

# 6.4 Release Notes for EE

## GroundWork Monitor 6.4 Enterprise Release Notes

This document contains important information about the GroundWork Monitor Enterprise 6.4 Release. Please read the relevant sections of this document before proceeding with installation or upgrade.

This release of GroundWork Monitor is focused on improved application security. You will find changes to the available granularity of access controls, and more options for authentication at various layers. You will also find that we have updated the GDMA agents for performance, and added features to the GDMA agents that many of our customers have asked for. In all, we think that with version 6.4, GroundWork Monitor is now more secure, configurable, and stable than ever.



Installation and Upgrade Instructions for 6.4 have moved to the Knowledge Base. They can be found [here](#).

The most important points to note about GroundWork Monitor Enterprise 6.4 are:

- If you use LDAP for authentication, the new JBoss Single Sign-on (JOSSO) integration will require that you adjust your LDAP settings when you upgrade. Additionally, if you are accessing your GroundWork server via a proxy address, you will need to change JOSSO settings after upgrade.
- The Groundwork Distributed Monitoring Agents (GDMA) have significant new functionality in this release. If you are using GDMA, or considering it, you should review the relevant sections of this document and the Bookshelf (product documentation).

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## SECTION 1 – CHANGES FROM THE PREVIOUS RELEASE

GroundWork Monitor Enterprise Release 6.4 contains enhanced security features and fixes many of the known issues with the 6.3 release. There are new features included as well, primarily with the GroundWork Distributed Monitoring Agent, or GDMA.

Not all users are affected by all the changes and new features we are including in this release, so we have indicated the affected users at the top of each section below.

### JOSSO Integration

**Who is affected:** LDAP users, Proxy server users, non-administrative users of the Nagios CGI interface

In order to provide a more secure portal environment, GroundWork has replaced the JBoss login module with the feature rich and enterprise proven JOSSO authentication framework. JOSSO has integration points to LDAP and Active Directory, and fully supports federated

authentication. GWMEET takes advantage of the JOSSO framework in these ways:

- Any user can be specified as the default Nagios CGI user, and portal users can be added to the Nagios CGI authentication screen.
- Distributed installations of GroundWork Monitor can share the same user base without replication.
- LDAP integration is simplified and made easier to upgrade.
- Security is enhanced for all of the portal applications, and a standard security mechanism is now available for any custom applications to be added.

## GroundWork Distributed Monitoring Agents Updated to version 2.2.1

**Who is affected:** GDMA users only

The GDMA agents have been significantly revised in GWMEET 6.4. The following features have been added:

- Support for Windows Powershell 64-bit plugins (in Windows GDMA).
- Automated Plugin Downloads, which ease the addition of custom plugins and updates to plugin versions.
- Support for fully-qualified host names, allowing for differentiation of like-named hosts in MSP deployments
- Support for Multi-host monitoring from a single Linux GDMA (services required).

In addition, several GDMA performance and reliability issues have been addressed in this release.

## Other Changes in this Release

We have made several changes to accommodate JOSSO integration and other enhancements. Where these changes affect existing configurations or functionality, they are listed here:

### Centralized Log Directory Added

**Who is affected:** All users

A central location has now been established to make finding log files easier. The `/usr/local/groundwork/logs/` directory now contains symlinks to most of the log files within the product, no matter where they lie within the overall file tree.



Log files whose filenames contain variable information such as timestamps are not included here as fixed symlinks.

## Configuration (Monarch) Changes and Enhancements

### Notification Commands

**Who is affected:** Users of the sendEmail notification methods

Improper definitions of the host-notify-by-sendemail and service-notify-by-sendemail commands have been fixed. These commands send out HTML-formatted messages for notification of host and service states. In the previous release, the out-of-the-box versions of these commands were broken because they contained unescaped semicolons. An upgrade to the 6.4 release will fix this automatically if the original broken commands are found to still be in place. With the revised commands, a notification from one of these commands looks similar to the following:

GroundWork Service PROBLEM Notification	
Host:	<a href="#">localhost (127.0.0.1)</a>
Host State:	<b>UP</b>
Service:	<a href="#">local_mem_java</a>
Service State:	<b>CRITICAL</b>
Service Info:	<b>CRITICAL - total %MEM for process java : 52.1</b>
Time:	<b>Tue Nov 23 09:41:16 PST 2010</b>
Service Notes:	

Note that to make the links in this HTML actually refer to the Status Viewer pages for the affected host and service, the USER32 resource macro must be set to the fully qualified hostname of the GroundWork Monitor server. This setting must be established manually; the installer does not do this for you.

