uila

Version 3.4
**Release Notes – 4/21/2020**

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Important Notes before you start using the new version

- For existing users, we strongly recommend that you allocate an additional 4 GB memory to your currently allocated resources for the Uila Virtual Information Controller (VIC).
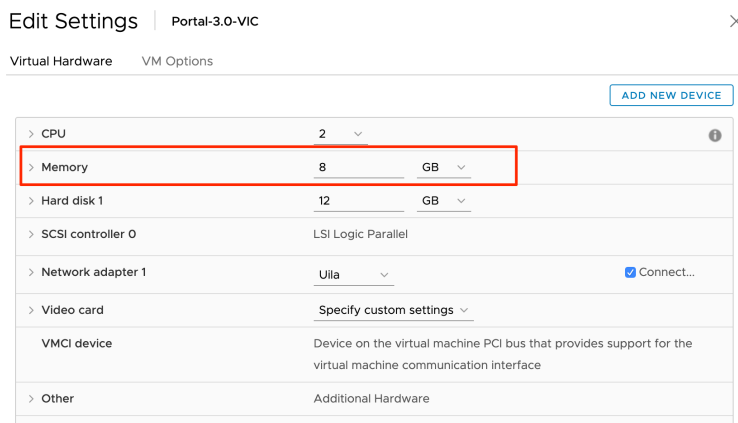
  All other system requirements stay the same. Also, users that use Uila for Public Cloud Monitoring, do not need to make this change.

  Here are the instructions on how to increase the memory.

1) Shut down the VIC from vCenter
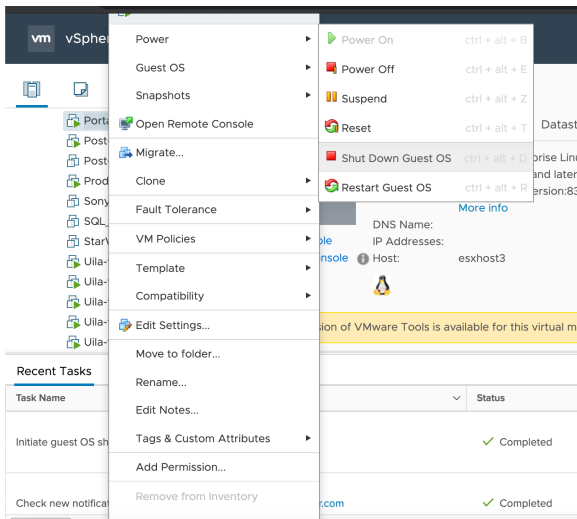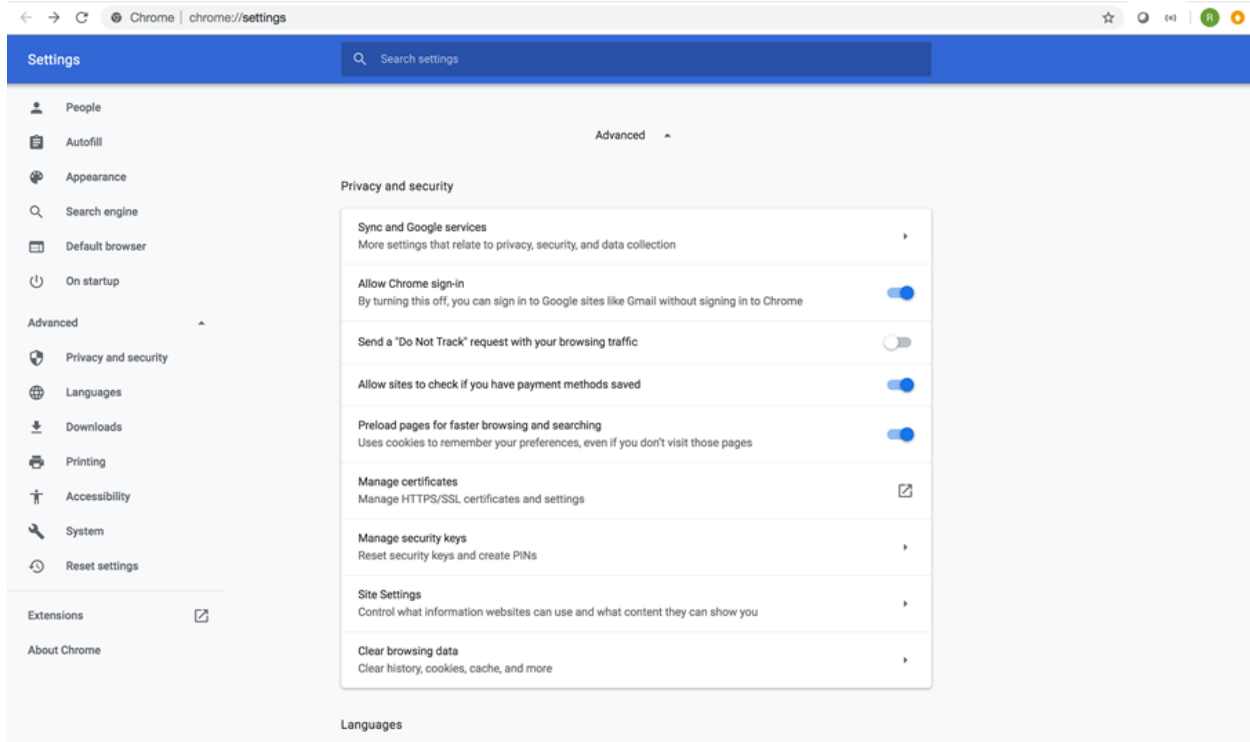

