



VOSS

Release Notes for Insights 23.3

Release 23.3

Dec 15, 2023

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Release Date: December 13, 2023

Supported Upgrade Paths:

- Insights 23.2 => 23.3

Download

VOSS Insights 23.3 release, including Insights Arbitrator Hawaii 23.3, Insights Dashboard 23.3, and Insights DS9 Hawaii 23.3, are now available from the Downloads section of the [VOSS Customer Portal](#):

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 23.3**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 23.3**
- **Downloads > VOSS Insights > Insights Dashboard > 23.3**

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

Highlights

2.1 Insights Arbitrator Hawaii

- License Audit Capability

License files can now be generated on the Arbitrator

- Enable and Disable Data Processing

This feature allows greater control over the processing of various files, for example, for DEM, Oracle, and Cisco files, which you can now enable and disable as required. While disabled, unprocessed files are added to a backlog, and processing restarts when the setting, per file type, is enabled again.

2.2 Insights Dashboard

- Dashboard GUI Improvements

The Dashboard application GUI has been refreshed to improve the overall user experience. Improvements include new icons and colors, a fresh new look for widgets, breadcrumbs for navigating the dashboard folder tree from the main UI, and a Search field on the toolbar to quickly find dashboards with a keyword “Contains” search.

- Microsoft Dashboard Improvements

A redesigned database structure for Microsoft Teams delivers enhanced dashboards for Microsoft data, allowing additional data analytics and providing access to more intelligence and insights than before. New dashboard resource definitions enable the building and importing of the redesigned Microsoft Teams dashboards.

The dashboards are now also organized for technical and executive roles so that you only need to pay attention to the data you need for your role.

To download the enhanced dashboard file:

- Server Name: <https://voss.portalshape.com>
- Path: Downloads > VOSS Insights > Insights Dashboard > 23.3
- Directory: New Installation or Upgrade

– Dashboard file: Microsoftdashboards23.3.lxtr

To import the enhanced dashboard file, follow the dashboard import instructions in the Analytics Install Guide > Install Dashboard System.

- Digital Experience Monitoring

The introduction of Digital Experience Monitoring (DEM) into the Dashboard application now allows metrics resulting from testing connectivity to Web-based systems, which includes Microsoft Teams. DEM delivers metrics around overall round trip times to the application, the amount of hops taken, best and worst latency, and you can see the connection path (shown hop-by-hop). The Arbitrator can now raise alarms and alerts when any of these DEM-collected metrics are out of permitted thresholds.

- Oracle CDR Visualization

It's now possible to create Oracle CDR visualization dashboards.

Features: Summary

3.1 Insights Arbitrator Hawaii, Insights Dashboard

- *VOSS-1294*: Various Improvements for Microsoft Teams Collection, Parsing, and Ingestion.
- *VOSS-1276*: Improved Dashboards and Reports for Microsoft Teams.
- *EKB-17457*: Oracle CDR Processing and Dashboards.
- *EKB-17216*: SAML: Dashboard sign out redirects to auto sign-in.
- *EKB-16989*: User Dashboards for MS Teams.

3.2 Insights Arbitrator Hawaii

- *VOSS-1282*: For Avaya Aura v10, Generate Alerts Based on MOS Score & Codec Fields in RTP Logs.
- *EKB-18181*: Allow control of periodic file processing via the user interface.
- *EKB-18023*: Update Cisco CDR CMR parser to not write to CALL_METRICS.
- *EKB-18103*: Pull BOT testing scripts into Arbitrator - phase 2.
- *EKB-17543*: The “network_obs” cleanup script has the potential to take up a lot of RAM.
- *EKB-17442*: MS Teams CallRecords Graph API return, parsing, and ingestion.
- *EKB-17342*: Implement license audit file delivery mechanisms.
- *EKB-17333*: Create Cisco Device User collection probe CUCM.
- *EKB-17332*: Create ClientShape registration and upload script.
- *EKB-17153*: MOS inclusion Avaya10.
- *EKB-16902*: MS Teams tuning to limit number of records to return.

3.3 Insights Arbitrator Hawaii, Insights Dashboard, Insights DS9 Hawaii

- *VOSS-1213*: Implement VOSS Insights License Audit Capabilities.

3.4 Insights Dashboard

- *VOSS-1331*: Improve the Insights Dashboard Look and Feel.
- *VOSS-992*: Adoption Inactivity Reporting and Calculations.
- *EKB-18186*: Enhance MS Teams calls/meetings troubleshooting dashboard to drill down from sites/subnets.
- *EKB-17986*: Improve the main layout of the Dashboard page.
- *EKB-17972*: Improve the look and feel of widget panels.
- *EKB-17370*: Allow an admin to remove scheduled reports created from other user accounts.
- *EKB-16674*: Add conditional drill-down behavior.

Features: Detail

4.1 Insights Arbitrator Hawaii, Insights Dashboard

- **VOSS-1294: Various Improvements for Microsoft Teams Collection, Parsing, and Ingestion.** This feature improves the MS Teams data collection process and storage to support more intuitive dashboard widgets and improved user experience.
- **VOSS-1276: Improved Dashboards and Reports for Microsoft Teams.** This feature updates the Microsoft Teams dashboards for enhancing the Microsoft monitoring solution.
- **EKB-17457: Oracle CDR Processing and Dashboards.** This enhancement adds new definitions with the Arbitrator and Dashboard to enable the storage and visualization of Oracle SBC CDR.
- **EKB-17216: SAML: Dashboard sign out redirects to auto sign-in.** This enhancement hides the Logout button when SAML is enabled.
- **EKB-16989: User Dashboards for MS Teams.** This enhancement adds three endpoints for data collection from MS Teams Graph API. User Activity Total Distribution Count, Team Activity Distribution Count, and Device Usage Distribution Total Usage Count. These three endpoints were collected for 30 and 180 days and the data is available for dashboarding.

