



Release Notes for Insights 23.2

Release 23.2

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Supported Upgrade Paths:

- Insights 23.1 => 23.2.2

Download

VOSS Insights 23.2 release, including Insights Arbitrator Hawaii 23.2, Insights Dashboard 23.2, and Insights DS9 Hawaii 23.2, are now available from the Downloads section of the [VOSS Customer Portal](#):

- [Downloads > VOSS Insights > Insights Arbitrator Hawaii > 23.2.2](#)
- [Downloads > VOSS Insights > Insights DS9 Hawaii > 23.2.2](#)
- [Downloads > VOSS Insights > Insights Dashboard > 23.2.2](#)

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

Highlights

2.1 Insights Arbitrator Hawaii

- Logitech and Jabra support
- Network Observability
- Webex Teams Refresh

2.2 Insights Dashboard

- New Logitech, Jabra, and Network Observability dashboards

2.3 Insights DS9 Hawaii

None

Features: Summary

3.1 Insights Arbitrator Hawaii

- [VOSS-994](#): Additional Webex Teams Reporting.
- [VOSS-1235](#): Productize Phase 1 of Network Observability.
- [VOSS-1168](#): Insights monitoring of Logitech Meeting Room devices and Jabra Headsets.
- [VOSS-1145](#): Provide access and trending on data collected from Webex registered meeting endpoints.
- [EKB-16510](#): Implement a Zoom OAuth token flow.
- [EKB-16391](#): Asset import sheet is not updating certain fields.
- [EKB-16192](#): Collect Webex device xAPI data.

- *EKB-16112*: When creating bespoke scripts we are showing the database password and username.
- *EKB-16059*: Refresh of Webex Teams data.
- *EKB-15989*: Implement Jabra integration and data collection.
- *EKB-15988*: Implement Logitech integration and data collection.
- *EKB-15894*: Probe engine improvements.
- *EKB-15862*: Bug in AXL probes preventing insertion of counter data.
- *EKB-15753*: Enhancement request for hostname changes.
- *EKB-14142*: Support Arbitrator proxy access.

3.2 Insights Dashboard

- *EKB-16248*: Change the “Disable Multitenancy” checkbox to be more user friendly.
- *EKB-16096*: Reporting feature sends report link with wrong interface IP address.
- *EKB-15830*: Driver fix for duration calculations.

Features: Detail

4.1 Insights Arbitrator Hawaii

- **VOSS-994: Additional Webex Teams Reporting.** Additional Webex APIs have been utilized to provide new features, such as Locations and device data.
- **VOSS-1235: Productize Phase 1 of Network Observability.** The Network Observability feature enables the platform to provide deeper Insights into network performance to help identify network issues that are impacting UC service quality. The capabilities include:
 - Collect and analyze network data related to UC service quality
 - Generate synthetic UC traffic to test/validate the network handling and performance
- **VOSS-1168: Insights monitoring of Logitech Meeting Room devices and Jabra Headsets.** Added the ability to monitor Logitech Room Devices including gathering data for inventory, status, and performance, including firmware and other key data points. Added the ability to pull Jabra headset status data and firmware versions from Jabra Xpress.
- **VOSS-1145: Provide access and trending on data collected from Webex registered meeting endpoints.** This feature provides Webex meeting room data collection and trending to assist customers in managing the environment. Trending data helps with troubleshooting as well as capacity management and optimization through utilization stats.
- **EKB-16510: Implement a Zoom OAuth token flow.** A new authentication mechanism has been introduced in VOSS Insights for handling Zoom's transition from Java Web Token (JWT) to OAuth authentication.
- **EKB-16391: Asset import sheet is not updating certain fields.** Arbitrator now supports CSV asset import with asset's customer/site updated. After importing, a new asset with the same IP address and new customer/site is created.

