

GroundWork Monitor 6.0 Community Edition Preview Release Notes

The purpose of this document is to describe the contents of GroundWork Monitor 6.0 Preview Release. Please read this document completely before proceeding with installation. If you find a bug or encounter a problem using this preview release, please help us by reporting the problem. Bugs can be filed by creating a free account on the GroundWork Open Source Bug Tracker located at: <http://www.groundworkopensource.com:8080/browse/GWCE>.

Please include as much information as possible in your bug report; the following details are extremely helpful when reporting issues:

- Operating system and version including 32/64-bit variation
- Operating system and browser used for UI related issues.
- Amount of memory (RAM) installed on the GroundWork Server
- The version and build of the GroundWork software either from the installation name or from the Network Service notification component.
- Step-by-step instructions for reproducing the problem.
- A description of the expected behavior.
- A copy of the file `/usr/local/groundwork/foundation/container/logs/framework.log`

For assistance and questions about GroundWork Monitor Community Edition, consult the Community Edition forums located here: <http://www.groundworkopensource.com/community/forums/>. **Note:** that free support incidents are not offered for this preview release – please provide feedback using the forum.

This preview release is incomplete software, and intended for evaluation use only.

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SECTION 1 – CHANGES FROM THE PREVIOUS RELEASE

GroundWork Monitor 6.0 Community Edition preview includes a major overhaul of the GroundWork Monitor user interface, and includes many new capabilities and features.

The PHP/Guava user interface framework has been replaced with the JBoss Portal framework and ICEfaces user interface library. The following key applications have been rewritten to take advantage of the new framework and to address feature requests and improvements from the community:

- Application navigation and organization
- Login and session handling
- Status Viewer
- Administration
- Dashboard Viewer – now included in Community Edition
- Dashboard Builder - now included in the Community Edition

The remaining application areas including Monarch and Performance Viewer have been made accessible via the portal interface. They have not seen large-scale changes in this release but do include many bug-fixes as well as incremental improvements from previous releases.

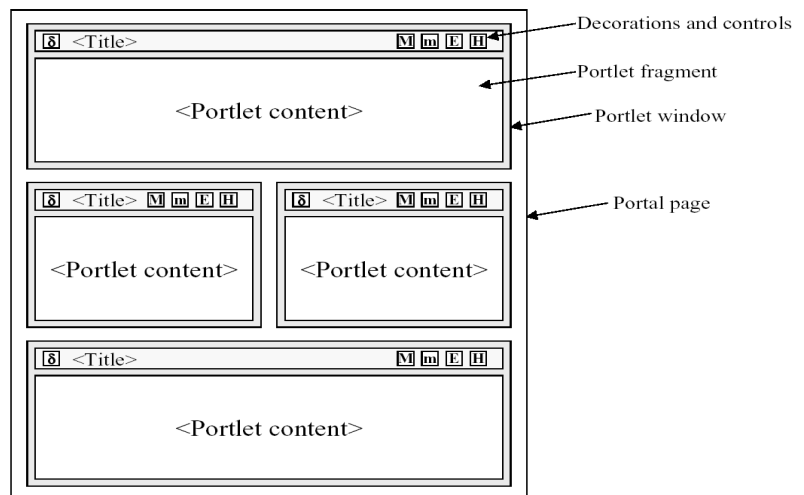
The following key improvements are included in the Release 6.0 Community Edition preview:

- New look-and-feel and navigation
- Application screens stay up to date without refresh (data push)
- Status viewer – new service and host state bubble-up in tree view
- Navigate by service groups
- Improved global search
- Host and service filtering based on states and time
- New summaries based on hosts, services, host groups and service groups
- Context links to external applications for hosts and services
- Links to containing groups for hosts and services
- Automatic links to parent hosts
- Integrated state and performance display for hosts and services
- Customizable performance graphs within Status Viewer
- New dashboard builder features under the Administration tab (new to Community Edition)
- The 'My Groundwork' application - used to create personal views of monitoring information.
- Most status viewer components available within dashboard builder
- Filter service lists by service groups, enabling richer service-oriented dashboards
- Troubled host/service lists filtered by host/service group
- Personal (per-user) and application level dashboards
- Expanded application customization and permissions model
- New monitoring server profile
- New monitoring server dashboard included
- New Groundwork Developer's Portal – developer documentation for customizing and extending the Groundwork 6 platform.

