

1. NetEye 3.11 Release Notes

Welcome to the latest version of our Unified Monitoring solution NetEye version 3.11, which includes new features for improving Grafana dashboards, Network Discovery and Group-based Report generation. We have also made many improvements and fixes to existing features, focusing particularly on underlying frameworks.

Product: NetEye

Release Number: 3.11

Release Date: August 31, 2017

Release Type: Minor

Previous Release: 3.10

System Requirements: NetEye 3.6 installation or higher

These release notes for NetEye 3.11 describe the new features and improvements and provide information on how to upgrade. The complete change log, which includes all fixed issues, is available in the “What’s new” section of the updated NetEye documentation (see the section “How to upgrade”).

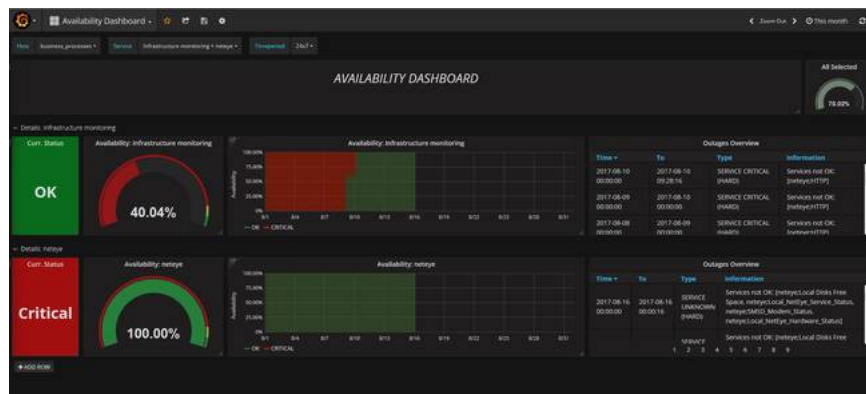
2. New Features

2.1 Augmented Dashboarding to Support Vital Business Services

As a member of the IT department you need to know whether the IT services your business depends on are functioning properly. Maybe a hardware problem is preventing the fulfillment staff from sending out orders. What is the overall health of your organization's IT business services at this very moment? And how is it trending so far this month? Dashboards provide the up-to-date data that can help you detect and solve problems quickly and make more informed decisions.

With NetEye 3.11 we have extended the Grafana dashboard so that you can now see availability data from your hosts and IT services side-by-side with your existing Grafana performance panels. So now you can check at a glance whether warehouse systems are operating within specifications, how many of your internal business services are performing properly, and whether upgrading the email server at the end of the month will drop you below your SLA requirements. Each day, NetEye calculates availability data and records significant events, and transfers them along with performance data into the time series InfluxDB. This enables the creation of Grafana panels where you can drill down into performance data and availability data within the same dashboard. The availability graph is overlaid with annotations indicating the status changes tracked by monitoring. In addition to these annotations, a separate panel can be shown with expanded descriptions describing the status changes. For example, the list could include the date and time when a business service transitioned to a critical state.

The dashboard thus becomes a strategic tool for controlling the overall trend of your business services and fulfillment of your agreed service levels, and understanding which technical incidents were the source of IT service downtime.



2.2 Templates-Based Visualization of Performance Data

Grafana is excellent at displaying intuitive graphs of performance data. More complex graphs often consist of stacked lines of data, and visualizing them often requires different scales (because the scale of the largest numbers dominates the others) and the labeling of differing units in a clear way. For example, the service check PING provides two performance metrics: packet loss and round trip time. The first is expressed as a percentage value, while the second is given in milliseconds. Mixing both within the same graph leads to a scaling problem, and the new templates we are introducing provide optimized visualizations suitable for adapting the visualization of particular service checks. As shown in the screenshot below, these new templates render the performance data in the graphs in a clear and intuitive way.



3. Upgrade to NeDi 1.7

We have integrated the latest version of the NeDi network discovery package, which has improved scalability for device discovery including over disparate geographic areas, improved context help, and reworked GUI support with HTML5 and CSS. In addition there are a number of interesting new

features such as support for customizable policies for system events, a REST API for query-based data extraction, definition files for new vendors and device models such as Aerohive APs and improved configuration backup of Brocade FOS.

4. Improvements

4.1 Upgrade to CentOS 6.9

With the move to NetEye 3.11, we have upgraded the operating system from 6.8 to 6.9, with all the accompanying improvements and bug fixes developed by the CentOS team, including keeping security measures up to date.

4.2 Upgrade of PHP framework

We upgraded the PHP framework to version 5.6 to provide the improvements from the underlying framework to the web-based applications in NetEye.

5. How to upgrade

Upgrading from NetEye 3.10 to NetEye 3.11 can be performed locally with the following procedure:

Step 1:

Update the documentation package in NetEye 3.10 through the following command:

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"yum --enablerepo=neteye update neteye-documentation"
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Step 2:

Follow the upgrade procedure described in the updated documentation, under the link "What's New in NetEye?"

This upgrade procedure will still be possible for all future NetEye minor releases. The principle requirement is a NetEye installation based on CentOS 6 (NetEye 3.6 and higher).

Contact

If you have any questions about this release, please don't hesitate to get in touch with us by sending email to neteye@wuerth-phoenix.com.