

# ReliaTel

## New Features and Enhancements

Release 6.3.0



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### New Features

- Monitoring Docker containers
- Java collectors will now monitor LOCALHOST and remote DAP entities
- Powershell script and SNMP traps as an alternative to WinAgent DAPs
- Using the Export feature to schedule and distribute reports
- Mass removal of entities using the Command-line Interface
- New dashboard tonelet showing center availability
- Adding alarm level escalation to alarm rules
- ReliaTel Installations will include a database client TPM

### Enhancements

- Inhibiting alarms indefinitely will generate an FYI alarm
- A reason for inhibiting alarming is now required
- Running a Disabled (Inhibited) Alarm report
- SNMP channel validation between DAP and entity
- 'None' alarm option added to syslog and SNMP alarm rules
- Removing a DAP from service using 'Inhibit'
- Alarm attributes for active alarms dynamically updated
- Postgres version checked at installation

# New Features

## Monitoring Docker Containers

This release introduces the capability to monitor and alarm on the running state of Docker containers. For more information on configuring your ReliaTel implementation to monitor containers, contact Tone Support by phone at (714) 991-9460 or by e-mail at [Support@tonesoft.com](mailto:Support@tonesoft.com). If you have an account, contact customer support via the internet at <https://www.tonesoft.com/tone-secure/support-home/login/>.

## Java Collectors Will Now Monitor LOCALHOST and Remote DAP Entities

Starting with this release the LOCALHOST ('myself' entity) and all remote DAPs will be monitored using a Java collector.

### Advantages:

- Uniform monitoring methodology for myself and all remote DAP entities.
- Manage syslog volume by monitoring warning and error messages only (additional messages configurable).
- SNMP traps can be enabled.

Upgrading to release 6.3.0 automatically upgrades the myself entity (monitoring the LOCALHOST) to use a Java collector for monitoring syslog messages. Remote DAP entities will also be upgraded automatically after registering on this release. This feature is not backward compatible - upgrading to this release is required to take advantage of the Java collector to manage syslog messages.

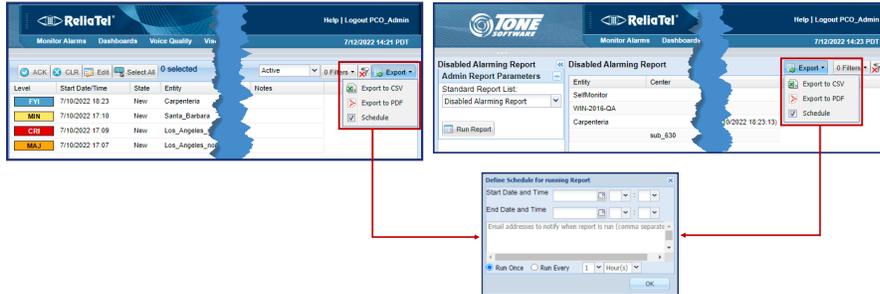
## Powershell Script and SNMP Traps as an Alternative to Win Agent DAPs

This feature introduces Powershell scripts and SNMP traps as an alternative to using WinAgent Data Access Points (DAPs) to monitor Windows servers. This alternative approach makes it possible to monitor Windows servers without creating a dedicated WinAgent DAP for each server.

Performance metrics will continue to be displayed in tonelets of the Dashboard module and generate alarms on fault events. Monitoring will include CPU % used, Disk (logical) % used, and Memory % used in real time and CPU% used and Disk (logical) % used aggregated over time. This new collection method will also continue to provide data for reports.

## Using the Export Feature to Schedule and Distribute Reports

The Export button - found in Performance Reporting and the Alarm List - has been enhanced to schedule, run, and distribute, via e-mail, performance reports and selected alarms from the Alarm List. Report formats include PDF and CSV.



### Benefits:

- Generate performance reports on an automated, repeating schedule (ex. daily, weekly, monthly).
- Distribute reports via e-mail (as links) to ReliaTel users.
- Generate large, data-intensive reports in the background; when a report is ready, ReliaTel distributes the report, as a link, in an e-mail notification.



## Mass Removal of Entities Using the Command-line Interface

Removing large numbers of individual entities from ReliaTel can be tedious and labor-intensive. This feature simplifies the removal of these entities by using the 'remove-entities' command in the command-line interface (CLI). To facilitate removal, entities can be grouped by class, center, or DAP. Deleting individual entities by name is also available through the CLI.

No pre-conditions such as clearing active alarms, and disabling data collection and message logging, which are required before deleting an individual entity, need to be met if you choose the CLI.