Definition of Key Terms

Standard JBoss Portal terminology is used to describe additional features, known issues and limitations with this release.

- **Portal:** A web based application that aggregates content from different sources. A portal provides application features, administration, configuration and customization capabilities.
- **Portal Page:** A web page within a portal that displays a collection of portlets.
- **Dashboard:** A personal portal page that allows users to customize their view of the portal. Users are able to



copy other portal pages and individual portlets into their dashboard, drag-and-drop portlets on the dashboard to change the visual layout, and save their dashboard for later recall.

- **Portlet:** A web component that processes requests and generates dynamic content. Each portlet used by a portal page to display content and monitoring information. Each portlet has a title and frame, similar to a window or screen but is part of the portal page.
- **Portlet Instance:** An active representation of a portlet. A single portlet may have one or more instances, each with a different configuration or state. Example: there may be multiple instances of an HTML Editor Portlet within a portal, each of which shows a different HTML page.

GroundWork Monitor 6 includes all prerequisites and components for installation and operation on Linux within a single installation package. The package is available in 32 and 64-bit variants. The software components of GroundWork Monitor are installed under `/usr/local/groundwork` with the exception of `/etc/init.d/groundwork`. This script is used to start/stop GroundWork and individual services. For example:

```
/etc/init.d/groundwork {start|stop}
```

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

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.

Enabling the Network Service is optional. Disabling it does not reduce the level of functionality or impair the usage of GroundWork Monitor in any way other than that update notifications are not received. The Network Service sends installation information back to GroundWork. The complete set of information gathered 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 hosts, host groups, service checks, users and service checks being used.

We ask all GroundWork Monitor users to consider sharing this information with us so that we can make product improvements and develop new features based on this type of aggregated, anonymous usage data.

The following browsers are no longer supported as of release 6.0:

- Firefox 2 (Firefox 3 is recommended).
- Internet Explorer 6 (IE7 or 8 are recommended).

The following applications have been removed from GroundWork 6.0:

- Profile Tools – This functionality is provided by the Autodiscovery and Automation applications.
- MIB Validator – This functionality is provided by many on-line tools including <http://www.simpleweb.org/ietf/mibs/validate/>

SECTION 2 – INSTALLATION

System Requirements

This release requires the following minimum hardware specification for correct operation:

- 2 CPU, 3 GHz P4 or equivalent
- 4 GB RAM
- 160 GB disk

These hardware requirements have increased from the previous release. Current GroundWork Monitor users wishing to

upgrade are advised to ensure their systems meet or exceed these minimum requirements before upgrading.

Java Installation

GroundWork Monitor specifically requires Sun Microsystems' Java SDK version 1.5 Update 8. This version is bundled in the installation package.

It is highly recommended that the following steps be completed to remove any non Sun Microsystems Java versions prior to installation.

Remove any non SUN Microsystems Java versions (RPM-based systems)

1. Query for existing Java packages:

```
rpm -qa | grep -i java
```

```
rpm -qa | grep -i jdk
```

2. Remove the RPMs: rpm -e

Example Java packages:

```
java-1.4.2-gcj-compatible-1.4.2.0-27jpp
```

```
gcc-java-3.4.6-3
```

Reboot the system.

Preparing for Installation

If GroundWork Monitor is installed on a system with less than 4GB of RAM then it will be configured for optimal performance on more limited hardware. The system will have lower monitoring throughput and will support only a few concurrent users when used in this small hardware configuration.

If installing in a virtualized environment, particularly VMware ESX, configuring a single virtual CPU or employing vCPU pinning is highly recommended. Use of multiple CPUs in a virtual environment can negatively affect performance.

When running a 64-bit Linux distribution, use of the 32-bit installation package will result in poor JVM performance, and should not be attempted. Similarly, use of 32-bit Linux on 64-bit hardware may result in poor performance, and should not be attempted.

Please Note: Known Issue with accessing wrapped applications in certain environments

If GroundWork Monitor 6.0 beta is installed on a server which has DNS disabled; some of the wrapped applications, e.g. Configuration and Nagios, are not accessible.

