<system-ip-
address>:/home/em7admin/
```

where:

- `<KeyLimePie-release-ap2-version>` is the AP2 Key Lime Pie release version.
 - `<system-ip-address>` is the IP address of your SL1 system.
4. 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-<KeyLimePie-release-ap2-version>.rpm --
disablerepo=*
```

where `<KeyLimePie-release-ap2-version>` is the AP2 Key Lime Pie release version.

5. Enter `y` to confirm the installation of the AP2 RPM file.
6. Reload the daemon service by running the following command:

```
sudo systemctl daemon-reload
```

7. 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 Key Lime Pie release features for AP2 version 8.20.2-72:

1. Depending on which version of SL1 you are on, do one of the following:
 - If you are currently on SL1 version 12.3.0 or above and have previously installed AP2 Jelly Bean, download the AP2 Jelly Bean rollback RPM file from the **AP2 Release Versions** page (Product Downloads > SL1 Platform Downloads > AP2 Releases) on the [ScienceLogic Support site](#). To do so, select "JellyBean" from the **Release Files** table and then click the **[Download File]** button located under the **Release File Downloads** section of the page.
 - If you are currently on SL1 version 12.3.0 or above and have previously installed AP2 Ice Pop.01, download the AP2 Ice Pop.01 rollback RPM file from the **AP2 Release Versions** page (Product Downloads > SL1 Platform Downloads > AP2 Releases) on the [ScienceLogic Support site](#). To do so, select "IcePop.01" from the **Release Files** table and then click the **[Download File]** button located under the **Release File Downloads** section of the page.
 - If you are currently on SL1 version 12.3.0 or above and have previously installed AP2 Halwa.01, download the AP2 Halwa.01 rollback RPM file from the **AP2 Release Versions** page (Product Downloads > SL1 Platform Downloads > AP2 Releases) on the [ScienceLogic Support site](#). To do so, select Halwa.01" from the **Release Files** table and then click the **[Download File]** button located under the **Release File Downloads** section of the page.
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
```

New Features and Enhancements in AP2 Key Lime Pie version 8.20.2-72

This section describes the features and enhancements that are included in SL1 AP2 Key Lime Pie version 8.20.2-72.

Business Services

- **What's new: Improved processes for creating and editing service policies.** The **Service Investigator** page, along with the processes for creating and editing service policies, has been redesigned for better flexibility, visibility, and management. The following updates were made to support this new enhancement:
 - 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.
 - The **Last Edited** field in the **Overview** panel at the top of the **Service Investigator** page now displays the date the service was last edited.
 - Added an ellipsis menu to each rule under the **Health, Availability, and Risk** components on the **[Service Policy]** tab of the **Service Investigator** page. This menu now allows you to delete or duplicate the rules within these components.
 - In the **Edit Rule** modal, when creating or editing rules for specific service policies, and when hourly summarization is available, a preview line graph now displays threshold levels for these policies summarized on an hourly basis.

- You can now choose the metric, aggregation method, and timespan in the **Edit Rule** modal when editing or creating rules for specific service policies within a business service. Additionally, you can establish specific thresholds that will trigger service state change alert messages regarding when crossed. The alert messages will become events if the matching event policy is enabled. Default thresholds are now set automatically for you.

NOTE: You must select a metric and set a minimum of at least one threshold for "Availability", and two thresholds for "Health" and "Risk".

- Version 100 of the new "Business Services Sample Services and Policies" PowerPack is now available on the [ScienceLogic Support site](#). This PowerPack includes a sample service policy that uses Skylar AI Prediction and Anomaly Detection events to set the risk value to reflect the severity of a prediction event.
- When editing a rule in the **[Devices]** tab of the **Service Investigator** page, a warning message appears if the services do not have current hourly summarization data to display.
- When creating or editing a service policy, you can now insert new conditions directly into any rule within that policy, rather than adding them to the end of the list of conditions.
- You can now select the performance data from the following internal monitors in the **Edit Rule** modal when creating or editing rules in a business service policy:
 - TCP/IP Port data
 - Availability (boolean)
 - SOAP/XML Transaction data
 - Availability (boolean)
 - Connection Time (seconds)
 - Download Speed (seconds)
 - Lookup Time (seconds)
 - Page Size (kb)
 - Transaction Time (seconds)
 - Email Round-Trip data
 - Round-Trip Completed (boolean)
 - Round-Trip Time (seconds)

Additional Business Services Updates

- Redesigned the **Preview** pane for building service hierarchies while creating custom service models from the **Business Services** page.