- **EKB-16192: Collect Webex device xAPI data.** The system has been updated to pull device xAPI data from the Webex Control Hub to aid in device utilization stats.
- **EKB-16112: When creating bespoke scripts we are showing the database password and username.** The method for data storage via probes and scripts has been updated.
- **EKB-16059: Refresh of Webex Teams data.** The Webex Teams dashboards have been updated for Cisco's new APIs.
- **EKB-15989: Implement Jabra integration and data collection.** Added collection for Jabra devices via the Jabra Express API's.
- **EKB-15988: Implement Logitech integration and data collection.** New functionality has been introduced that utilizes Windows Forwarder to collect metrics from Logitech video endpoints.
- **EKB-15894: Probe engine improvements.** Several improvements to the user experience related to UI changes, including dramatic reduction in probe execution "gap" during configuration changes. Faster probe engine initialization during restarts and upgrades. Small improvement to probes execution speed.
- **EKB-15862: Bug in AXL probes preventing insertion of counter data.** Fixes an issue in the AXL scripts that was preventing data storage.
- **EKB-15753: Enhancement request for hostname changes.** System monitoring processes will now be restarted when the system's hostname is changed.
- **EKB-14142: Support Arbitrator proxy access.** This feature adds the ability to configure a proxy for use with the APIs that are pulled from companies running Cloud API services, allowing for monitoring of their services.

4.2 Insights Dashboard

- **EKB-16248: Change the "Disable Multitenancy" checkbox to be more user friendly.** The "Disable Multitenancy" checkbox has been removed, and the options "Show no customer data" and "Show all customer data" have been added to a drop-down list.
- **EKB-16096: Reporting feature sends report link with wrong interface IP address.** Customers may now configure the IP address used in email reports. This is useful for dashboard systems with multiple network interfaces, especially if the end-user cannot access the Dashboard system's default IP address.
- **EKB-15830: Driver fix for duration calculations.** This change resolves an error with the database driver so that it works with calculated fields that perform both aggregation and text conversions.

Defects Fixed: Detail

5.1 Insights Arbitrator Hawaii

- **EKB-16276: VOSS Arbitrator is not sending alerts to Zenoss.** This issue was resolved by adding a new "System Recovery" option to the Administration menu, with additional actions to help troubleshoot or recover Arbitrator services when needed.
- **EKB-16258: Passwords with special characters require proper handling in SNMP scripts.** The fix was an update for overall improved handling of passwords with special characters, including for Cisco SNMP.

- **EKB-16223: Update Golang scripts to handle a list of ciphers.** This issue was resolved by adding the ability to use more secure ciphers.
- **EKB-16137: Cisco SQL data retention defaults to 6 months after upgrading to 23.1.1.** This issue was resolved by allowing Cisco SQL data retention settings to persist through upgrade.
- **EKB-16030: Remove old CISCO RIS database tables.** This fix corrects an issue that was causing Cisco RIS data to fill up the entire disk, and triggering Arbitrator failure.
- **EKB-16015: Autocorrect file config versus database.** The recovery actions involved with invoking the “Restart Arbitrator” action has been improved.
- **EKB-16003: Golang scripts must honor the ciphers configured on the box.** Scripts have been updated to honor SSH configuration.
- **EKB-15992: MS Teams data is not displaying for certain tables.** The table storage has been updated to ensure all required data is added. Additionally, the data timeframe has been added to the Archive menu so that stale data is removed after a specified time.
- **EKB-15920: Modify the lock mechanism to break old locks.** The fix was to improve the Cisco CDR parser to allow recovery from stale lock files.

5.2 Insights Dashboard

- **EKB-16643: MS Teams tenant monitoring - inconsistency in devices pulled.** Updated the page size for the teamworks API to properly pull the data and collect all of it.
- **EKB-16614: Dashboard SAML integration - SAML IDP metadata and configuration will not save when entering info into the SAML configuration page in the UI.** The SAML mechanism has been updated to combine first name and last names for the user creation, while also returning configuration errors to the user.
- **EKB-16293: Reports generated from dashboards and scheduled through emails look different.** The PDF file generated from a scheduled report will now use the field name in the card header instead of “empty group”, when the query returns no data.
- **EKB-15948: Restore the “FollowSymLinks” option to allow download of files directly from email.** The fix was to update Apache to allow download of reports from email.
- **EKB-15524: Adding three or more text items to a global filter generates wrong SQL syntax.** A user can now select one or more global filter values.
- **EKB-14315: Dashboard restore to another box creates a new admin user.** When restoring a backup from one dashboard to a second dashboard, some of the already-present accounts, such as the admin, were being re-created with information from the initial dashboard. The end result was a dual-admin system that did not perform as expected. Now, the restored admin account and its dashboards will become the official admin account.