Reason: The wrapped applications are running locally (localhost) and are using a portlet as a proxy to access the applications. The portlets look up the server name to define the destination URL. If DNS is disabled, other servers cannot resolve the host name.

Three possible workarounds can be used to avoid this bug.

1. Configure DNS in the environment; or
2. On the GroundWork server, define a static address and name in the /etc/hosts file before installing. Modify the hosts file on the machine (Windows or Linux) where you are running your browser, adding the IP address and hostname for the GroundWork server. In this way the Host name will be resolved on the client machine; or
3. Execute these steps before installing GroundWork Monitor 6.0 :
 - On the GroundWork server, define a static address and use the address as name in the /etc/hosts file.
Example: 192.168.33.12 192.168.33.12
 - Set the hostname as the IP address (from the command line hostname 192.168.33.12
 - On Redhat and CentOS systems make sure that the HOSTNAME entry in /etc/sysconfig/network is defined as the IP address (Example: HOSTNAME=192.168.33.12)

Download the 32 or 64-bit binary from here:

<http://www.groundworkopensource.com/community/downloads/>

Download checksums (MD5)

groundwork-6.0-br116-gw331-linux-32-installer.bin
ab4b6028aca7da7ada1fae4215c3f112

groundwork-6.0-br116-gw368-linux-64-installer.bin
f552014268fd169b649cbaa75c5facda

Change the permissions of the binary to executable

```
chmod +x groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin
```

Installation Methods

The installer package supports 3 modes: GUI, text, and unattended. The default is GUI if an X server is running; otherwise text mode will be used.

GUI Install

From a system with an X server running, simply double-click on the bin file or go to the command shell and execute the downloaded file:

```
./groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin
```

Text based Install

From a command shell, execute the binary with the text-mode installation selected:

```
./groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin --mode text
```

Unattended Install

From a command shell, execute the binary with the unattended-mode installation selected:

```
./groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin --mode unattended --optionfile gwinstall.ini
```

This will perform an unattended installation that will not prompt the user for any information.

Using the 'optionfile' command line option lets you specify installation options in a separate file. The option file should contain one line per option, using the format key=value. You can use any of the options accepted by the installer. For information on valid options, execute the binary with the --help switch. For example, to establish and use a MySQL password specified in the options file:

```
./groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin --mode unattended --optionfile gwinstall.ini
```

Where gwinstall.ini consists of:

```
mysql_password=your_passwd
```

Specifying a MySQL password is highly recommended to protect the database contents.

Remote install

Using SSH into a remote server and then using the text based install (see above) is the most common way to install GroundWork Monitor remotely. If you perform the remote install from a machine that runs an X server, you can use ssh with the -X option and run the install with the GUI mode. Example:

```
ssh -X -l root target-machine
```

```
./groundwork-6.0-brXXX-gwYYY-linux-ZZ-installer.bin
```

GroundWork Monitor will be installed into the /usr/local/groundwork directory. The location of some files has changed from

previous releases, as well as the way services are configured and launched as noted above.

Login Access to Portal

For the GW Monitor 6.0 release, there are three users and roles that are provided with a clean installation. These users are: admin, operator and user. To login, use the same login name for the password. For example, to login as operator, the default password is operator.

The roles have changed for these users from previous releases. The admin user, with the administrator role, will have access to all application features. The other two users will have access to a subset of the available pages.

Administrator Role

- Dashboards - network service portlet
- My GroundWork
- Status
- Reports
- Configuration
- Auto Discovery
- Nagios
- Administration
- GroundWork GDK

Operator Role

- Dashboards
- My GroundWork
- Status
- Reports
- Nagios
- GroundWork GDK

User Role

- Dashboards
- My GroundWork
- Status - NOTE: Users do not have access to view the Actions Portlet
- Reports
- GroundWork GDK

All other users that are created by the Administrator will be assigned permissions that match the User Role. It is the responsibility of the System Administrator of the GroundWork server to make page/portlet user and role changes.

Note: Passwords and role assignments can be changed using the Administration -> User Management section of the Groundwork Monitor interface.

SECTION 3 – UPGRADING FROM A PREVIOUS RELEASE

Before attempting to upgrade, please read this complete section for important details of changes applied during the upgrade process.

