



VISIONOSS

Release Notes for Insights 24.2

Release 24.2

Nov 22, 2024

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Release Overview

These are the official release notes for:

- Product: VOSS Insights
- Release version: 24.2
- Release date: Nov 22, 2024

Release Details

2.1 Supported Upgrade Paths

- Insights 24.1 => 24.2

2.2 Download

VOSS Insights 24.2 release, including Insights Arbitrator Hawaii 24.2, Insights Dashboard 24.2, and Insights DS9 Hawaii 24.2, are now available from the Downloads section of the [VOSS Customer Portal](#):

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 24.2**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 24.2**
- **Downloads > VOSS Insights > Insights Dashboard > 24.2**

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

Highlights

3.1 Insights Arbitrator Hawaii

Insights Agent Improvements

Insights agents enhance synthetic testing capabilities, providing broader visibility into user experience across various applications, including other UC apps and internal business apps. Centralized configuration streamlines the management and deployment of agents, improving overall manageability.

This feature extends functionality beyond the default Microsoft tests, allowing customers to test connectivity for a wider range of services, such as Cisco, Zoom, and other Cloud UC services. As a result, customers can comprehensively assess and optimize the user experience across their entire ecosystem.

Forwarding of Alarms via API to Third Parties

This feature further expands the product's capabilities by enabling the transmission of alert details to popular messaging and collaboration platforms, such as Slack, Microsoft Teams, and Webex Teams. This integration improves admin engagement on critical issues. The added flexibility allows alerts to be seamlessly incorporated into key systems and business processes within the organization. For example, alerts can be sent to a team or group via the collaboration platform, providing better visibility and facilitating immediate collaboration on the issue.

SNMPv3 support AES-192 / AES-256

Net-SNMP Lib is updated from 5.8.0-1 to 5.9.4 with AES-192 / AES-256 support. Arbitrator SNMPv3 scripts, and GUI configuration for the scripts, have been updated to support new AES options:

- Audiocodes
- Avaya - Nagios
- Cisco / UCCE
- Cisco / Expressway
- Cisco / CPU - Memory
- Metaswitch
- Polycom
- Sonos
- VMware

Features: Summary

4.1 Insights Arbitrator Hawaii

- *VOSS-1417*: Direct routing call analysis and SBC monitoring to complement Microsoft Teams.
- *VOSS-1399*: Expand Microsoft Teams phone device data collection.
- *VOSS-1388*: Insights Agent improvements.
- *VOSS-1277*: Allow the forwarding of alarms via API to 3rd parties.
- *EKB-22023*: Microsoft Teams, update device collection APIs.
- *EKB-21729*: Apache security updates to add Tenable-recommended HTTP headers.
- *EKB-20956*: SNMPv3 support AES-192 / AES-256.
- *EKB-20658*: Kafka cleanup automation.
- *EKB-20657*: VOSS Insights ping probe does not forward to Consolidator.
- *EKB-20636*: Upgrade OpenSSH.
- *EKB-20581*: SIP trunk probe (cucmsiptrunk) doesn't work for CUCM 14.
- *EKB-19288*: Update OpenSSH.

- *EKB-19035*: Update OpenSSL.
- *EKB-12958*: Allow a seven day courtesy license on OVA install.

4.2 Insights Dashboard

- *VOSS-1438*: User management consolidation across Insights Dashboard.
- *EKB-21643*: Insights Dashboard, validate text box and text area.
- *EKB-21311*: Add admin option on dashboard to disable sendmail for improved security.
- *EKB-20620*: Insights media resource widgets show only PUB resources.

4.3 Insights DS9 Hawaii

- *EKB-21341*: DS9 database password management.

Features: Detail

5.1 Insights Arbitrator Hawaii

- **VOSS-1417: Direct routing call analysis and SBC monitoring to complement Microsoft Teams.** This feature delivers the ability to view and report on Direct Routing and PSTN Calls, providing admins with improved insights into their estate.
- **VOSS-1399: Expand Microsoft Teams phone device data collection.** This feature takes advantage of Microsoft's new API's to pull in more data for Teams devices:
 - Health
 - Utilization
 - Config settings
- **VOSS-1388: Insights Agent Improvements.** This release introduces significant enhancements to the manageability and functionality of the existing Linux agent in VOSS Insights. Key features include:
 - **Centralized View and Management:** Access a centralized GUI to view and manage all registered agents, including details like hostname, version, OS, and status. Filter and sort agents for better management.
 - **Configuration Management:** Centrally manage agent configurations, define tests, and save configurations as flat files. This includes the ability to manage test profiles, new agent versions, and registration with the arbitrator.
 - **Periodic Configuration Pull:** Agents can periodically pull their configuration profiles to stay up-to-date with the latest settings.
 - **Enhanced Testing Capabilities:** Define and manage tests centrally, including attributes like destination, ports, and protocols. Existing tests can be disabled or removed as needed.

These improvements enable broader visibility of user experience across various applications and streamline the deployment and management of agents.