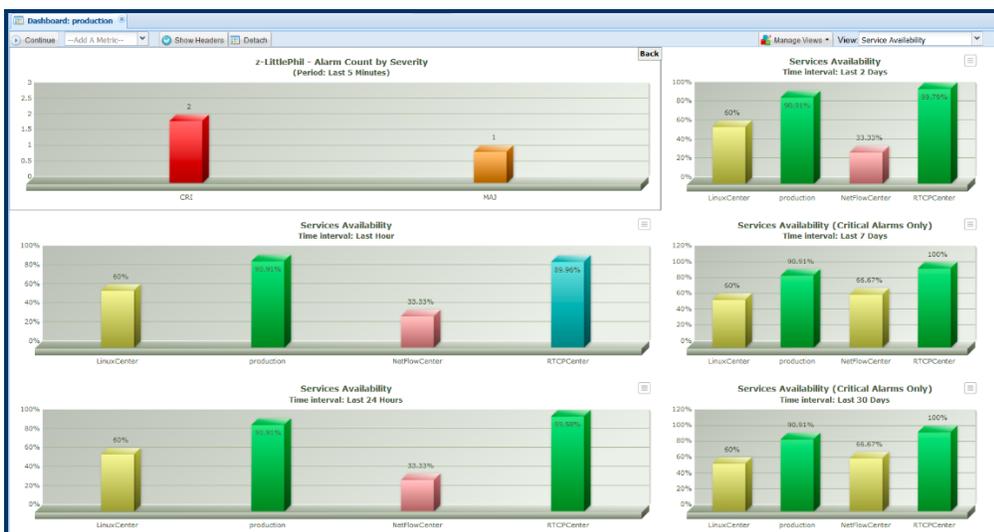
Entities slated for removal are archived before invoking the 'remove-entities' command, however they cannot be restored to ReliaTel.

## New Dashboard Tonelet Showing Center Availability

This new bar chart tonelet 'calculates' the availability of a center based on how many major and critical alarms have been generated over a specified time period. An optimally functioning center is 100% available (no major or critical alarms); a center with major or critical alarms is less than 100% available.

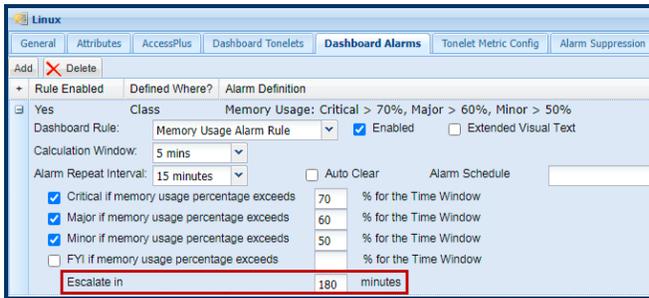
The percentages of availability are color-graded, ranging from red for least available (a high number of critical or major alarms over a specified time period), to green (100%), indicating no major or critical alarms over the same time period.

This sample tonelet shows availability ranging from the last 5 minutes to the last 30 days, and a range of availability from red to green. Optional subdivisions for critical and/or major alarms are also displayed.



## Adding Alarm Level Escalation to Alarm Rules

This new feature gives users the option to set a time period within which, if an action has not been taken on an active alarm, to automatically escalate the alarm to the next level. Examples of categories of alarms with the option to customize include SNMP traps, syslog messages, Netflow alarms, and metric-specific alarms such as CPU usage, memory usage, and ping latency.



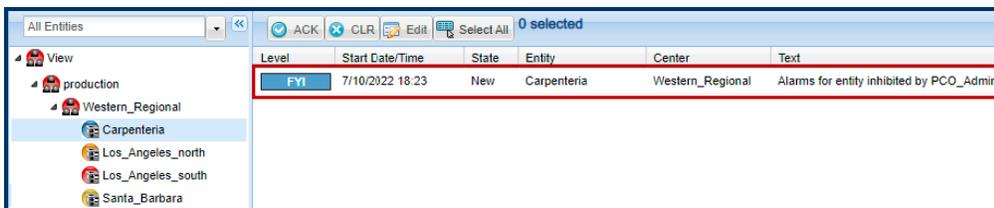
## ReliaTel Installations Will Include a Database Client TPM

Beginning with this release ReliaTel implementations will include a TPM to install an Oracle or Postgres database client. The TPM will also enable connecting the client to a specified host. Multiple versions of database clients will be included in the respective TPMs.

## Enhancements

### Inhibiting Alarms Indefinitely Generates an FYI Alarm

Alarming inhibited indefinitely will cause an FYI alarm to be generated for that entity. This alarm cannot be cleared manually; it can only be cleared by restoring alarming to the entity.