Before you upgrade

Upgrading GroundWork Monitor is supported from the following product versions

- GWMON 5.2.1 with SP-7
- GWMON 5.3

Important: Complete a full system and database backup prior to upgrading your installation as described in section 7. After performing an upgrade, GroundWork requires that you perform a Configuration -> Commit to sync up the data between Nagios and the Foundation database.

Here are the steps to perform the Configuration Commit:

1. Login to the Monitor 6.0 portal as admin
2. Select the Configuration portlet page
3. Select the Control subportlet page
4. Select the Commit link.

To start the upgrade process, follow the installation steps listed above. If an existing installation is detected, an upgrade will be performed.

Additional details and limitations of the upgrade process

During the upgrade process the following files will be backed up and put into a backup-YYYY-MM-DD folder under /usr/local/groundwork

- Profiles
- Nagios: archive logs and plugins
- Performance charting: saved views and RRD images
- Guava packages : all GroundWork packages
- Monarch: Automation files and monarch backups

During the upgrade process, the following configuration and customizations are ported into the 6.0 installation:

- Guava Packages – Upgrading GroundWork Monitor 5.x to GroundWork Monitor 6.0 will not convert custom Guava applications (Wrappit). If the installer detects custom applications (guava packages), the packages will be saved into the following directory: /usr/local/groundwork/backup/guava. These must be manually created as new pages in the GroundWork 6.0 interface using the provided web page portlet (DashboardWebPageInstance).
- Guava Users – all 5.x users will be upgraded to 6.0. User passwords will be set to a preset default ("changeme"), which users will have to change upon first login, except for admin. The admin passwd will remain the same as it was in the 5.x release. It was not possible to migrate existing passwords since they are only stored in 'salted' form and could not be migrated in place.

All users other than admin will be upgraded and assigned to the User role. It will be the responsibility of the System Administrator of the GroundWork server to recreate any custom roles and permissions in the upgraded installation since these will not be carried over.

- Guava Roles - all 5.x Roles will be upgraded to 6.0. The default roles of "Administrator" and "Operator") will always exist. Certain roles and associated page/portlet view permissions have been created as the default for the portal. Please refer to SECTION 2 – Installation for more details.

Each user will have their own dashboard under My GroundWork. The user can configure the portlets by selecting the Edit icon for each supported portlet. Here is a list of the portlets that can be configured:

- All Health Portlets

- Host List
- Service List
- Host Information
- Service Information
- Host Summary/Statistics
- Service Summary/Statistics
- Performance Measurement
- Service group summary portlet
- Host group summary portlet
- Network service portlet
- Monitoring Performance portlet
- Web Page portlet
-
- Plugins not included in the base package will be backed up during the upgrade, and will need to be added from the backup directory back to the libexec directory. Plugins included by GroundWork that were modified by the customer will be overwritten during an upgrade.
-
- Profiles: Any custom or modified profiles need to be transferred from the backup directory back to the original location after installation is complete. These will be in the form of XML files. Profiles in the database will be migrated. Profiles included by GroundWork that were modified by the customer will be overwritten during an upgrade, and so will need to be manually restored from the back also, if desired.

All profiles and Nagios plugins from the libexec directory are saved into the `groundwork/backup-YYYY-DD-MM` directory before running the upgrade. To manually restore any custom plugins or custom profiles after the upgrade please copy the files from the backup directory to the new location as described below:

Profiles

- Backup directory: `/usr/local/groundwork/backup-YYYY-DD-MM/profiles`
- New location: `/usr/local/groundwork/core/profiles`

Nagios plugins

- Backup directory: `/usr/local/groundwork/backup-YYYY-DD-MM/nagios/libexec`
- New location: `/usr/local/groundwork/nagios/libexec`

GroundWork Monitor 6.0 includes its own instance of MySQL and no longer relies on a MySQL instance already installed on the system. During an upgrade from GroundWork 5.2.1 SP7 databases are moved to the new instance of MySQL as following:

`/var/lib/mysql` is moved to `/usr/local/groundwork/mysql/data`

The previous MySQL instance will be turned off but not uninstalled.

System Configuration Files

System Configuration files are backed up to the `/usr/local/groundwork/backup-YYYY-DD-MM` directory during the upgrade process. After upgrading to 6.0 any site-specific customizations of these files or directories should be merged back to the new configuration. If site-specific customizations were not made this is not necessary.

