



Release Notes for Insights 23.1

Release 23.1

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Supported Upgrade Paths:

- Insights 22.2 =>

Download

VOSS Insights 23.1 release, including Insights Arbitrator Hawaii 23.1, Insights Dashboard 23.1, and Insights DS9 Hawaii 23.1, are now available from the Downloads section of the [VOSS Customer Portal](#):

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 23.1**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 23.1**
- **Downloads > VOSS Insights > Insights Dashboard > 23.1**

Customers that do not have access to the VOSS Customer Portal may contact the VOSS Customer Success Team.

Highlights

2.1 Insights Arbitrator Hawaii

- Audiocodes SBC Monitoring
 - Audiocodes API collection support for SBC and Gateway.
 - Arbitrator collection scripts - Audiocodes probes and dashboards for collecting performance data via SNMP and API have been added.
 - Audiocodes-specific Alerts added.
- Move MS Teams Collector to Arbitrator
 - This removes the requirement of the customer hosting our current MS Teams collector in their Azure Tenant and reduces the cost to the customer.
 - As the collection is now instigated by the Arbitrator, we now have the ability to Alarm on certain conditions , giving customers early warning of any potential issues.
- Oracle SBC Alarms, Monitoring, and CDR Collection
 - Oracle logs can now be collected , correlated and alerts raised
 - Oracle CDRs are now collected
 - Oracle CDRs will be submitted to Microsoft Operator Connect API for call accounting
- Ability to Clone Probe Groups
 - Certain probes are required to be explicit to an IP address, which meant in the past we would have to create probe groups and probes from scratch.
 - This improvement enables us to clone a templated group and edit the IP Address field within the probes.

2.2 Insights Dashboard

- Certificate Management
 - Moved to Admin CLI, giving the customer control of certificates and negates the need for a support call to gain root access.
- Ship with Reference Dashboards
 - New read-only VOSS reference dashboards have been added. These may be cloned and edited as per the customers requirements
 - This enables any new functionality in subsequent releases to be applied to the reference set, enabling the customer to evaluate new functions before adopting.
- Microsoft Teams Calls /Teams Room Dashboards
 - New dashboards using Graph API for MSTEams Calls and Teams Rooms

2.3 Insights DS9 Hawaii

- Package updates

Features: Summary

3.1 Insights Arbitrator Hawaii

- *VOSS-988*: MS Teams Service Alarming.
- *VOSS-986*: Move Teams Collector to Arbitrator.
- *VOSS-1153*: Oracle SBC Monitoring and CDR Collection.
- *VOSS-1028*: MS Teams Video Rooms monitoring.
- *EKB-15202*: Create probes for UCCE elements via API.
- *EKB-15145*: Enhancement to display / filter Assets that are in maintenance mode.
- *EKB-15117*: Enhancement to add ssh_config menu and ssh_config override.
- *EKB-15046*: NTP configuration for kod limited.
- *EKB-14988*: Pull callrecords from webhooks API and store to database..
- *EKB-14973*: Remove or hide Mapview from Arbitrator.
- *EKB-14650*: Add Apache protection against slowloris DDoS.
- *EKB-14620*: Add support to forward Cisco AXL probes to remote Arbitrator.
- *EKB-14574*: Oracle - Operator Connect API - CDR shipping.
- *EKB-14573*: Oracle SBC - CDR collection.
- *EKB-14447*: Add certificate management to Admin so NRS/root is not required.
- *EKB-14346*: Update license pop-up names to VOSS and VOSS website.

- *EKB-14224*: Advanced security options for Insights.
- *EKB-13157*: Add ability to clone probes.