## Custom Object Variable Support

**Who is affected:** Users needing advanced features of Nagios configuration for Contact details

Custom Object Variables are now supported in Contact Templates and in Contacts. This includes inheritance of such variables from a Contact Template to a Contact that references the template, and the means to suppress or override such inheritance on a per-variable basis.

## Character Encoding

**Who is affected:** Users needing foreign (European) language support

The full ISO-8859-1 (Latin-1) character set is now properly supported at the Monarch database level. Accented characters may now be used in configuration object names. This is *not* full Unicode support.

## Service Group Propagation

**Who is affected:** Linux Child Server users with the user interface enabled

Service groups are now propagated to Monarch configuration groups. This will be helpful for specialized distributed-monitoring situations where a child server is to be used not just as a data-collector actor, but also as a data-display server. Now, when the configuration for a child server is generated, all service groups are intersected with the hosts associated with the child server's configuration group.

## Inactive Configuration Groups

**Who is affected:** Users staging a deployment of a large number of hosts and services

Making a Monarch Configuration Group inactive now suppresses the exporting of configuration data to Nagios, and optionally to Foundation. This can be a valuable tool for managing your system while adding the configuration for new hosts is underway but not yet complete. By adding such hosts to an inactive configuration group, you can make them invisible when you need to Commit to make changes to other, existing host configurations.

In addition, the option to sync inactive hosts to Foundation has been added. This is useful if you are feeding in results for hosts and services to Foundation from an independent monitoring source.

## Changes to Feeders

**Who is affected:** Users of the Fping feeder, Users of Linux Child servers

- fping processing has been upgraded to pay attention to hosts which are individually assigned to a Monarch configuration group, not just those which are indirectly assigned via an intermediary hostgroup.
- Child-server state data may now be sent to a parent server via the GDMA spooler, to provide improved data-transport reliability. Configuration settings are now controlled in the `/usr/local/groundwork/config/status-feeder.properties` file on the child server. For details, see "[QA:Optional] - Setup Forwarding of State Changes and Heartbeats Via Spooler" in the USING APPLICATIONS > Configuration > Configuration Scenarios > Creating Remote RRD Graphs page of the Bookshelf.
- Linux Child server performance data forwarding is controlled by parameters in the `/usr/local/groundwork/config/service-perfdata.properties` file, as of version 6.2. This file changed format in version 6.3, so any user upgrading to 6.4 from 6.2 or prior will need to update this file according to the instructions in the USING APPLICATIONS > Configuration > Configuration Scenarios > Creating Remote RRD Graphs page of the Bookshelf.

## Changes to Nagios

**Who is affected:** All users

Nagios has been upgraded to version 3.2.3. Several minor issues are addressed in this newer version, the most significant of which have to do with scheduling problems.

## Changes to Host Name Resolution

**Who is affected:** Anyone changing the GroundWork Monitor Host name, Users installing GroundWork Monitor Enterprise in proxied environments, such as on VMware guests or Amazon EC2 images.

The JOSSO integration tracks the host name under which GroundWork is installed, and refers the web user interface to this name. If the web user needs to access GroundWork under a different name, then adjustments must be made to the JOSSO configuration on installation or upgrade.

