Release Notes for Insights 24.1

Release 24.1

May 29, 2024

Contents

Release Overview

These are the official release notes for:

- Product: VOSS Insights
- Release version: 24.1
- Release date: May 29, 2024

Highlights

2.1 Platform

Transaction Logging and Audit Trails

This release ships with enhanced transaction logging and audit trail capabilities integrated into both the Arbitrator and Dashboard systems. The platform now provides enriched and comprehensive audit logs that record and track admin-initiated activities related to platform access, configuration changes, and data exports. This feature facilitates detailed auditing, tracing the 'who' and 'when' of changes, and provides essential data required to satisfy standard security compliance protocols for access specifics.

2.2 Insights Arbitrator Hawaii

Digital Experience Synthetic Testing Remote Agent and Linux Server Monitoring

This feature extends VOSS Insights' digital experience synthetic testing capabilities by integrating remote agents that replicate real-world user connectivity scenarios, including local LAN, Wi-Fi, and remote work environments.

The lightweight agent can be deployed on virtually any Linux-based hardware platform, making it quick and easy to deploy on the platform of your choice. This will help ensure more complete and accurate assessment of user experience to deliver proactive visibility and to swiftly identify the root causes of any issues encountered by your end users.

MS Teams Collection and Microsoft Graph API for Call IDs

Insights now uses Microsoft's latest Graph API for more efficient retrieval of call records from Microsoft Teams. This has enabled the replacement of the change notification and webhook architecture with a simpler method for the Insights collector (Arbitrator) to pull call records from Microsoft Teams, as needed, and simplifies the process, connectivity, and security requirements for Microsoft Teams deployment.

2.3   Insights Dashboard

Improved Dashboard User Interface

We've introduced key design and usability updates to the Dashboard UI to make it even easier to use, more intuitive, and always visually appealing.

An improved dynamic "contains" search allows you to quickly locate matching dashboards, breadcrumb tab links provide easier navigation of dashboards in the same category, and it's now possible to show or hide the date range picker on a dashboard. Additionally, you'll have more control over the look and feel of dashboard widgets and tables - you can change widget header, counter, and footer font size and colors, change the text and background color of table cells in the table renderer, and search and sort table data in a more intuitive manner.

Other improvements include icons instead of text for pagination, fixed top bar tab links when scrolling down on long dashboards, and updates to the default color palette in the table renderer.

Standard Deployments - OVA and Dashboards

You can now deploy Insights without having to manually create and assign probes. Previously, Insights reference dashboards shipped with ready-to-use widgets and scripts but it was necessary to manually add and assign probes before the dashboards could be used. Probes for the reference dashboards now ship with the standard deployment files - no additional downloads are required, and the dashboards are ready to use as soon as you've installed the system.

A new set of read-only Insights reference dashboards are also included - these are designed to display system-critical and informative data that provides immediate access to valuable statistics for ensuring optimal performance of all system components.

Release Details

3.1   Supported Upgrade Paths

- Insights 23.3 => 24.1

3.2   Download

VOSS Insights 24.1 release, including Insights Arbitrator Hawaii 24.1, Insights Dashboard 24.1, and Insights DS9 Hawaii 24.1, are now available from the Downloads section of the VOSS Customer Portal:

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 24.1**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 24.1**
- **Downloads > VOSS Insights > Insights Dashboard > 24.1**

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

Important Information

- Since various operating system components are updated during release 24.1, the total upgrade time is more than for previous releases. For details, refer to the *Upgrade Timings* topic in the Dashboard and Arbitrator Maintenance and Upgrade Guide.

- From release 24.1, the cipher `chacha20-poly1305@openssh.com` is no longer recommended.

Features: Summary

5.1   Insights Arbitrator Hawaii

- *VOSS-1364*: System and platform updates.

- *VOSS-1340*: Update the standard deployment files to include all probes required to get the reference dashboards working.

- *VOSS-1319*: Digital Experience synthetic testing remote agent and Linux server monitoring.

- *VOSS-1253*: Transaction logging/audit trail for both the Arbitrator and Dashboard.

- *EKB-19685*: Use new Beta API for Call Collection (MSOFT).

- *EKB-19646*: VOSS Insights SIP Trunk probe fails when Collect to Consolidator is activated.

- *EKB-19602*: Add support for forwarding of data to remote Arbitrator for golang probes.

- *EKB-19327*: Oracle and Cisco files not being archived.

- *EKB-19033*: Linux-based agent /bot creation.

- *EKB-18972*: Update additional packages - Perl.

- *EKB-18948*: SSH Terrapin Prefix Truncation Weakness (CVE-2023-48795).