4.2 Insights Arbitrator Hawaii

- **VOSS-1282: For Avaya Aura v10, Generate Alerts Based on MOS Score & Codec Fields in RTP Logs.** This feature introduces support for Avaya v10 monitoring.
- **EKB-18181: Allow control of periodic file processing via the user interface.** This enhancement adds a new configuration option for enabling and disabling the periodic processing of data files.
- **EKB-18023: Update Cisco CDR CMR parser to not write to CALL_METRICS.** This enhancement updates the VOSS Insights Cisco parsers so that they no longer write to the CALL_METRICS table.
- **EKB-18103: Pull BOT testing scripts into Arbitrator - phase 2.** This enhancement adds the Digital Experience Monitoring (DEM) agent to Arbitrator. DEM agents provide connectivity and performance statistics to various MS Teams internet endpoints.
- **EKB-17543: The “network_obs” cleanup script has the potential to take up a lot of RAM.** This enhancement updates the Network Observability scripts so that they’re less resource intensive.
- **EKB-17442: MS Teams CallRecords Graph API return, parsing, and ingestion.** This enhancement adds the CSONlineUser endpoint to the API collection for licensing.
- **EKB-17342: Implement license audit file delivery mechanisms.** This enhancement updates the system to include license transmission, as well as manual retrieval examples.
- **EKB-17333: Create Cisco Device User collection probe CUCM.** This feature provides a new license service that will collect user, device, and meeting room counts from currently monitored devices.
- **EKB-17332: Create ClientShape registration and upload script.** This feature now allows Insights Arbitrator to be set up to send its license and registration information to VOSS. License file uploads occur periodically once this is enabled on the “License” configuration screen.
- **EKB-17153: MOS inclusion Avaya10.** This enhancement adds MOS and MOS_EVALUATION values to the NDX message, which will enable alerts to be created.
- **EKB-16902: MS Teams tuning to limit number of records to return.** This enhancement updates how MS Teams data is collected.

4.3 Insights Arbitrator Hawaii, Insights Dashboard, Insights DS9 Hawaii

- **VOSS-1213: Implement VOSS Insights License Audit Capabilities.** This feature introduces a license audit mechanism that counts the number of monitored users across all vendors technologies, and allows for the automated upload of the generated license audit files.

4.4 Insights Dashboard

- **VOSS-1331: Improve the Insights Dashboard Look and Feel.** This feature includes several enhancements to improve the overall look and feel of the Dashboard web portal user interface.
- **VOSS-992: Adoption Inactivity Reporting and Calculations.** This feature introduces dashboards that help to identify service adoption issues.
- **EKB-18186: Enhance MS Teams calls/meetings troubleshooting dashboard to drill down from sites/subnets.** This enhancement provides the ability to search failed calls via subnet/site.
- **EKB-17986: Improve the main layout of the Dashboard page.** The enhancement updates the main layout of the Dashboard.

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- **EKB-17972: Improve the look and feel of widget panels.** This enhancement updates the look of the widget header and adds Google icons.
 - **EKB-17370: Allow an admin to remove scheduled reports created from other user accounts.** This enhancement allows an admin user to delete the scheduled reports of other users.
 - **EKB-16674: Add conditional drill-down behavior.** Internal developer feature.

Defects Fixed: Detail

5.1 Insights Arbitrator Hawaii

- **EKB-18041: VOSS secondary arbitrator is not processing alerts.** This fix removes a database constraint that was no longer required.
- **EKB-17865: VOSS Insights AXL probe times out on Unity ports.** This fix updates Cisco scripts so that they produce less output. Individual counters are now being syslog'd.
- **EKB-16892: Tracking 1M+ POST/day of invalid data.** Fixes an issue whereby empty call records will not trigger updates to the Microsoft connector.
- **EKB-16565: IRP API does not work correctly.** Fixes an issue in the handling of the CorrelationRule to ResponseProcedure mapping, resulting in the request being ignored, and mapping to the Default entry.

5.2 Insights Arbitrator Hawaii, Insights Dashboard, Insights DS9 Hawaii

- **EKB-17124: Admin CLI's Upgrade menu option is not working.** Fixes an issue where choosing the option to upgrade via the admin menu was not working.

5.3 Insights Dashboard

- **EKB-18348: VOSS Insights DB Replication probe not working with large cluster of 20+ servers.** This fix reduces the probe's logging to shorten the execution completion time.
- **EKB-18021: MS Teams Troubleshooting Dashboard: Incorrect data rendered.** Fixed issue with database driver truncating decimal values.
- **EKB-17349: Paste doesn't work for Apache Config option in admin menu.** This fix updates the Apache Config, SSH Config, and SSHD Config screens to allow cut and paste from PUTTY.
- **EKB-16930: Subscriber data count limit is 0 on Dashboard.** This fix updates Insights voss4uc_datacountlimit resource so that it will use license_consumption_limit.
- **EKB-16497: VOSS Insight roles assignments removed.** Fixes an issue where deleting a user was causing all users (except one) to be deleted from all roles.
- **EKB-16493: VOSS Insights Transaction dashboard does not show the Admin data.** Fixes an issue with the VOSS Insights transaction parser so that it now properly parses user information from the transaction log.