In previous releases, to change the host name of the GroundWork server, all that was generally required was to change the name in the operating system files. If you had enabled SSL or certificates, you had to reconfigure the Apache server, and also with distributed monitoring some things needed to be changed. All these steps are still needed in 6.4, but you must also change the host name in the `/usr/local/groundwork/config/resources/josso-agent-config.xml` file. These parameters:

```
<gatewayLoginUrl>http://server.company.com/josso/signon/login.do</gatewayLoginUrl>
<gatewayLogoutUrl>http://server.company.com/josso/signon/logout.do</gatewayLogoutUrl>
```

must contain the fully qualified domain name of the server, from the point of view of the accessing workstation. Note: if you use a proxy, or use an external DNS name that is different from the hostname that the GroundWork Monitor server uses, you must change this file to reflect the name you use in the browser. Users of GroundWork on Amazon EC2 should do this, or set up an ssh tunnel to access the GroundWork server with its native name.

Changes to this file are effective on a restart of gwservices:

```
/etc/init.d/groundwork restart gwservices
```

## Changing the PHP Timezone

**Who is affected:** All users

The previous release (version 6.3) contained an issue with PHP timezone. This is now set on installation or upgrade. If there is more than one possible value, you are asked to select the most appropriate value during install. See Installation Instructions.

## Add-on products

**Who is affected:** Users of the Cloud Connector 1.0.0, Amazon EC2 users, Eucalyptus users

During the 6.4 release cycle, Groundwork released the GroundWork Cloud Connector Version 2.1.0 for Eucalyptus and EC2. This is an add-on software solution for GroundWork Monitor Enterprise Edition. It provides an automatic provisioning system, giving you the ability to monitor Eucalyptus, Amazon EC2, and Ubuntu Enterprise Cloud-based private clouds alongside traditional datacenter infrastructure. As cloud-based machines appear and vanish in your virtual infrastructure, the cloud connector updates your monitoring system to cover them. In this version, we have added full support for the Amazon EC2 cloud. We have also updated the connector to work with GroundWork Monitor 6.3 and 6.4, implemented many of your suggestions, and fixed all the bugs we know of. There are still some limitations, but we think this version is especially useful.

## Web Service Security

**Who is affected:** Developers and users needing external access to web services

The web services interface has been secured in version 6.4. The userid "wsuser" exists in the GroundWork Monitor user database, and can be adjusted as necessary. It will be necessary to authenticate using this userID and its password when accessing the web services data from outside the GroundWork Monitor Enterprise application.

## Views Application MSP features added

**Who is affected:** Users of the Views application and the MSP role access restrictions

The Views application allows administrators to create maps of the monitored objects in GroundWork. These maps will now allow restrictions based on the viewing user's role access restrictions (hostgroups, hosts, and service groups can be specified).

## SECTION 2 – FIXED ISSUES SINCE RELEASE 6.3

This section summarizes the minor issues fixed since release 6.3. GDMA issues are not included in this list.

Key	Summary	Components Involved
<a href="#">GWMON-9698</a>	Ntop installer tells a user at the end that Nedi was installed	NMS
<a href="#">GWMON-9632</a>	GroundWork is vulnerable to Apache Request Header Information Leak (CVE-2010-0434)	BitRock
<a href="#">GWMON-9598</a>	fping_proess.pl only checks hosts that are in a hostgroup that is assigned to a monarch group	Plugins
<a href="#">GWMON-9584</a>	Monarch Tools->Import mishandles escaped semicolons in object property values	Configuration
<a href="#">GWMON-9579</a>	Certain changes in the portal role manager are not honored after restarts	Administration
<a href="#">GWMON-9566</a>	Ubuntu 64-bit can't run nmap command	BitRock