- **VOSS-1277: Allow the forwarding of alarms via API to 3rd parties.** This feature makes use of “Response Procedures” to allow adding an email address of Webex/Slack rooms to forward alarms
- **EKB-22023: Microsoft Teams, update device collection APIs.** This enhancement adds PSTN call records and greater details for Teamwork devices in Microsoft Teams data collection.
- **EKB-21729: Apache security updates to add Tenable-recommended HTTP headers.** This enhancement updates the Apache package for improved security.
- **EKB-20956: SNMPv3 support AES-192 / AES-256.** Added SNMPv3 support AES-192 / AES-256.
- **EKB-20658: Kafka cleanup automation.** This enhancement allows an admin user to restart Kafka queues.
- **EKB-20657: VOSS Insights ping probe does not forward to Consolidator.** This enhancement updates the Arbitrator ping probe to support forwarding of results to a consolidator.
- **EKB-20636: Upgrade OpenSSH.** This enhancement upgrades OpenSSH to ensure greater security in the product.
- **EKB-20581: SIP trunk probe (cucmsiptrunk) doesn't work for CUCM 14.** This enhancement updates SOAP queries to use version 1.0, forcing Cisco to use the oldest schema available.
- **EKB-19288: Update OpenSSH.** This enhancement upgrades OpenSSH to version 9.x.
- **EKB-19035: Update OpenSSL.** This enhancement updates OpenSSL package to the latest, FIPs-compliant version.
- **EKB-12958: Allow a 7-day courtesy license on OVA install.** This enhancement provides a 7-day grace period as part of Insights installs.

5.2 Insights Dashboard

- **VOSS-1438: User management consolidation across Insights Dashboard.** This feature expands LDAP to include dashboard entry.
- **EKB-21643: Insights Dashboard, validate text box and text area.** This enhancement validates the text box and text area on Dashboard (Reporter) to prevent input of malicious HTML strings.
- **EKB-21311: Add admin option on dashboard to disable sendmail for improved security.** This enhancement allows the customer to disable the “sendmail” service on port 25 for improved security.
- **EKB-20620: Insights media resource widgets show only PUB resources.** Probes are typically for the CUCM publishers. The “CUCM IP Address” in the probe configuration is therefore supposed to be the IP address of the publisher. Typically, there are less publishers than subscribers. You then create an asset entry for every subscriber and attach the appropriate publisher probe to each subscriber.

5.3 Insights DS9 Hawaii

- **EKB-21341: DS9 database password management.** This enhancement adds the ability to change the DS9 database password. Note that this does impact the Arbitrator and the Dashboard as the passwords must match.

Defects Fixed: Detail

6.1 Insights Arbitrator Hawaii

- **EKB-22106: Arbitrator stopped creating alerts.** Fixes an issue where alerts were not showing in the ndx or Alert Analyzer view.
- **EKB-22028: Cannot fetch the Microsoft Teams statistics from the UI.** This fix resolves permissions errors that were displaying when using the “Fetch Statistics” button.
- **EKB-22018: Cisco RIS API query, PHP error - visible password.** Resolves an issue with the probe so that passwords no longer display when errors occur.
- **EKB-22006: MIB issues - Arbitrator.** The contents of the MIB files may impact their ability to be successfully parsed.
- **EKB-21883: VOSS Insights - RiS phone probe throws a PHP array exception.** Fixes an issue where the RiS phone probe was throwing an exception.
- **EKB-21766: Arbitrator service lxt-correlator in state failed - Netflow events not coming in.** This fix resolves a performance issue that was seen on high alert volume systems.
- **EKB-21545: Arbitrator / Cisco device configuration using updated scripts.** The SNMP libraries have been upgraded to use version 3.
- **EKB-21420: Microsoft Teams Call List dashboard is empty post-upgrade.** Multiple improvements have been made to the Microsoft Teams data collection mechanism.
- **EKB-21283: Avaya DSP Resources dashboard is empty.** Several Avaya-related data collection scripts have been updated to handle an extra parameter.
- **EKB-21263: Microsoft Teams Arbitrator error.** The Microsoft Teams data collection mechanism has been improved.
- **EKB-21053: VOSS Insights SSH probe does not work for the “Arbitrator_Cisco_CUCM_Config” table.** This fix updates the Arbitrator to include the CISCO_CUCM_CONFIG database table so that dashboards no longer return an error.
- **EKB-20780: Arbitrator is slow and behind on generating alerts from incoming Netflow.** This fix increases the alert handling throughput rate.
- **EKB-20767: VOSS LDAP integration issue.** Fixes an issue that was preventing integration with an external Windows AD server.
- **EKB-20762: Upgrade SNMP libraries to use version 3.** The SNMP libraries have been upgraded to use version 3.
- **EKB-20578: FTP server disable is not honored through a system reboot.** Arbitrator supports FTP (File Transfer Protocol), which may be disabled via the Admin menu. The “disable” request was no longer honored when rebooting Arbitrator. As a result, FTP support was being re-enabled when it should have remained disabled.
- **EKB-20219: Arbitrator Correlation stops generating alerts.** Fixes an issue where an internal resource contention can result in a deadlock of event handling.
- **EKB-20205: CDR forwarding to remote Arbitrator grows file counts.** Copying CDR files to a secondary source now only copies the file once.
- **EKB-19937: Arbitrator Correlation is not alarming.** Fixes an issue where an internal resource contention was resulting in a deadlock of event handling.

6.2 Insights Dashboard

- **EKB-21553: VOSS Insights should require user authentication for API calls.** Dashboard to use security APIs to fetch data.
- **EKB-21474: VOSS Insights CUC widget shows “invalid time”.** Fixes an issue where the CUC widget was showing “invalid time”.
- **EKB-20747: New build 24.1 Insights Dashboard server can’t log in to web GUI or reset password.** Fixes an issue with OVA installation and user creation.
- **EKB-20038: Unable to load new signed certificate.** An investigation into this issue found that, where a customer has a certificate chain, that is, cert + Intermediate cert, or cert + Intermediate cert + root cert - these will need to combine these into one file. Certificate as the first, Intermediate second, and root third. Once combined, this can be copied and pasted when inserting the certificate. Ensure that each part of the certificate has the header.