3.2 Insights Dashboard

- *VOSS-1135*: Ship with standard (read-only) dashboards.
- *VOSS-1055*: Audiocodes SBC Monitoring.
- *EKB-15676*: Dashboard Help to use external link to the customer portal.
- *EKB-14937*: Investigate upgrading Moment.js to reduce security scan.
- *EKB-14909*: Widget editor side panel to be open by default.
- *EKB-14585*: UI changes to honor new, read-only dashboards.
- *EKB-14583*: Identify dashboards to ship with.
- *EKB-14507*: Insights integration to Automate for login issues with deleted users.
- *EKB-14469*: Increase VOSS Automate authentication.
- *EKB-14392*: Download CSV - all data. LayerX report download issue.
- *EKB-14359*: Dashboard, menu search dashboard folders.
- *EKB-13913*: Review and update all MS Teams related dashboards and include Video Rooms.

Features: Detail

4.1 Insights Arbitrator Hawaii

- **VOSS-988: MS Teams Service Alarming.** As the collection is now instigated by the Arbitrator, we now have the ability to Alarm on certain conditions, giving customers early warning of any potential issues.
- **VOSS-986: Move Teams Collector to Arbitrator.** This removes the requirement of the customer hosting our current MS Teams collector in the their Azure Tenant. This reduces the cost to the customer. As the collection is now instigated by the Arbitrator, we now have the ability to Alarm on certain conditions, giving customers early warning of any potential issues.
- **VOSS-1153: Oracle SBC Monitoring and CDR Collection.** Oracle logs can now be collected, correlated, and alerts raised. Oracle CDRs are now collected, and will be submitted to Microsoft Operator Connect API for call accounting if required.
- **VOSS-1028: MS Teams Video Rooms monitoring.** New dashboards using Graph API for MSTEams Calls and Teams Rooms.
- **EKB-15202: Create probes for UCCE elements via API.** Cisco UCCE Probe to collect List Processes via API.
- **EKB-15145: Enhancement to display / filter Assets that are in maintenance mode.** New feature in Arbitrator Asset Explorer to filter maintenance assets.

- **EKB-15117: Enhancement to add ssh_config menu and ssh_config override.** Added the ability to support older, weaker ciphers on the SFTP server by updating the ssh_config / sshd_config files via the admin's Networking menu.
- **EKB-15046: NTP configuration for kod limited.** NTP configuration updated to add protection against possible malicious clients. Customers are required to reconfigure their NTP settings through the admin settings.
- **EKB-14988: Pull callrecords from webhooks API and store to database..** This is a feature to add the collection of teams call data via graph api calls from the arbitrator. In order to get the list of call record ids, you must register a for a webhook to an externally reachable server. The arbitrator registers a voss webhook server and then calls an api to the webhook to get a list of ids in order to call the callrecord api from microsoft graph and pull the call data.
- **EKB-14973: Remove or hide Mapview from Arbitrator.** Removed the Map Explorer on Arbitrator.
- **EKB-14650: Add Apache protection against slowloris DDoS.** Apache updated with qos_module.
- **EKB-14620: Add support to forward Cisco AXL probes to remote Arbitrator.** Updated Cisco AXL, RTMT, and Expressway probes to support the forwarding of data to a second Arbitrator.
- **EKB-14574: Oracle - Operator Connect API - CDR shipping.** Oracle CDR will be submitted to Microsoft Operator Connect API for call accounting.
- **EKB-14573: Oracle SBC - CDR collection.** Oracle SBC logs may now be collected.
- **EKB-14447: Add certificate management to Admin so NRS/root is not required.** Users can now update SSL Certificate and SSL key from the Admin console menu.
- **EKB-14346: Update license pop-up names to VOSS and VOSS website.** Replaced the old LayerX logo with the VOSS logo in Dashboard and Arbitrator Product Registration screen.
- **EKB-14224: Advanced security options for Insights.** The system's cipher configuration has been updated to only support "high" encryption cipher suites. This currently means those with key lengths larger than 128 bits, and some cipher suites with 128-bit keys.
- **EKB-13157: Add ability to clone probes.** A new feature has been added to allow cloning of probes and probe groups.