<b>GWMON-9565</b>	Missing newline in https bookshelf docs	Documentation
<b>GWMON-9555</b>	Bookshelf remote rrd section needs to be revised to say to modify status-feeder.properties	Bookshelf
<b>GWMON-9544</b>	Docs refer to gdma_autohost, should be gdma-autohost	Bookshelf
<b>GWMON-9528</b>	Cloud Connector EC2 Availability Zone host checks need to change to available services	Cloud
<b>GWMON-9521</b>	Cloud Connector 2.0 fails batch processing with java error	Cloud
<b>GWMON-9520</b>	Cloud Connector 2.0 failed dependencies	Cloud
<b>GWMON-9514</b>	Embedded style information causes notify-by-sendemail commands to not work	Nagios
<b>GWMON-9501</b>	Fully enabling https breaks the status viewer links in the event console	Console
<b>GWMON-9495</b>	check_snmp no longer returns perfdata	Plugins
<b>GWMON-9488</b>	Using characters with umluats causes blank page in monarch	Configuration
<b>GWMON-9476</b>	All security settings wiped out on gwservices restart for nagios and nagvis pages	JBoss Portal
<b>GWMON-9470</b>	Configuration application is not accessible unless you are in the GWAdmin role	Configuration
<b>GWMON-9454</b>	Automation setup requires a default host profile for host import schema and host sync	Auto Discovery
<b>GWMON-9451</b>	nms 2.1.1 automation template is called Cacti-host-profile-sync-2.1.0	Cacti
<b>GWMON-9423</b>	cacti_cron.sh causes PHP Warnings	Cacti
<b>GWMON-9421</b>	Cacti Console -> Devices does not allow you to set thold thresholds for a device	Cacti
<b>GWMON-9389</b>	php.ini timezone setting not set to local timezone on install	BitRock
<b>GWMON-9387</b>	fping_process.pl emits nothing into the log when it is disabled	Fping
<b>GWMON-9386</b>	fping_process.pl build process broken in 6.3	BitRock
<b>GWMON-9371</b>	IE7 Browser Specific Issue : host title is not getting displayed on mouse over in Seurat portlet.	Dashboards
<b>GWMON-9370</b>	Right Click is not working in Seurat portlet for a particular scenario / condition	Dashboards
<b>GWMON-9358</b>	Automation file in /tmp stalls during import	Auto Discovery
<b>GWMON-9357</b>	Installer warns on system exceeding CPU requirements	BitRock
<b>GWMON-9351</b>	Choosing to overwrite objects in profile importer gives error	Configuration
<b>GWMON-9350</b>	Import / Export errors with Host Externals	Configuration
<b>GWMON-9339</b>	Prompted for login twice when accessing report page as user "user"	Advance Reports
<b>GWMON-9308</b>	Https enabled: Dashboard -> Monitoring View -> Cacti graphs do not get generated in UI	Dashboards
<b>GWMON-9278</b>	CSS supporting GWOSWeblogicServlet is broken	JDMA
<b>GWMON-9224</b>	While installing the most current version of the groundwork-cloud-connector, part of the installation process drops the jbossportal databases	Cloud
<b>GWMON-9219</b>	SSH Howto has an unclear step	Documentation
<b>GWMON-9204</b>	Cloud Connector UI pages show HTTP Status 404 – The requested resource () is not available.	Cloud
<b>GWMON-9201</b>	vsphere plugin thresholds for disk space are reversed	Plugins
<b>GWMON-9200</b>	placing portlets in the "bottom" region of the default-dashboard layout results in the portlet being displayed without a frame or edit button.	Dashboard Builder
<b>GWMON-9197</b>	fping_process.pl still running after service stop	Build Process
<b>GWMON-9160</b>	fping_process.pl has wrong path to fping binary	Build Process
<b>GWMON-9154</b>	Original host name tag persist, even after renaming the host	Status Viewer
<b>GWMON-9150</b>	Upgraded system does not have NULL values for Comments (HostStatusProperty or ServiceStatusProperty)	Foundation