2) Go to edit settings and increase memory by 4 GB
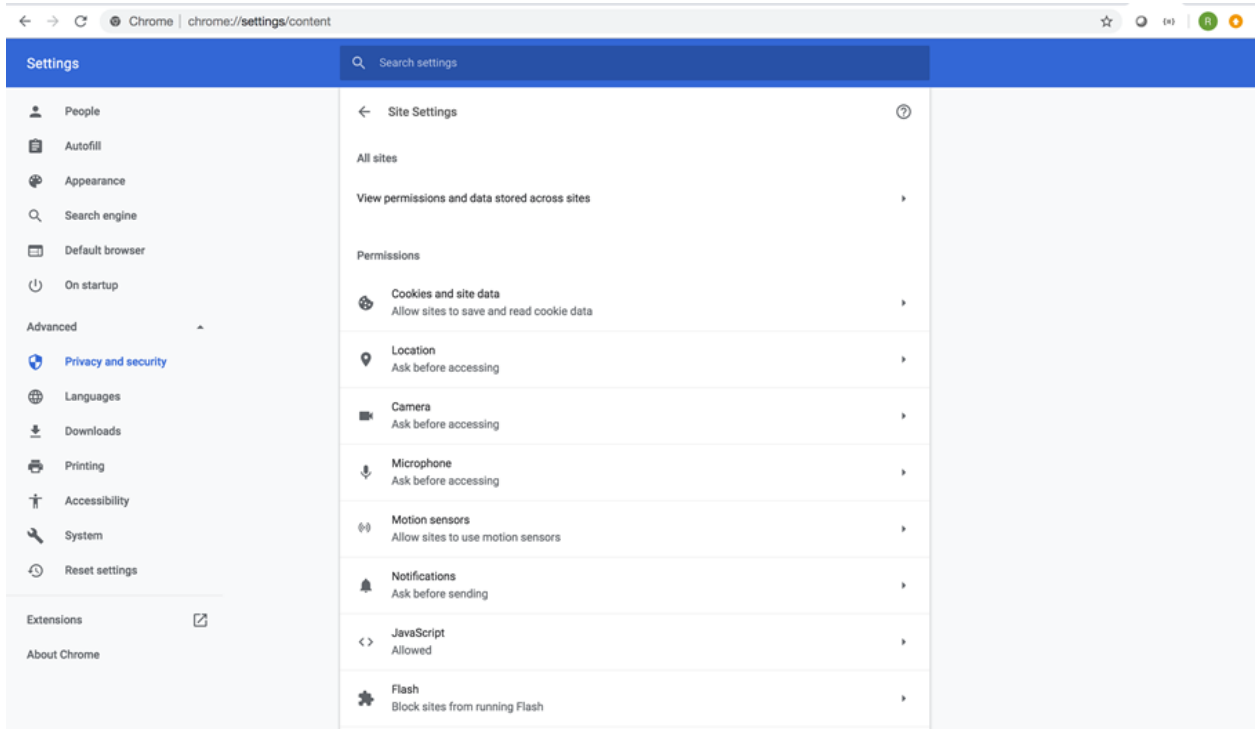
3) Power on VIC

- In order to maintain backward compatibility with all historic data kept in the web browser, you must follow the steps below.
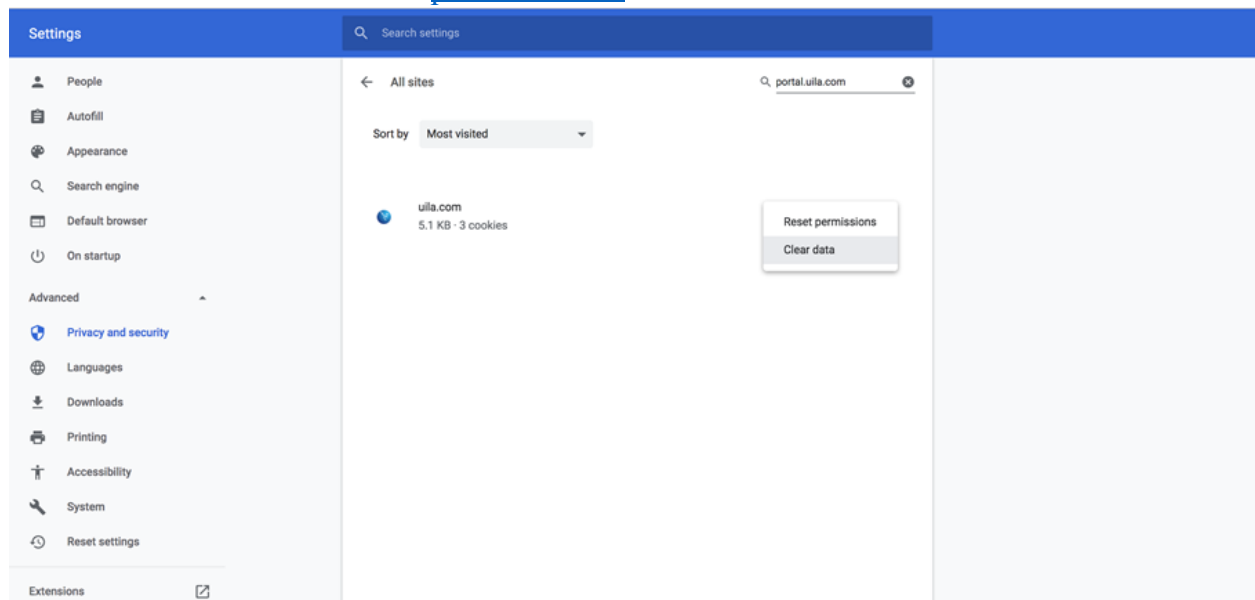
   For your Google Chrome browser:

   1. Go to settings of the browser, expand Advanced, click "Site Settings".

   2. Under "Site Settings", click "View permissions and data stored across sites.

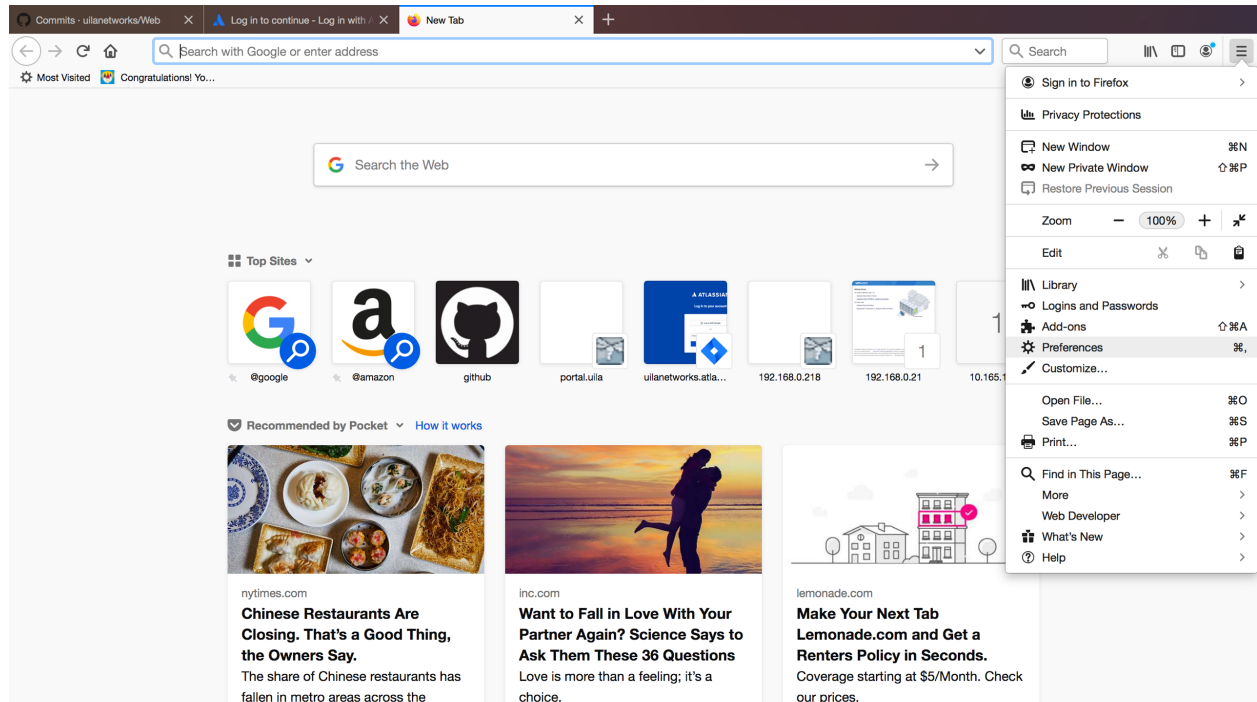3. Search for all records for portal.uila.com and clear data for it
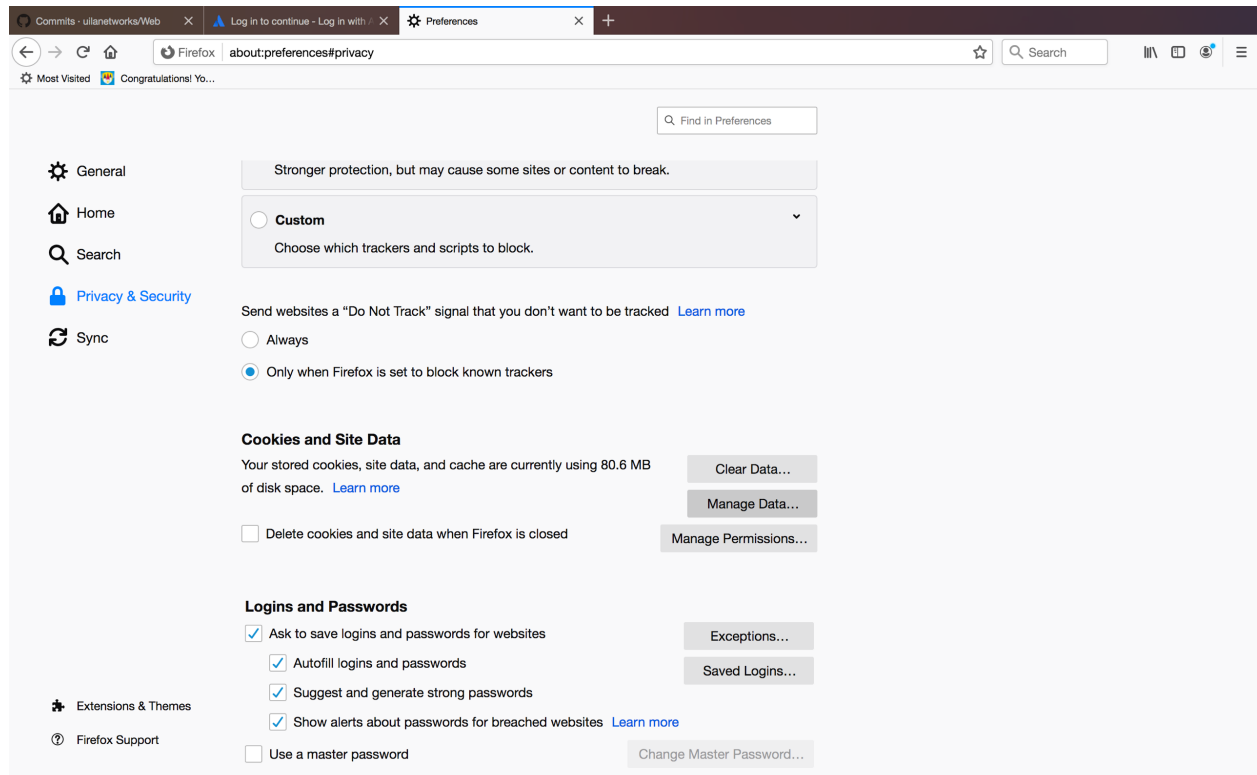