4.2 Insights Dashboard

- **VOSS-1135: Ship with standard (read-only) dashboards.** New read-only VOSS reference dashboards have been added. These may be cloned and edited as per the customers requirements. This enables any new functionality in subsequent releases to be applied to the reference set, enabling the customer to evaluate new functions before adopting.
- **VOSS-1055: Audiocodes SBC Monitoring.** Audiocodes API collection support for SBC and Gateway. Arbitrator collection scripts - Audiocodes probes and dashboards for collecting performance data via SNMP and API have been added. Audiocodes-specific alerts now added.
- **EKB-15676: Dashboard Help to use external link to the customer portal.** The Help link now points to the customer portal. Users will need to log in to access the Documentation and Resources page, then navigate to VOSS Insights documentation.
- **EKB-14937: Investigate upgrading Moment.js to reduce security scan.** Upgraded Moment external library.
- **EKB-14909: Widget editor side panel to be open by default.** The widget editor side panel is now expanded by default.

- **EKB-14585: UI changes to honor new, read-only dashboards.** New read-only dashboards and dashboard groups have been added.
- **EKB-14583: Identify dashboards to ship with.** New read-only VOSS reference dashboards have been added. These may be cloned and edited as per the customers requirements.
- **EKB-14507: Insights integration to Automate for login issues with deleted users.** Users added in VOSS Automate with the ability to authenticate to Insights are now prevented from accessing Insights when that user is deleted in VOSS Automate.
- **EKB-14469: Increase VOSS Automate authentication.** Increased the timer used for authentication with VOSS Automate.
- **EKB-14392: Download CSV - all data. LayerX report download issue.** The widget option “Download CSV - All Data” has been improved to download large CSVs in just a few minutes. This is done by instructing the database to generate the CSV. Because of this, enrichment features such as “Mappings” are not supported when using this option.
- **EKB-14359: Dashboard, menu search dashboard folders.** Introduces the ability to search folders in the Dashboard menu.
- **EKB-13913: Review and update all MS Teams related dashboards and include Video Rooms.** New Teamwork dashboard to visualise teams room devices.

Defects Fixed: Detail

5.1 Insights Arbitrator Hawaii

- **EKB-15661: Lost CDR data.** Resolved a long-lock condition.
- **EKB-15561: Oracle SBC CDR not getting processed.** Additional logging has been added to aid throughput understanding.
- **EKB-15019: Cannot remove customer-specific Webex configs.** Early versions of the Webex multi-tenant customer configs cannot be deleted.
- **EKB-14957: Memory utilization for 12.x voicemail servers on the CUC cluster are missing.** Updated CUC probe.
- **EKB-14853: Upgrade jQuery to the latest version.** Upgraded jQuery.
- **EKB-14708: Insights Arbitrator, lxt-asset-stats failure.** Resolved a software defect that was preventing updates to the Arbitrator’s assets’ statistics. (There was no workaround.).
- **EKB-14512: Arbitrator does not save changes to probe group names.** Resolved an issue where it was not possible to change probe group names.
- **EKB-14508: Issues with Reporting.** Update to sat daemon check to allow for two IPs that differ in length of the last octet (10 and 100, 20 and 200, 2 and 20, etc). Only affects the Avaya cm probe.
- **EKB-14306: Changes via web interface not always saved.** Users can now edit assets from multiple groups at the same time. When assets or group names change, change bars will be displayed.
- **EKB-14096: ‘Do Not Run Window’ options are not working correctly.** Added additional logic to the time handling correlation.

5.2 Insights Dashboard

- **EKB-15246: Entitlement profiles and customer mixed up.** VOSS Automate parsers updated to also check for customer name and VOSS Automate IP address when doing the entitlement profile lookup.
- **EKB-15143: Report scheduler is emailing report links that have empty widgets in CSV.** UI portion to send requests to backend to exclude the JSON output in order to speed up the data query.
- **EKB-14246: Standalone phone counts incorrect.** Updated VOSS Automate synchronization scripts to properly handle deletes.