`/usr/local/groundwork/mysql/my.cnf.bak`

`/usr/local/groundwork/backup-YYYY-DD-MM/apache2`

`/usr/local/groundwork/backup-YYYY-DD-MM/performance`

`/usr/local/groundwork/backup-YYYY-DD-MM/guava/includes`

`/usr/local/groundwork/backup-YYYY-DD-MM/monarch/automation`

`/usr/local/groundwork/backup-YYYY-DD-MM/monarch/backup`
`/usr/local/groundwork/backup-YYYY-DD-MM/nagios/libexec`
`/usr/local/groundwork/backup-YYYY-DD-MM/nagios/var`
`/usr/local/groundwork/backup-YYYY-DD-MM/nagios/etc`
`/usr/local/groundwork/backup-YYYY-DD-MM/nagios/eventhandlers`
`/usr/local/groundwork/backup-YYYY-DD-MM/performance/performance_views`
`/usr/local/groundwork/backup-YYYY-DD-MM/performance/htdocs/performance`
`/usr/local/groundwork/backup-YYYY-DD-MM/profiles`
`/usr/local/groundwork/backup-YYYY-DD-MM/var`
`/usr/local/groundwork/backup-YYYY-DD-MM/start-foundation.sh-backup`
`/usr/local/groundwork/backup-YYYY-DD-MM/etc/logrotate.d/groundwork.bak`
`/usr/local/groundwork/backup-YYYY-DD-MM/crontab-nagios-YYYY-DD-MM`
`/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/syslog-ng.conf`
`/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/nsca.cfg`
`/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/send-nsca.cfg`
`/usr/local/groundwork/backup-YYYY-DD-MM/common/etc/snmp`
`/usr/local/groundwork/backup-YYYY-DD-MM/config/db.properties`
`/usr/local/groundwork/backup-YYYY-DD-MM/config/foundation.properties`
`/usr/local/groundwork/backup-YYYY-DD-MM/config/bronx.cfg`
`/usr/local/groundwork/backup-YYYY-DD-MM/gwreports`

Log in

After upgrading to 6.0 you may encounter the message, "Not Found Error 404 - the requested URL /monitor/index.php was not found on this server" on initial login. Clear the browser cache and restart the browser to clear this condition.

Nagios user home directory

The location of the nagios home directory and associated files has changed in the 6.0 release. To summarize:

1. For upgrades from 5.2.1 to 6.0, the nagios home directory will remain in the same location (`/usr/local/groundwork/users/nagios`) and not be removed.
2. For upgrades from 5.3 to 6.0 the nagios home directory will remain in `/home/nagios`
3. For new installations the home directory for nagios will be located in `/usr/local/groundwork/users/nagios/`

New Monitoring server profile:

As part of the new 6.0 release, the monitoring profile for the monitoring system (localhost) has been updated and includes seventeen new system checks to monitor the GroundWork server. Customers upgrading from a previous release should manually apply the new local-groundwork-server profile to localhost after completing the upgrade. Here are the steps to import and apply the new localhost profile if desired:

1. Login to GW 6.0 portal as admin
2. Select the Configuration portlet page
3. Select the Profiles subportlet page.
4. Select the Profile importer link
5. Check the service-profile-local-groundwork-server.xml from the Import Profiles list.
6. Press the Import button.

7. Refresh the Profile Service profiles modify view, to verify the profile has been added.
8. Apply the profile to the localhost host, by selecting the Assign Hosts sub tab, assigning Localhost, and then choosing the to apply it in the Apply subtab.

MySQL databases on a different partition when upgrading from 5.2.1 SP7 only

If the old MySQL database files were stored on a separate partition, please follow these additional steps.

- Before upgrading, ensure that the partition containing the GroundWork Monitor software is big enough to *temporarily* include the databases. The size of the databases is equal to the size of the following files:
 - /var/lib/mysql/ibdata1
 - /var/lib/mysql/ib_logfile0
 - /var/lib/mysql/ib_logfile1
- When the upgrade is run, the database files are moved from /var/lib/mysql to /usr/local/groundwork/mysql/data
- After a successful upgrade, stop the GroundWork application
/etc/init.d/groundwork stop
- Then copy the new database files under /usr/local/groundwork/mysql to the database partition and change the mount point or the symbolic link to reflect the new location.
 - Start the groundwork monitor application: /etc/init.d/groundwork start

During upgrades, the following files session and temporary files are removed from /tmp:

1. PHP session files sess_*
2. PHP temp file *.php

Please make sure that everybody is logged out of the GroundWork web interface before starting the upgrade process.