<b>GWMON-9149</b>	Explicit logout and logging back in forces user to fill out login form twice	JBoss Portal
<b>GWMON-9133</b>	Nagvis initial startup generates php error	BitRock
<b>GWMON-9120</b>	snmptt process fails under load	SNMPTT
<b>GWMON-9085</b>	Seurat View hangs over the bottom of the portlet border in Safari	Status Viewer
<b>GWMON-9056</b>	Service list portlet does not inherit admin user permissions	JBoss Portal
<b>GWMON-9023</b>	epr report for host multi-variable selects services on both hosts if they exist	Advance Reports
<b>GWMON-9019</b>	Bitrock installer doesnot back up /u/lg/apache and /u/lg/common/ directory	BitRock
<b>GWMON-9014</b>	__Inactive hosts hostgroup is not being populated in Foundation	Configuration
<b>GWMON-9000</b>	JDMA agent UI for Websphere has a typo in the index page that says "jboss components"	JDMA
<b>GWMON-8994</b>	lock error when preflighting large monarch database	Configuration
<b>GWMON-8965</b>	Event Console filters menu (left column) not expanding when selected, only the "+" and "-" box works	Console
<b>GWMON-8959</b>	Obsessive compulsive processing stops active service checks from running	Event Broker
<b>GWMON-8884</b>	suse appliance missing dig & nslookup, resulting in check_dig & check_dns not working	Appliance
<b>GWMON-8838</b>	Listing of new user in the 'Search User' result fails for newly created second and subsequent users.	Administration
<b>GWMON-8821</b>	acknowledgements with text messages containing urls with ampersands are not parsing properly	Foundation
<b>GWMON-8758</b>	Event History>supported filter Event selection does not generate the report	Advance Reports
<b>GWMON-8735</b>	User management does not display the current roles assigned to an LDAP user	JBoss Portal
<b>GWMON-8689</b>	Event History report does not return data for Application Type System when queried against a HostGroup	Reports
<b>GWMON-8666</b>	check_cpu_load_percentage.vbs returns LoadPercentage cannot be determined	Plugins
<b>GWMON-8643</b>	Adv Rep-->Error is displayed in Event history report on selecting Null vaule	Advance Reports
<b>GWMON-8542</b>	Scrollbars appear doubled in some windows	JBoss Portal
<b>GWMON-8471</b>	When a Nagios page is left open for a long period of time, a permissions error is eventually displayed	JBoss Portal
<b>GWMON-8444</b>	cacti host profile sync failing to import host	Auto Discovery
<b>GWMON-8329</b>	IE browsers-- Error on page error while viewing events in console	Browser
<b>GWMON-8241</b>	Status Viewer - host bar graph appears to show data not related to host state but from syslog messages	Status Viewer
<b>GWMON-8238</b>	Enabling SSL in GW and NMS breaks the Cacti integration into Status Viewer	NMS
<b>GWMON-8235</b>	Nagios Notification Report does not properly access report history for all hosts.	Nagios
<b>GWMON-8220</b>	Portlet popup displays outside of the viewable area	Dashboards
<b>GWMON-8165</b>	SetEnvIf Referer does not provide adequate protection	Authentication/Authorization
<b>GWMON-8032</b>	A few images missing in bookshelf	Bookshelf
<b>GWMON-8006</b>	Unsupported portlets should be removed from the dashboard insertion list	Administration
<b>GWMON-7929</b>	Right clicking on host does not display the host detail , if seurat portlet is the last portlet in dashboard	My GroundWork
<b>GWMON-7877</b>	User session expired dialog occurs when user is idle on reports for more than 30 min	Reports
<b>GWMON-7314</b>	Layout issues using advanced reports	JBoss Portal
<b>GWMON-7092</b>	starting gwservices should wait for all 4913 ports to be closed first	Foundation

<b>GWMON-6992</b>	Seurat view: Intermittently Error 500 --Internal server error is displayed	My GroundWork
<b>GWMON-6632</b>	parallelize_check is no longer a valid option in Nagios 3, but option is available in Monarch	Configuration
<b>GWMON-5886</b>	A few files are not removed from /usr/local/groundwork/tmp after stopping gwservices	BitRock
<b>GWMON-5727</b>	Operation Status property in public filters should use OR clause as oppose to AND clause.	Console
<b>GWMON-5674</b>	GWOS Status Viewer: Acknowledging a service problem, with umlauts in the comment field	Status Viewer
<b>GWMON-5646</b>	Single Sign-On for Nagios Doesn't work - stays as nagiosadmin	JBoss Portal
<b>GWMON-5435</b>	Pre-Flight does not check Contact Group Names against illegal characters	Configuration
<b>GWMON-5104</b>	Restarting gwservices crashes Apache if changes are made to httpd.conf BitRock	
<b>GWMON-4684</b>	Should enable (and install if necessary) NTP during GroundWork Monitor installation	Bookshelf
<b>GWMON-4589</b>	'!' not allowed in contact group name, also not in "illegal character list"	Configuration
<b>GWMON-4567</b>	migrate-gwcollagedb.sql is not idempotent	Foundation
<b>GWMON-4539</b>	EventConsole: Color entire background of MonitorStatus cell and not just the text	Console
<b>GWMON-1522</b>	Centralized log files are writable by "others"	Configuration