Dashboards

- **What's new: Improved data visibility and management on the Dashboard page.** The following updates were made to support this enhancement:
 - On the **Dashboards** page, the table within the **Services** widget now supports pagination and continuous scrolling, allowing you to view more services in a single table. Additionally, you can sort and filter the data in this widget's table, as well as add or remove various properties such as service properties, organization properties, and service metrics. This table includes many of the same capabilities and features as other tables on the SL1 Platform.
 - Updated GraphQL APIs using a variation of state or severity to add a new `SeverityLevel` enum type for queries.

Devices

- **What's new: Improved data visibility and management on the Devices page.** The following updates were made to support this enhancement:
 - You can now install an SL1 agent from the **Devices** page. To do so, click the drop-down arrow button next to the **[Add Devices]** button and select *Download/Install Agent*.
 - You can now create reports for individual devices from the **Devices** page.
 - Added the following new columns to the **Devices** page:
 - **SNMP Credential**, which displays the name of the SNMP credential used to monitor the devices in the list.
 - **SNMP Version**, which displays the version of SNMP used to monitor the devices in the list.
 - If you have defined any custom attributes for your devices, you optionally can add those custom attributes as columns that appear on the **Devices** page.

Additional Devices Updates

- The **[Configs]** tab of the **Device Investigator** now includes date and time stamps for Dynamic Applications that have one or zero snapshots, in addition to those with multiple snapshots.

Events

- **What's new: Redesigned Event Policy Editor.** The **Event Policy Editor** page has been redesigned to make the process of creating event policies more intuitive for users. As part of this redesign, the **Event Policy Editor** has been reorganized into three new tabs:
 - The **[Basic]** tab is the starting point when creating a new event policy. It allows you to define the fundamental requirements, such as **Event Policy Name**, operational state, **Event Source**, resulting **Event Severity**, and resulting **Event Message**, along with commonly used alert evaluation criteria to configure if and when an alert converts into an active event.
 - The **[Advanced]** tab contains more advanced configuration options such as topology masking and device sub-entity settings, as well as external system integration fields and event auto-clear mapping.
 - The **[Summary]** tab is the landing page when navigating to view or edit an existing event policy. It provides an at-a-glance view of the event policy properties and highlights the linked alert. The **Troubleshooting Tips and Links** section of this tab is a rich text editor including the event policy description and probable cause.

In addition:

- Question-mark help icons were added to multiple fields on the **Event Policy Editor** page to provide information when editing an event policy. Clicking one of these icons displays the **Help** menu drawer on the right side of the page.
- A new **Alignment** column was added to the **Event Policies** page (Events > Event Policies). This column indicates the organization alignment for each event policy listed on the page. Currently, you can view this information, but will not be able to edit the organization alignment in the **Event Policy Editor**. This capability will be added in a future release.
- **For more information:** See the topic on "Defining and Editing Event Policies" in the **Events** manual.

Additional Events Updates

- You can now filter events by Skylar AI subtypes on the **Events** and **Devices** pages using the advanced search feature available on both pages.

Additional New Features and Enhancements for Key Lime Pie

GraphQL

- Updated the GraphQL API for event policies to support aligning event policies to organizations.
- The "createPhysicalDevicesFromCSV" GraphQL mutation now requires the following CSV headers:
 - ip
 - name
 - organizationId
 - deviceClassId (GUID only)
 - collectorGroupId

NOTE: The "snmpCredId (GUID only)" header is optional.

Skylar AI

- On the **Anomaly Detection** page, the **[Enable]** button is now called **[Create Alert Policies]**, and the **[Disable]** button is now called **[Delete Alert Policies]**.

Issues Addressed in SL1 AP2 Key Lime Pie version 8.20.2-72

This section describes the issues that were addressed in SL1 AP2 Key Lime Pie version 8.20.2-72.