4. Exit the browser and relaunch it.
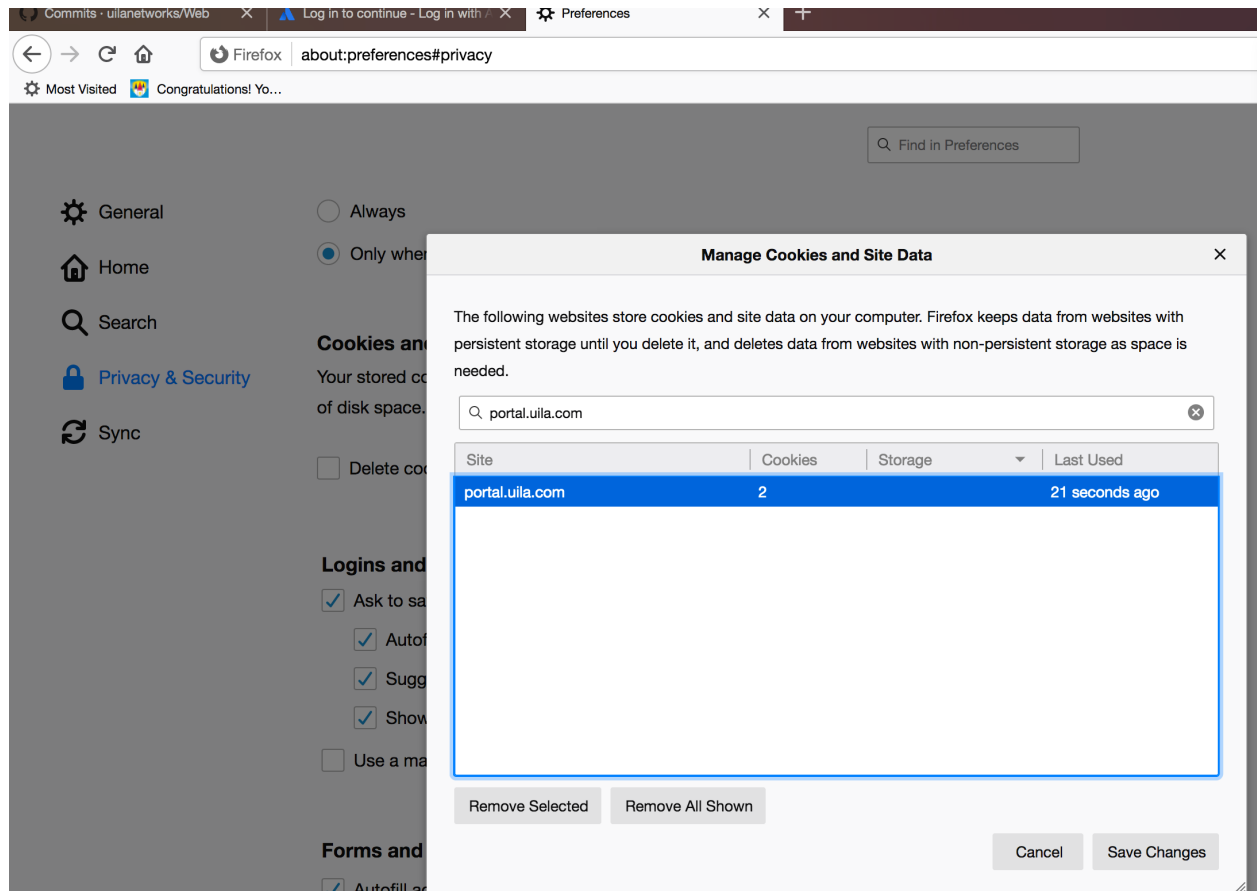
For your Mozilla Firefox browser:

1. Open Firefox menu and click "Preferences".

2. Select Privacy & Security, scroll down to "Cookies and Site Date", click "Manage Data".

3. Type Uila portal URL into the search bar and select the site and choose "Remove Selected" and hit "Save Changes".

4. Close all existing Uila tabs and reopen Uila portal.

New Features

- **Server (VM) Down status visualization**
  Users can now visualize all down servers in their environment. This information is available as an optional widget for the Dashboard and more details can be obtained by a simple click on the dashboard. The widget will list the server name as well as the last time it was seen.
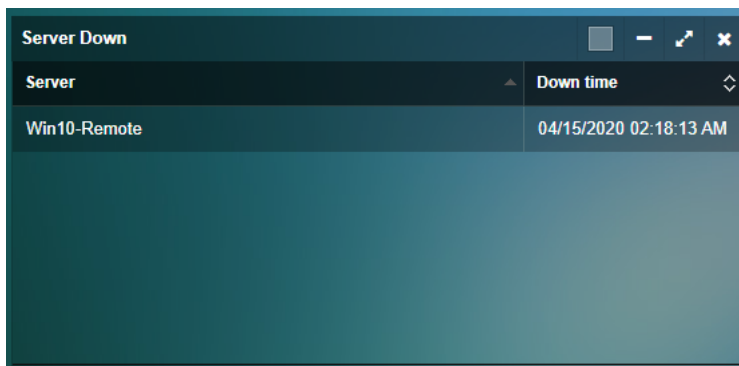
- **Automated VDI Application Dependency Mapping Generation for Citrix®
  deployments**