## A Reason for Inhibiting Alarming is Now Required

A reason for inhibiting alarming, at the center level or entity level, will be required. Upon entering a reason ReliaTel will include the name of the user who inhibited the alarm with a date/time stamp.



## Running a Disabled (Inhibited) Alarm Report

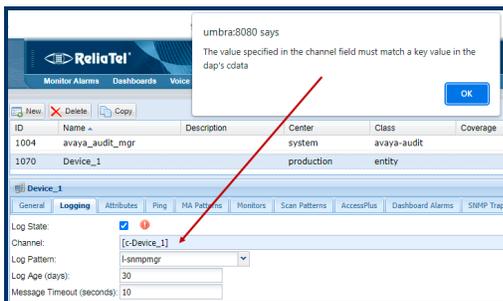
A new report displays all entities for which alarming is inhibited. The report will include the entity, center, whether alarming is active, an 'until' date if alarms are being inhibited for a specific period of time, and the reason for inhibiting alarms.

The report is exportable in PDF and CSV formats with the additional option to schedule and send via e-mail. Scheduling and distributing reports via e-mail is a new feature in this release.



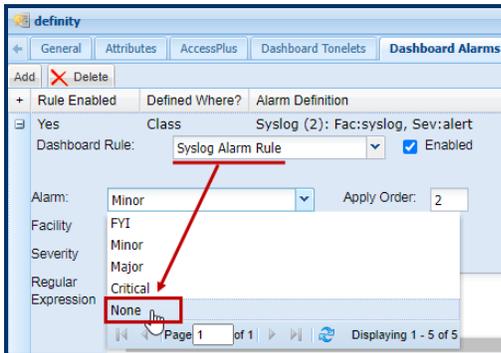
## SNMP Channel Validated Between DAP and Entity

Entities collecting SNMP data require the entry of a channel in the cdata.conf tab of the Data Acquisition Point (DAP) plus a channel entry in the entity's Logging tab. ReliaTel has always validated the existence of an entry in the Logging tab when Logging is enabled and SNMP data collection enabled. However, this release adds another layer of validation by ensuring that the channel in the cdata.conf tab and the channel entered in the Logging tab match.



## 'None' Alarm Option Added to Syslog and SNMP Rules

Syslog and SNMP alarm rules are based on Foundation Kits (FDK). The FDKs establish the alarm rules and the alarm level for each rule. The interface for an alarm rule gave you the option to modify the alarm level; in this release you have the added option of selecting 'None', resulting in an alarm not being generated even though the condition to generate one is met.



## Removing a DAP from Service Using 'Inhibit'

Removing a remote DAP from service is simplified using the Inhibit/Allow option in the DAPs module. Clicking Inhibit/Allow stops the remote DAP from collecting and processing data coming from the remote DAP. The DAP remains listed in the DAPs module but is inactive.

| Name            | Available | Guid        | Inhibit/Allow | Upgrade State | Build      | Inhibited | Description     |
|-----------------|-----------|-------------|---------------|---------------|------------|-----------|-----------------|
| CERN            | true      | vv15oxjC... |               | complete      | 6.3.0.1613 | false     | Host name: 'CE  |
| DAP_Oracle7_630 | true      | DAP_Orac... |               | complete      | 6.3.0.1609 | false     | Host name: 'da  |
| reddwarf        | true      | LanABY8...  |               | complete      | 6.3.0.1576 | true      | Host name: 'rec |
| umbra           | true      | LOCALH...   |               |               | 6.3.0.1618 | false     | Host name: 'um  |
| WS2012R2-QA     | true      | ANF6jgk...  |               | complete      | 6.3.0.1580 | false     | Host name: 'WS  |

Using this method a user doesn't have to remove or uninstall the remote DAP, remove or reassign entities and/or collectors associated with the DAP, then delete the DAP from the DAPs module using the Delete button.

## Alarm Attributes for Active Alarms Dynamically Updated

The columns in the Alarm List are either system-defined (default) or user-defined. User-defined columns are created by the administrator in the Alarm Attributes section of Alarming in General Administration. In releases prior to this Alarm Attributes created to be added as columns in the Alarm List could only be added for an entity if the entity had no active alarms. With this release newly created attributes will be available to be added as columns in the Alarm List whether an entity has an active alarm or not.

## Postgres Version Checked at Installation

ReliaTel no longer *actively* supports Postgres versions earlier than version 10. The installation script has been enhanced to detect a Postgres version earlier than version 10 and alert the user. The user can then decide whether to continue the installation using a non-supported version of Postgres or install a supported version, then install ReliaTel.