SECTION 4 – KNOWN ISSUES AND LIMITATIONS

General

When logging out of the GroundWork portal, please be advised to select the Log Out link in the upper right hand corner of the User Interface. Closing the browser without logging out of the GW portal properly may cause some Java objects not to be properly cleaned up, creating a memory leak.

Here is a list of Known Issues and Limitations for the GroundWork 6.0 Release. The Reference column is an internal project key to track the known issues.

Reference	Component	Summary
GWMON-6936	Browser	IE 7.0 Operation Abort error seen in the browser intermittently
GWMON-6856	Status Viewer	Status viewer->Action portlet -> Executing "Delay Next Notification" for a service does not delay the notification
GWMON-6828	Build Process	Installation fails when hostname is not set and there is no DNS entry for the host
GWMON-6799	Status Viewer	All pop-up windows in Status viewer display in random locations and not next to the click
GWMON-6606	Dashboards	Service Group Health portlet displays non-existent service group "Web Server"
GWMON-6553	Status Viewer	When a comment is deleted, it gets deleted from nagios but not from GWCollageDB
GWMON-6496	Configuration	On commit, Hostgroup alias is not put correctly in GWCollageDB
GWMON-6484	JBoss Portal	Need to document configuration of GWM 6.0 with external LDAP.
GWMON-6355	Status Viewer	Inoperable custom links on the host info portlet
GWMON-6351	Status Viewer	Nagios monitoring portlet shows values different than Nagios UI->Monitoring Features table for global flags
GWMON-5360	Configuration	\$HOSTADDRESS\$ variable not working in Service Extended Info
GWMON-6970	Administration	Permissions not correctly set on newly created portal page
GWMON-6954	Performance	Daemonized process_service_perf_db_file.pl shutdown should be more graceful
GWMON-6844	Status Viewer	Wrong count in tooltip for troubled host/services in Tree view
GWMON-6808	Configuration	Monarch test button output does not wrap
GWMON-6800	Status Viewer	Feeders do not update GWCollageDB for "NextCheckTime" of Services belonging to a Host, when scheduled from Status viewer(Action portlet)
GWMON-6768	Dashboards	Comments portlet>Add new comment dialog in dashboard is scrambled
GWMON-6650	Status Viewer	Should be able to disable links from host/service health
GWMON-6649	Status Viewer	Should be able to disable individual tabs in the tree navigation
GWMON-6647	JBoss Portal	Host and service list portlets should allow more configuration options
GWMON-6646	Status Viewer	Allow administrators to remove "actions" from some portlets on a per role basis
GWMON-6632	Configuration	parallelize_check is no longer a valid option in Nagios 3, but option is available in Monarch
GWMON-6623	Dashboards	Error in framework log upon adding/deleting dashboard, adding/removing a portlet
GWMON-6622	Dashboards	Portlets are overlapped with one another on the dashboard page.
GWMON-6583	Build Process	sendEmail has wrong path to Perl
GWMON-6568	Dashboards	Confirmation dialog is missing while deleting the dashboard page.
GWMON-6563	Configuration	migrate-monarch.pl does not address monarch groups
GWMON-6502	Profiles	Profiles and service definitions have check intervals set to 5 minutes instead of 10.
GWMON-6485	Configuration	You can't use the Multiple Instances feature of a service check where the check command has no arguments

GWMON-6335	Packaging	Consolidate references to database host name and document in bookshelf
GWMON-6294	Administration	Should hide Portlet Instances administration from non-admin users
GWMON-6290	UI Layout/Theme	Time shown in top-right corner of portal not kept up to date
GWMON-6264	Nagios	Intermittent failure of nagios to accept external commands or update status.log file
GWMON-6187	Profiles	local_groundwork_server service profile has broken service
GWMON-5460	Configuration	Monarch Host Profile Export and Import Code Import and Export Code does not save Hostgroups associated with Host Profile
GWMON-5451	Profiles	GroundWork server default monitoring needs to be tuned – currently some service checks always critical
GWMON-5180	Configuration	There is no icon for "View extra services Notes"

Known Database-Related Issues

While installing GroundWork with the binary installer, the root password for MySQL should consist of alphanumeric characters. This is issue GWMON-5486.