- *EKB-18897*: Arbitrator audit logging.

- *EKB-18816*: Some configuration screens should not be accessible to non-admin users, for example, DS9 configuration.

- *EKB-18639*: PostgreSQL v16 upgrade.

- *EKB-17824*: Operator Connect updating the 'Source call duration' .

5.2   Insights Arbitrator Legacy

- *EKB-18675*: Make changes in NGIN parser for GSIP to calculate region.

5.3   Insights Dashboard

- *VOSS-1357*: Improve Insights Dashboard Look and Feel.
- *EKB-20064*: Update read-only dashboards.
- *EKB-19624*: Add a method to convert UTC time to different time zone for CDR.
- *EKB-18896*: Dashboard audit logging.
- *EKB-18827*: Update and improve the UI.
- *EKB-18684*: On Insights Dashboard, keep the tab link bar visible when scrolling down.
- *EKB-18502*: Improve Insights Dashboard tab link.
- *EKB-17973*: Improve the look and feel of table widgets.
- *EKB-17970*: Update default palette to use colors from VOSS branding toolkit.

5.4   Insights Windows Forwarder

- *EKB-19682*: Insights not receiving data from the Commands option in Windows Forwarder.

Features: Detail

6.1   Insights Arbitrator Hawaii

- **VOSS-1364: System and platform updates.** Various system packages have been updated to supported versions as part of ongoing security maintenance.

- **VOSS-1340: Update the standard deployment files to include all probes required to get the reference dashboards working.** You can now deploy Insights without having to manually create and assign probes. Previously, Insights reference dashboards shipped with ready-to-use widgets and scripts but it was necessary to manually add and assign probes before the dashboards could be used. Probes for the reference dashboards now ship with the standard deployment files - no additional downloads are required, and the dashboards are ready to use as soon as you've installed the system. A new set of read-only Insights reference dashboards are also included - these are designed to display system-critical and informative data that provides immediate access to valuable statistics for ensuring optimal performance of all system components.

- **VOSS-1319: Digital Experience synthetic testing remote agent and Linux server monitoring.** This Linux-based agent provides two key capabilities in the product:
    - Extends the Digital Experience synthetic testing capability to support remote agents. Agents can now be deployed within the network where required on a range of devices to mirror end user connectivity.
    - Monitoring Linux based servers in the environment.

- **VOSS-1253: Transaction logging/audit trail for both the Arbitrator and Dashboard.** This release ships with enhanced transaction logging and audit trail capabilities integrated into both the Arbitrator and Dashboard systems. The platform now provides enriched and comprehensive audit logs that record and track admin-initiated activities related to platform access, configuration changes, and data

exports. This feature facilitates detailed auditing, tracing the "who" and "when" of changes, and provides essential data required to satisfy standard security compliance protocols for access specifics.

- **EKB-19685: Use new Beta API for Call Collection (MSOFT).** This feature updates the Microsoft Teams collection to use the new Microsoft Teams Graph API for retrieving the call IDs. This will simplify the collection as there will no longer be a separate webhook server to get the call IDs from Microsoft.

- **EKB-19646: VOSS Insights SIP Trunk probe fails when Collect to Consolidator is activated.** This enhancement updates multiple scrips to add support for a consolidation Arbitrator.

- **EKB-19602: Add support for forwarding of data to remote Arbitrator for golang probes.** This enhancement updates additional Cisco probes to support forwarding to remote consolidator (Arbitrator).

- **EKB-19327: Oracle and Cisco files not being archived.** This enhancement restores the archive collection for the source Cisco and Oracle files.

- **EKB-19033: Linux-based agent /bot creation.** This feature introduces a new Linux-based agent that can sit anywhere in the network and reports connectivity stats and web stats back to the Arbitrator.

- **EKB-18972: Update additional packages - Perl.** This enhancement introduces an upgraded version of Perl.

- **EKB-18948: SSH Terrapin Prefix Truncation Weakness (CVE-2023-48795).** This enhancement disables the cipher, `chacha20-poly1305@openssh.com`, as per CVE-2023-48795 recommendations.

- **EKB-18897: Arbitrator audit logging.** This enhancement introduces a new transaction / audit log for the various user actions taken on the system.

- **EKB-18816: Some configuration screens should not be accessible to non-admin users, for example, DS9 configuration.** This enhancement introduces limitations so that only admin users can view some Dashboard and Arbitrator configuration screens.

- **EKB-18639: PostgreSQL v16 upgrade.** This enhancement introduces a major release upgrade of the database.