  For Citrix XenDesktop users, Uila automatically generates the Application Dependency
  Map which can display the different tiers of the entire VDI environment, including thin
  clients, VDI desktops, as well as critical infrastructure components such as the
  Connection server, Domain Controller, etc. With this automatically generated map, Uila
  users are now able to automatically highlight the bottlenecks in their VDI environment.
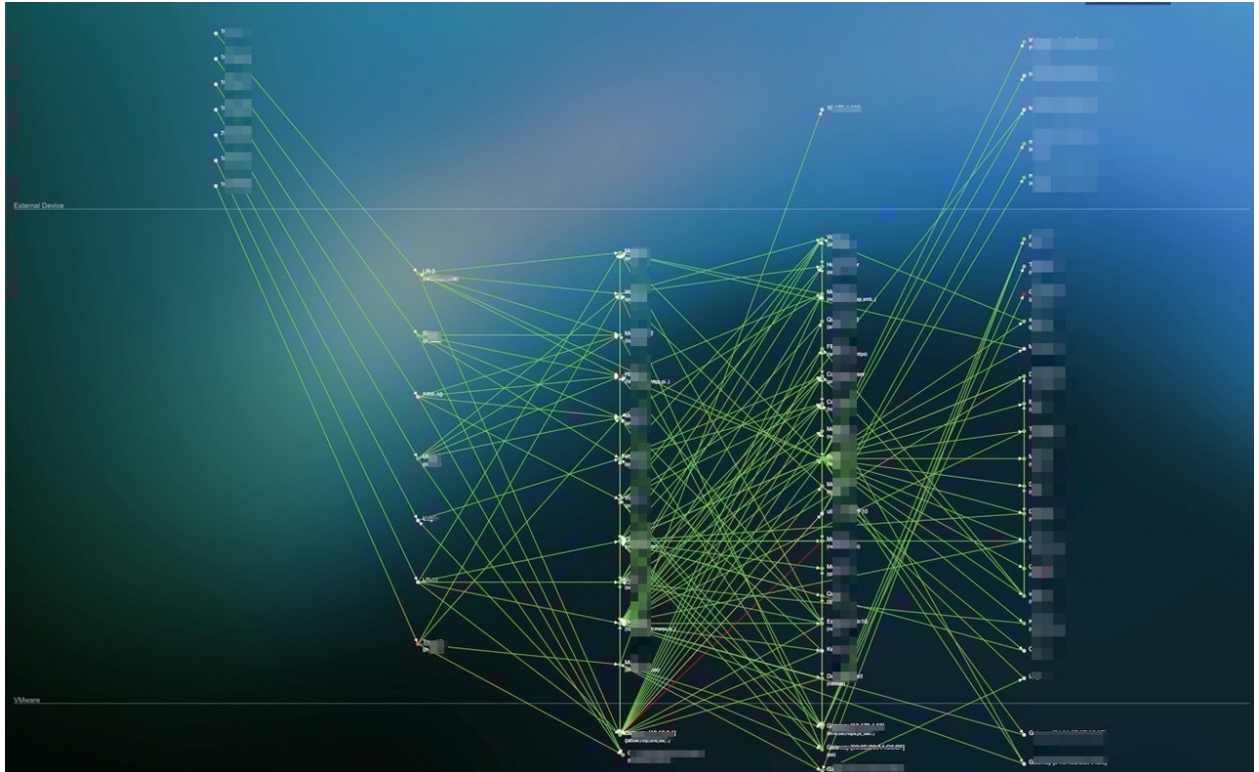
- **Automated end-to-end visibility Dependency Mapping for leading Database
  applications such as Oracle and MS-SQL.**
  Just like VDI, Uila users can now automatically generate the Application Dependency
  Map for their database applications.
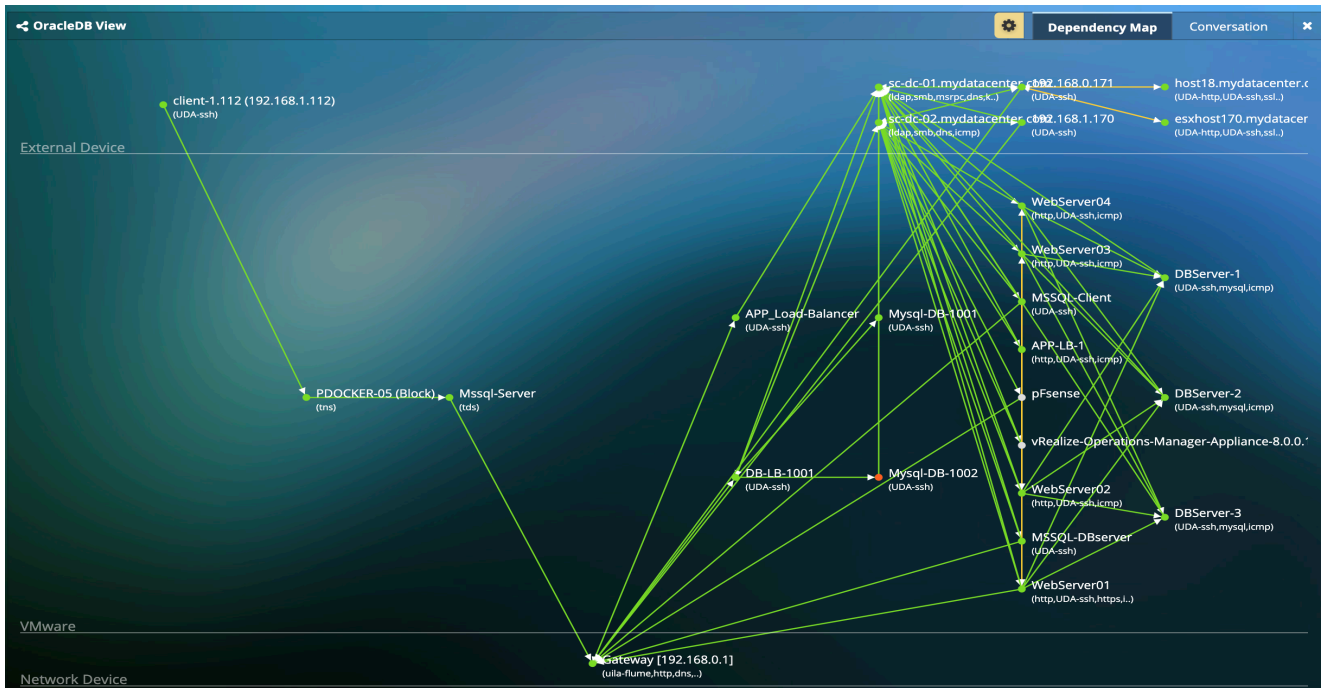
- **Alerting on application transactions with no response**
  Uila can now identify the situations in which applications could be stuck in a mode where there is no response to a malformed query or query with an unrealistic request.

Enhancements

- **Monitoring multiple Physical servers simultaneously**
  Users can now easily setup monitoring for physical servers and monitor their status. In addition to visualizing the physical servers in the Uila application, users can visualize the status from the "server monitoring" menu.

As part of the setup, the user has the option to monitor a dynamically updated list of identified servers, or manually select the ones from a list. For the servers, you have the

option to Check the Server Up/Down Status, collect system and process level CPU, memory and storage resource metrics.

- **Multi-Tier Application grouping**
  Users can now easily setup monitoring by creating service groups for applications that matter to them directly from the Service Grouping menu and selecting the "New Group by multi-tier rules" button.