If an existing `/etc/my.cnf` file is found during installation, it is left in place and a new MySQL configuration is created in `/etc/my.cnf.groundwork`. It is highly recommended that these changes be manually merged into the existing `/etc/my.cnf`; in particular, referring to issue GWMON-5231:

- `max_connections = 125` <-- If you have more than 10 simultaneous users this number needs to be increased by 5 for every additional simultaneous user.
- `innodb_buffer_pool_size = 100M` <-- Should be your current database size + 30% (database file is `/var/lib/mysql/ibdata1.`)

Nagios

The configuration of Nagios has changed with this release to better support large installations. In particular the "use large installation tweaks" option is turned on, and all three of the related options are turned off. (See the bottom of Nagios Main Configuration Page 2 in the product.) This configuration will be so for both a clean install and for an upgrade from a previous release. Some existing sites may have certain scripts that depend on the use of environment variables to pass information to scripts for checks, notifications, and event handlers. In such a case, either the scripts should be modified to pass all necessary data on the command line, or the "enable environment macros" option should be enabled. This is in reference to issue GWMON-5798.

Some features available in Nagios 3 cannot be configured using the Monarch interface:

- Group nesting including contact group nesting is not available; contacts and other object types may be selected and added to groups via the web interface.
- Host and service extended info have not been merged with the `hosts.cfg` and `services.cfg` files in this release.
- The 'first notification delay' setting is not exposed. Use of this setting is not recommended.
- Custom configuration variables are not exposed via the web interface. The extended information fields may be useful to store additional data.
- The setting of fractional notification and check intervals is not supported.

When importing an existing Nagios 3 configuration into GroundWork Monitor 6.0 a precached object file is used to drive the import process. As such the following limitations should be noted. This is issue GWMON-5880:

- Importing a Nagios 3 configuration file purges any existing configuration prior to import; hence any prior configuration not included in the configuration files will be lost.
- Service dependencies and host and service escalations are defined as templates, not object instances. The particular instances of the service dependencies/escalations do show up in the precached objects file (e.g. "define service dependency"), but they do not carry the name of the templates from which they were derived.

- When importing host and service escalation trees, the original names may be lost. It is recommended that host and service escalations be reapplied after the import is completed.

When a user is given access to the native Nagios web pages their identity will be recorded as "nagiosadmin." This is a known limitation of the Single Sign-on mechanism used to wrap the Nagios pages. This is issue GWMON-5646.

"Re-schedule the next check of this service" does not work with Nagios 3.0.6. This is issue GWMON-6319.

Configuration (Monarch)

When using the IE8 browser in the Configuration portlet, there are issues with the left-side-panel controls. By configuring IE8 handling of network zones, one can fix the controls by adding the fully qualified name of the GroundWork server into the Local Intranet zone.

SECTION 5 – ANNOUNCEMENTS AS OF VERSION 6.0

As previously announced, Groundwork Monitor 4.5.26 is now end-of-life. Customers using this version are advised to contact GroundWork Support.

GroundWork Monitor 5.0.x will reach end-of-life with the General Availability release of GroundWork Monitor 6.0. Customers running these versions are recommended to upgrade.

SECTION 6 – ADDITIONAL INFORMATION

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. First 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/ or from the command line: ./network-service-ctl.sh stop
3. Next: cd /usr/local/groundwork/network-service/bin/
edit agent.conf file and add the following:
proxy_host=xxx.yyy.zzz.www
proxy_port=pppp
4. Save your changes.
5. Now restart the network service: ./network-service-ctl.sh start

Source Code for Open Source Software

GroundWork Monitor includes Open Source software. The source for these packages is available for download from the following location: <ftp://archive.groundworkopensource.com/pub/groundwork-core/>

Modifications to these software projects in source form, are available for download from the following location: <http://archive.groundworkopensource.com/groundwork-opensource/>

Miscellaneous Issues

Customers installing Groundwork with VMware software are advised to add "VMware tools" to this system. We have noticed that VMware tools helps to resolve system time issues, and that the network driver is a big improvement over the default. Time synchronization is highly recommended in virtualized environments.