- **EKB-17824: Operator Connect updating the 'Source call duration'.** Oracle CDR will be submitted to Microsoft Operator Connect API. The "Source call duration" should show as "Operator".

6.2   Insights Arbitrator Legacy

- **EKB-18675: Make changes in NGIN parser for GSIP to calculate region.** The NGIN parser has been updated to parse region from XML contents.

6.3   Insights Dashboard

- **VOSS-1357: Improve Insights Dashboard Look and Feel.** This feature brings further improvements to the look and feel of the Insights Dashboard user interface.

- **EKB-20064: Update read-only dashboards.** This release ships with new VOSS reference dashboards. Many folder names and dashboard names have changed. The reference dashboards that have been cloned and modified by the user will not get touched. Customers that prefer to keep or backup current reference dashboards should do so before they upgrade.

- **EKB-19624: Add a method to convert UTC time to different time zone for CDR.** This enhancement allows data downloaded from table widgets to maintain the date formatting as configured in the widget settings.

- **EKB-18896: Dashboard audit logging.** This enhancement introduces a new transaction / audit log for the various user actions taken on the system.

- **EKB-18827: Update and improve the UI.** This enhancement introduces several improvements to the user interface, including improved Dashboard tab links, tables, and card widgets.

- **EKB-18684: On Insights Dashboard, keep the tab link bar visible when scrolling down.** This enhancement keeps the Dashboard top bar visible while scrolling down the Dashboard widget screen.

- **EKB-18502: Improve Insights Dashboard tab link.** This enhancement improves the look and feel of Dashboard tab links. The dashboard search now only shows matched folders and dashboards.

- **EKB-17973: Improve the look and feel of table widgets.** This enhancement improves the look and feel of table widgets. It is now possible to change the table font size and to change the color of text instead of the cell background.

- **EKB-17970: Update default palette to use colors from VOSS branding toolkit.** This enhancement rearranges the colors in the default color palettes so that similar colors are not close to each other.

6.4   Insights Windows Forwarder

- **EKB-19682: Insights not receiving data from the Commands option in Windows Forwarder.** This enhancement updates the commands component of Windows Forwarder to resolve an issue that was introduced in the 64 bit update.

Defects Fixed: Detail

7.1   Insights Arbitrator Hawaii

- **EKB-19955: Restore from backup not working.** An investigation found that when performing a data restoration across multiple months, the final configuration reflects the oldest data set, not the latest. In a system that has had configuration changes over that timeframe, the changes won't be present, which can result in errors such as missing entries, policies, or probes. This issue is now resolved.

- **EKB-19590: Arbitrators - nearing disk full.** Redundant archival of Cisco and Oracle files results in overly large archive files. The size of archive files may trigger the Arbitrator disk recovery mechanisms, which may reduce the number of months of archives that are retained.

- **EKB-19108: Arbitrator voss4uc probe error.** This fix resolves Cisco AXL forwarding for specific scripts.

- **EKB-19009: Arbitrator LDAP config file not getting committed.** Fixes an issue that was preventing an LDAP configuration from being tested or saved in Arbitrator's Archive Management (LDAP tab) GUI, when using unsupported characters in the password. The resolution was to expand support for special characters.

- **EKB-18761: Upload call duration is not working for all calls.** This fix now submits Oracle CDRs to Microsoft Operator Connect API for call accounting.

- **EKB-18731: db_query pulling too much data and using too much RAM.** This fix updates the dbquery log writer to limit the amount of data based on the date.

- **EKB-18540: Arbitrator permissions.** Resolved an issue so that on Arbitrator Configure during init, a screen now displays with permissions.

7.2 Insights Dashboard

- **EKB-19550: When the dashboard reports are exported, they show undefined column names instead of actual names.** This issue was resolved so that when printing a dashboard with Table 1 widgets, the widgets now have valid headers.

- **EKB-19307: VOSS Automate customer creation needs to add the 'include' flag.** This fix resolves customer filtering for VOSS Automate create users inside Insights dashboard.

- **EKB-19089: Incomplete SNMP query.** This fix improves the handling of numbers beyond the capacity of bigint.

- **EKB-19038: Users are reporting no data available in Insights widgets.** This fix updates VOSS Automate user dashboard assignment.

- **EKB-18655: On Insights Dashboard, access controls, the customer filter on voss4uc_transaction "exclude" behaves as "include".** Users with excluded customer filter should now be able to filter out unwanted data.

- **EKB-18635: Download chart is storing values with incorrect alignment.** When downloading CSV from a metric-only widget, the data now aligns with its header columns.

- **EKB-18550: Update the VOSS Insights DB Replication probe to properly parse data.** This fix improves the output for mega cluster deployments.