  They will have the choice of either automatically including all the servers running the selected application or can manually select the servers. With the first addition, Uila adds the servers as well as 1-tier to the left (client).
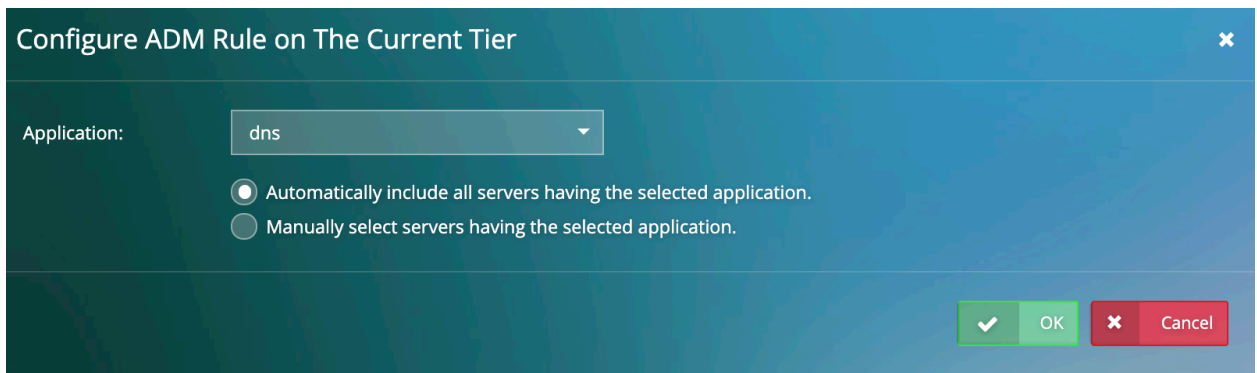
You can continue to add more tiers in the same rule as well.
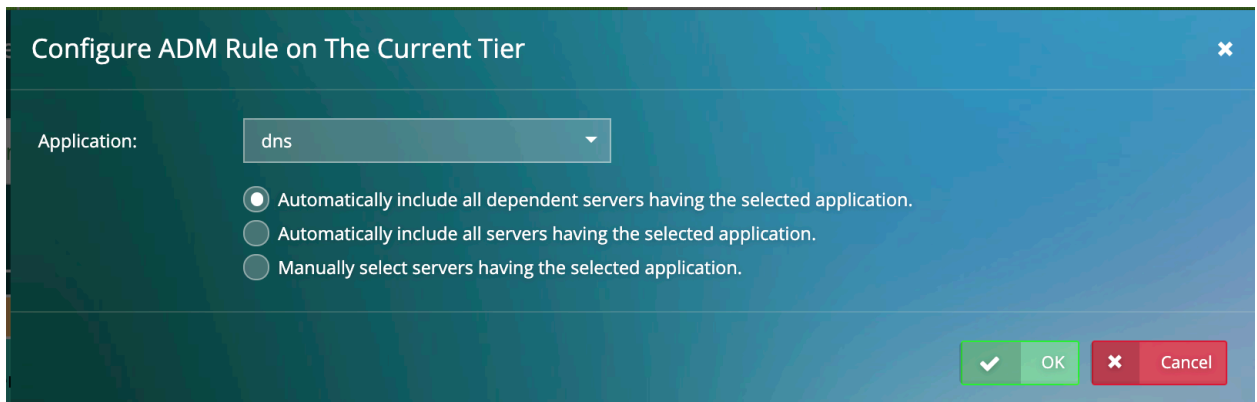
- **Enable Process Monitoring on multiple servers**
  Users can now enable process level monitoring on multiple servers simultaneously. All you need to do is to provide the login credentials in Server Monitoring settings.
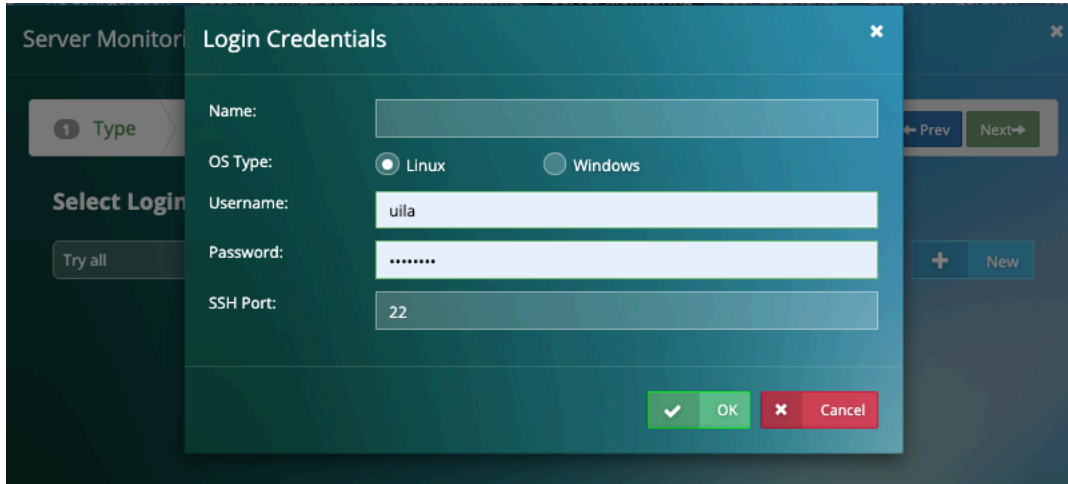
- **Reduce Notification fatigue for alerts**
  Uila has made 2 significant changes here to reduce the notification fatigue plaguing IT teams:
  a. Notifications on the same server are combined together in a single notification within the alarm generation window of 15 min.