Upon startup Apache may emit the following message: "Could not reliably determine the server's fully qualified domain name." One possible work-around for this issue is to edit the /usr/local/groundwork/apache2/conf/httpd.conf file to explicitly specify the hostname value; this is issue GWMON-2149.

SECTION 7 – SYSTEM BACKUP INSTRUCTIONS

The purpose of this section is to outline the recommended backup procedures to be completed before upgrading to GroundWork Monitor 6.0.

Custom Changes

It is recommended that a complete backup of /usr/local/groundwork be taken before upgrading. If this is not possible, the following should be considered the bare minimum set of files to be preserved.

- Plugins: /usr/local/groundwork/nagios/libexec
- CGI graphs: /usr/local/groundwork/apache2/cgi-bin/graphs
- Eventhandlers: /usr/local/groundwork/nagios/eventhandlers
- Custom syslog filters: syslog.conf, syslog-ng.conf
- Logrotate: logrotate.conf, any changes under /etc/logrotate.d
- Foundation configuration: foundation.properties
- NSCA configuration: nsca.cfg
- Distributed deployment configuration: MonarchDeploy.pm
- The contents of the 'nagios' user home directory
-
- The last configuration file: /usr/local/groundwork/nagios/etc/config-last.log
- All modified apache configuration files
- The contents of /usr/local/groundwork/etc
- The contents of /usr/local/groundwork/backup
- The contents of /usr/local/groundwork/jobs (when present)

RRD Files and Current Nagios Configuration

Back up existing RRD files and your current Nagios configuration. This will create three TAR files in the current directory.

```
tar cfz GWMON-xxx-rrd.tar.gz /usr/local/groundwork/rrd
```

```
tar cfz GWMON-xxx-nagios.tar.gz /usr/local/groundwork/nagios/etc
```

```
tar cfz GWMON-xxx-users.tar.gz /usr/local/groundwork/users
```

MySQL Databases

GroundWork recommends that all MySQL databases be backed up before upgrading.. Create a backup directory (e.g. /usr/local/backup-gwmon/) and enter the following commands to create the back ups:

- Monarch (Configuration)
mysqldump -u root -p monarch > /usr/local/backup-gwmon/monarch-YYYYMMDD-HHMMSS.sql
- Guava (Framework)
mysqldump -u root -p guava > /usr/local/backup-gwmon/guava-YYYYMMDD-HHMMSS.sql
- Dashboard (Insight Reporting Database)
mysqldump -u root -p dashboard > /usr/local/backup-gwmon/dashboard-YYYYMMDD-HHMMSS.sql
- Foundation (Monitor Data)
mysqldump -u root -p GWCollageDB > /usr/local/backup-gwmon/GWCollageDB-YYYYMMDD-HHMMSS.sql

GroundWork Configuration Files

- Monarch
Back up the following files and folders before removing GroundWork Monitor and restore after the 6.0 installation.
tar cfz GWMON-xxx-monarchbackup.tar.gz /usr/local/groundwork/core/monarch/backup
tar cfz GWMON-xxx-performance_views.tar.gz /usr/local/groundwork/core/performance/performance_views

- If you have done custom work to these files, back up the following:
tar cfz GWMON-xxx-monarchcallout.tar.gz /usr/local/groundwork/core/monarch/lib/MonarchCallOut.pm
tar cfz GWMON-xxx-monarchexternals.tar.gz /usr/local/groundwork/core/monarch/lib/MonarchExternals.pm
- If you have configured Apache for secure SSL authentication, any HTTPS certificates need to be preserved (the directory of the HTTPS certificates may differ from the examples below):
tar cfz ssl-keys.tar.gz /usr/local/groundwork/apache2/conf/ssl.key
/usr/local/groundwork/apache2/conf/extra/httpd-ssl.conf
/usr/local/groundwork/apache2/conf/extra/httpd-ssl-only.conf
/usr/local/groundwork/apache2/conf/server.crt
/usr/local/groundwork/apache2/conf/server.key
- Backup data collected by syslog-ng:
tar cfz syslog-ng-data.tar.gz /usr/local/groundwork/var/log/syslog-ng