API

- Resolved an issue where Run-As accounts could be granted incorrect access hooks. (Jira ID: SLUI-21770)

Dashboards

- Resolved an issue where the **Dashboards** page malfunctioned when typing too quickly in the search field of a widget. (Case: 00496272) (Jira ID: SLUI-21561)
- Resolved an issue where the **Subscription Usage** page (Manage > Subscription Usage) previewed only a limited number of devices from the actual full list of device license usage. You can now see all device license usage counts on the **Subscription Usage** page. (Case: 00424541) (Jira ID: SLUI-19903)
- Resolved an issue on the **Dashboards** page where **Filesystem** and **Services** widgets that are subscribed to other widgets capable of publishing filesystem and services data, retained the data from the publishing widgets to which they are subscribed, even if all rows in those publishing widgets have been deselected. (Jira ID: SLUI-21548)

- Resolved an issue where the **Dashboards** page would 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)

Events

- Addressed an issue that prevented the **Enable Event Policy** toggle from being visible when the top bar was set to a dark color while using a light theme in SL1. This issue was addressed as part of the [updates to the Event Policy Editor](#) by moving the **Enable Event Policy** option. The **Enable Event Policy** option is now located in the **[Basic]** tab, and is a checkbox instead of a toggle option. (Cases: 00321580, 00422365) (Jira ID: SLUI-21444)
- As part of the [Event Policy Editor redesign](#), resolved an issue where the event policy's **First Match String** character limit was not enforced. (Case: 00395780) (Jira ID: SLUI-19762)
- Addressed an issue that closed the browser window when the **[Create External Ticket]** button was clicked in the event table menu. (Case: 00469006) (Jira ID: SLUI-20898)

Global Manager

- Resolved an issue in Global Manager where SAML SSO for SL1 authentication was providing users with incorrect permissions, which resulted in increased or reduced access rights. (Case: 00492738) (Jira ID: SLUI-21564)

GraphQL

- Resolved an issue that made the **About** page inaccessible and display an error message. (Case: 00492738) (Jira ID: SLUI-21564)

Skylar AI

- Addressed an issue where the **Metric Type** column on the **Anomaly Detection** page in SL1 displayed the presentation ID for a metric instead of the presentation name for the metric. (Jira ID: SLUI-21510)

Known Issues

The following known issues affect version 8.20.2-72 of the AP2 Key Lime Pie release:

API

- 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'`; . A fix is planned for a future release. (Jira ID: SLS-1500)

Business Services

- Deleted services continue to appear in the "data_har" database even after they have been removed. (Jira ID: SLUI-21159)
- 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.

Credentials

- 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 is not aligned with an organization, the page will display duplicates of these credentials. (Jira ID: SLUI-20947)

Dashboards

- If you open the default "Server" dashboard, you might receive an error on the page as well as in the "Total Network Traffic" widget. (Jira ID: SLUI-21831)

Device Management

- 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 might 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)
- On the **Devices** page, devices are unable to align with newly created organizations.. (Jira ID: SLUI-20941)
- 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 might continuously attempt to retrieve results unsuccessfully. (Jira ID: SLUI-21095)

- 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)

Events

- 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)
- The events on the **Events** page cannot be sorted by the **Organization** column. (Jira ID: SLUI-20903)
- From the **Event Policies** page (Events > Event Policies), you can delete only a single event policy at a time, even if you select multiple event policies for bulk deletion. (Jira ID: SLUI-20853)
- You might receive an error message if you have limited permissions and attempt to click on the **[Actions]** button (the ellipses icon) in the top-right corner of the **Event Overview** panel of the **Event Investigator** page; the **Events** table that appears on the **Events** page, **Service Investigator** page, or **Device Investigator** page; the **Changes** table on the **Service Investigator** page; or the **Log Insights** table on the **Service Investigator** page. (Case: 00498124) (Jira IDs: SLUI-21788, SLUI-21866)

Global Manager

- The devices on the **Devices** page in Global Manager systems cannot be sorted by the **IP Address** column. (Jira ID: SLUI-21108)
- 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)

GraphQL

- The "harProviderOnDemandProcessing" GraphQL query incorrectly creates a service table in the "data_har" database when executed with invalid or non-existent service IDs. (Jira ID: SLUI-21135)
- 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 GraphQL error message in the SL1 server console: "Variable "\$proclid" of non-null type "ID!" must not be null." (Jira ID: SLUI-21070)

User Interface

- 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)

© 2003 - 2025, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see <https://sciencelogic.com/company/legal>.

ScienceLogic

800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010