## SECTION 3 – KNOWN ISSUES AND LIMITATIONS

### Limitations and Work-arounds

- Suse 9 installations of GroundWork Monitor may exhibit an issue where certain services such as crond, postfix, ntp and others will not start properly after GroundWork Monitor is installed. This is due to a dependency on the syslog service, which GroundWork replaces with syslog-ng at installation time. Later versions of Suse Linux do not exhibit this issue. To work around this in Suse 9, simply edit the init scripts for these services, removing the dependency on syslog. For example, in /etc/init.d/cron, change:

```
# Required-Start: $remote_fs $syslog $time
```

to:

```
# Required-Start: $remote_fs $time
```

- Safari and other webkit-based browsers such as Google Chrome may experience an issue whereby the URL will "cycle" in the address bar after login, and never display a portal page. This can sometimes be observed if the user logs in, then closes the browser window, and reconnects later. If this occurs, stop the browser, and retype the url in the form:

```
http(s)://servername/portal
```

Usually it is only necessary to do this once per session.

- The GroundWork backup utility, /usr/local/groundwork/gw-backup-br204-linux-32 or /usr/local/groundwork/gw-backup-br204-linux-64, is included in the 6.4 release of GroundWork Monitor. It will be installed on the disk when you start the binary installer, and can be used to make a backup of an existing GroundWork 6.x installation. This utility does not support GroundWork Monitor 5.3, however, and the installer does not differentiate between versions when prompting you to make a backup. If you need to make a backup of your 5.3 installation, please refer to the backup section for older versions in this document. If you attempt to use the backup utility, the backup will hang, and must be killed. It will not harm the GroundWork installation, but neither will it back it up as intended.
- In Auto-Discovery, the OS-match capability of NMAP scan methods is not consistent. It appears there is some significant variation in results based on network traffic conditions, and the OS used to perform the scan. This issue can be worked around by using the port-to-service or service profile matching capability of auto-discovery.

### Significant Known Issues in 6.4



Key	Summary	Components Involved
<b>GWMON-9715</b>	Upgrade from 6.2 makes Advanced page halt display of sub menus	JBoss Portal NMS - Cacti
<b>GWMON-8529</b>	Intermittent display issues with the action menus in Status. Ubuntu installs only.	Appliance
<b>GWMON-9721</b>	Concurrent Views exceeded error can show up in the interface if too many windows are open in a given session	JBoss Portal
<b>GWMON-9710</b>	host contact_group assignment is made even though there are no overrides being assigned	Advanced Reports
<b>GWMON-9709</b>	Blank Service Group Descriptions are set on commit	Configuration
<b>GWMON-9700</b>	Commit fails to populate foundation (status) when all hosts are removed from a hostgroup	Configuration
<b>GWMON-9692</b>	Time Period with exception does not work correctly in nagios	Nagios
<b>GWMON-9689</b>	The documentation for creating custom reports is inconsistent	Documentation
<b>GWMON-9638</b>	Customized module MonarchCallout.pm is replaced on upgrade	Configuration
<b>GWMON-9636</b>	Cacti Host Profile Sync automation schema contains extraneous data	Auto Discovery
<b>GWMON-9628</b>	Status View text exceeds box when scaling text size in Firefox 3.6 using ctrl - + and ctrl - -	Status Viewer
<b>GWMON-9620</b>	Some Cacti graph titles are not correctly interpreted by "find_cacti_graphs"	NMS - Cacti
<b>GWMON-9469</b>	cacti user creation does not follow template and assign user guest level access	NMS
<b>GWMON-9420</b>	NTOP not supporting SSL in default build of NMS	NMS-NTOP
<b>GWMON-9086</b>	401 Unauthorized Authorization failed error message when executing the /u//g/scheduledreports nagios cronjob	Reports
<b>GWMON-8904</b>	High mysql load when multiple consoles used	Console
<b>GWMON-8820</b>	Host Availability report does not display any report for the host group ( __Hosts not in any host group)	Advanced Reports
<b>GWMON-8709</b>	Acknowledged icon does not display when a bad state is acknowledged	Dashboards
<b>GWMON-8702</b>	With MSP role restrictions enabled, creating a MyGroundWork dashboard or accessing SV pages, the Service and Host Info instances have links to Nagios screens.	My GroundWork
<b>GWMON-8598</b>	auto discovery gives harmless error in framework.log log file	Auto Discovery
<b>GWMON-8313</b>	EventPortlet in Status only shows Nagios events for hosts or hostgroups	JBoss Portal
<b>GWMON-8296</b>	HostStatusProperty.StringValue buffer is too small to hold a large number of cacti graph URL's	Foundation
<b>GWMON-8272</b>	Audit Monarch Commit is missing feeder modification in Bookshelf and portlet.xml definition requires update	Bookshelf
<b>GWMON-7838</b>	nagios views from 5.3 - scheduling queue, server status and view config views are not available in 6.0	Nagios
<b>GWMON-6678</b>	Automation of Nedi using Host-Import schema fails if not host-profile specified	Auto Discovery
<b>GWMON-6109</b>	New contact group does not get associated with assigned hostgroup member hosts	Configuration
<b>GWMON-5188</b>	service_templates parent_id set wrong for generic-service template	Configuration
<b>GWMON-5130</b>	Applying service profile to hostgroups does not always work	Configuration
<b>GWMON-4815</b>	Auto Discovery does not correctly parse multiple community strings from the snmp discovery method	Auto Discovery
<b>GWMON-9679</b>	Cacti host naming is too permissive, and auto-import fails to handle bad names cleanly	Auto Discovery
<b>GWMON-9641</b>	Really long "Notes" do not display well (no useable scroll controls)	Status Viewer