  b. Notifications can be enabled to be sent to specific individuals for different service groups/VMs, apps, port groups, etc.
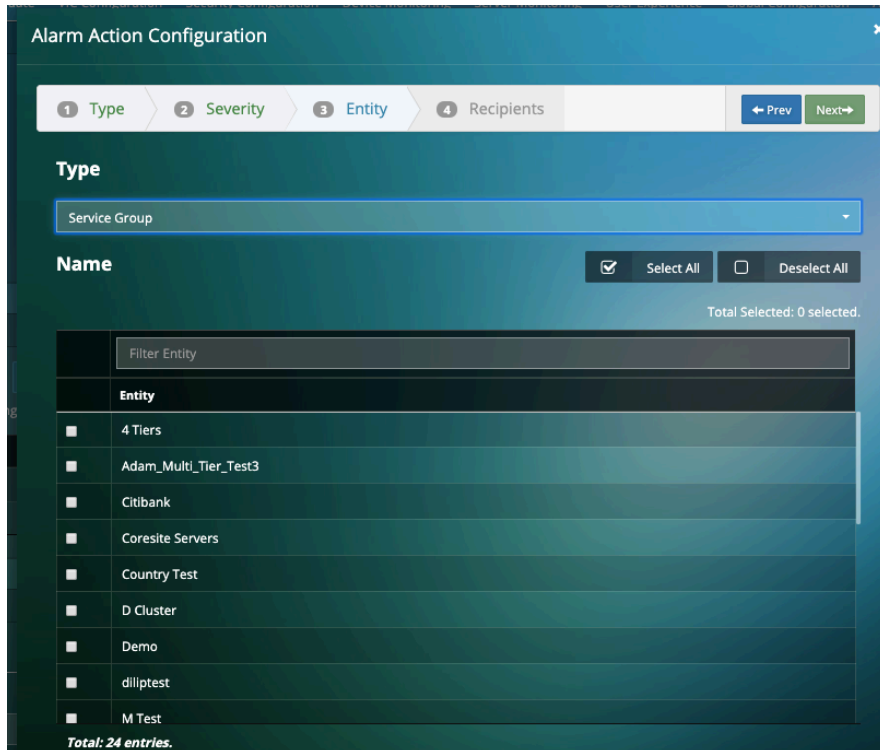
- **New Application and Protocol Supported**
  This release includes support for over 35 new application and protocol classification including Google Messages, Google Pay, Wireguard VPN, Ethereum, etc. Access the supported list from: https://www.uila.com/resources/documentation

- **Download reports without opening it within the application**
  This release allows users to download Uila reports, without opening it in the user interface.

Bug Fixes

- Fixed OracleDB and MySQL meta data issues for application transaction analysis.
- UMAS now works with the latest CentOS version.
- The system reported wrong host memory usages under certain scenarios.
- Fixed the issue when the solution was unable to retrieve fatal retries and virtual packet drop information, it would display the result as -1.
- Fixed issue where a click for scheduled report would generate multiple reports.

Known Issues

- In certain situations, the vST configurations may sometime get lost in the UI.
- Rescheduled reports may make the UMAS disk full.

- The vST configuration page flips between "one row for a host" and "multiple rows for a host"
- In the multi-Data Center setup, when a vST has multiple interfaces, the 2nd and 3rd interface would show up as inactive.
- After recovery from a connectivity issue, in certain situations the vSAN storage stats are not restored.
- PDF reports may grow too big to be delivered by email.

Contact Uila Support

Uila software solutions are designed with ease of installation and simplified maintenance in mind. The Uila team is dedicated to exceeding your expectations and knows that any downtime is too much in today's competitive world. Our goal is to keep your applications running 24 X 7. We offer a simple and effective support program to meet your needs.
Customers who purchased Uila products and under support contract will receive the following benefits:

- 24 X 7 support
- Unlimited support via email or phone call
- Free software minor release update
- Free software major release upgrade

Email: support@uila.com
Phone: (408) 819-0775

About Uila

Uila provides Performance and Cyber Threat Analytics in a single pane of glass for the Hybrid Enterprise. With Uila, IT Operations teams can visualize application workload dependencies across cloud platforms, right-size resources and investments for their workloads and plan workload migration strategies for Hybrid and Multi-Cloud deployments. Uila allows security teams to combat advanced cyber threats by providing immediate and comprehensive application-centric insight into lateral movement-based threats for the Hybrid Enterprise. Businesses use Uila to align themselves with their IT teams and cut time to resolution from days to minutes, keep their application at peak performance and secure at all times and ensure end-user satisfaction to the fullest across cloud boundaries.