## SECTION 4 – ANNOUNCEMENTS AS OF VERSION 6.4

As previously announced, GroundWork Monitor versions 5.2.x are now end-of-life. Customers using these versions are advised to contact GroundWork Support regarding upgrade options.



Ground Monitor versions 5.3.0 will be end-of-life with the next release. Customers using these versions are advised to plan their migration at this time.

Customers using SuSe SLES 9.x are advised that support for this platform may be discontinued in future releases.

## SECTION 5 – ADDITIONAL INFORMATION

### ABOUT THE NETWORK SERVICE

This version of GroundWork Monitor includes the Network Service component. This component provides the following capabilities:

- Provides GroundWork Monitor administrators with software update notifications in their home screen.
- Provides environment statistics to GroundWork about the GroundWork Monitor installation.
- Provides the license key hash to GroundWork for each GroundWork Monitor installation.

The Network Service communicates with servers in the **checkforupdates.com** domain every 12 hours via HTTPS (on TCP port 443). All communication is initiated by the GroundWork Monitor Enterprise server.

The complete set of information sent to GWOS is:

- The type of GroundWork Monitor product installed (e.g. Community Edition or Enterprise Edition) and version.
- The Operating System vendor and version and basic hardware information (RAM, CPU).
- The size of the monitored environment: number of configured devices and hosts, host groups, service checks, users and service checks being used.
- The license key hash (checksum).

If you need to enable the Network Service on an existing GroundWork Monitor Enterprise installation execute the following binary as the root user:

```
/usr/local/groundwork/network-service/bin/network-service-manager.bin
```

### Proxy Server Configuration

The Network Service will not be able to receive updates if a non-transparent proxy is used. To configure the proxy settings complete the following:

1. Install the product and enable the Network Service during installation.
2. Login using a secure shell on the GroundWork server.

```
cd /usr/local/groundwork/network-service/scripts/  
./network-service-ctl.sh stop  
cd /usr/local/groundwork/network-service/bin/
```

3. Edit the **agent.conf** file and add the following:

```
proxy_host=xxx.yyy.zzz.www  
proxy_port=pppp
```

Save your changes.

4. Now restart the network service:

```
./network-service-ctl.sh stop  
./network-service-ctl.sh start
```

