



Version 4.5 Release Notes
Release Notes –12/29/2021

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New Features

- **Nutanix AHV support**

Uila is now supported on the Nutanix Cloud Platform running AHV for Prism Central and Prism Element. Uila was validated on:

- a. Prism Central pc.2021.8
- b. Prism Element AOS 5.20.X and AHV 20201105.2096

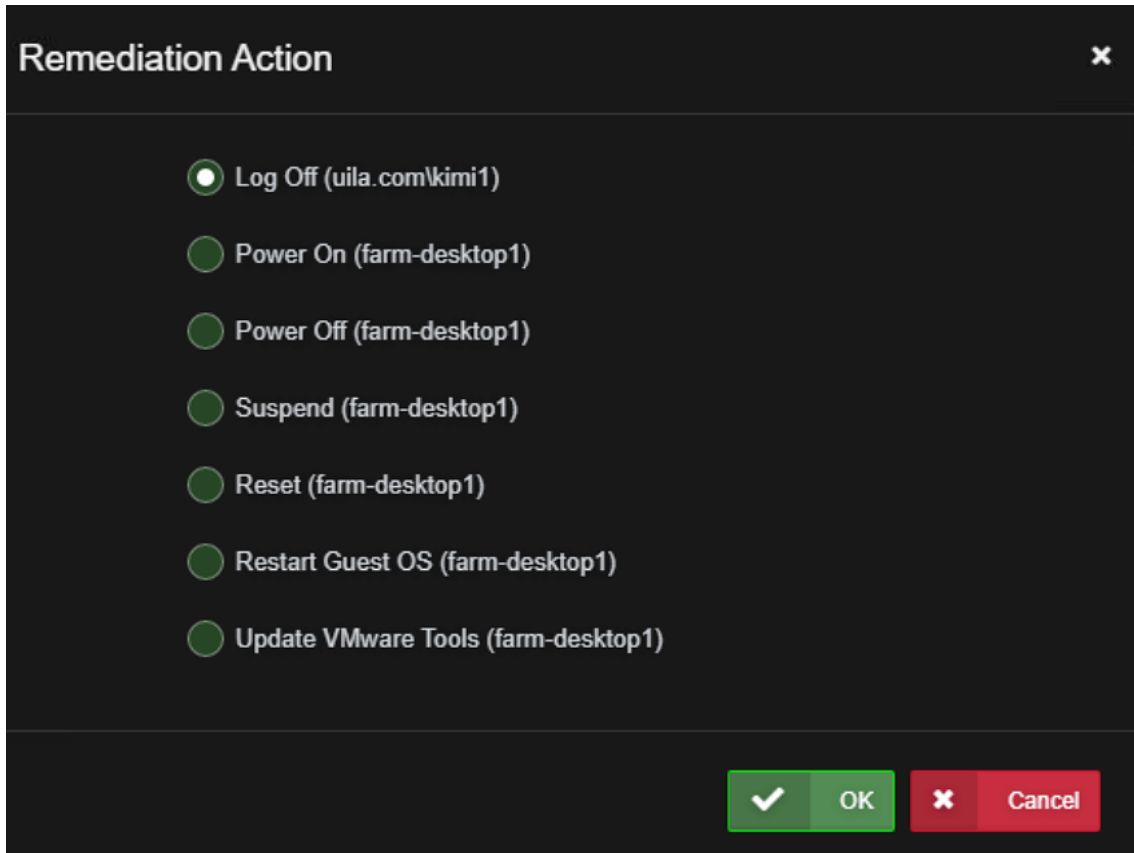
You now have unified visibility and correlated troubleshooting into your entire environment supporting multiple architectures from Nutanix, VMware, Microsoft or any Public Cloud vendor.

Note: Cyber Threat Module & Application Transaction analysis is not available for Nutanix in this current version.

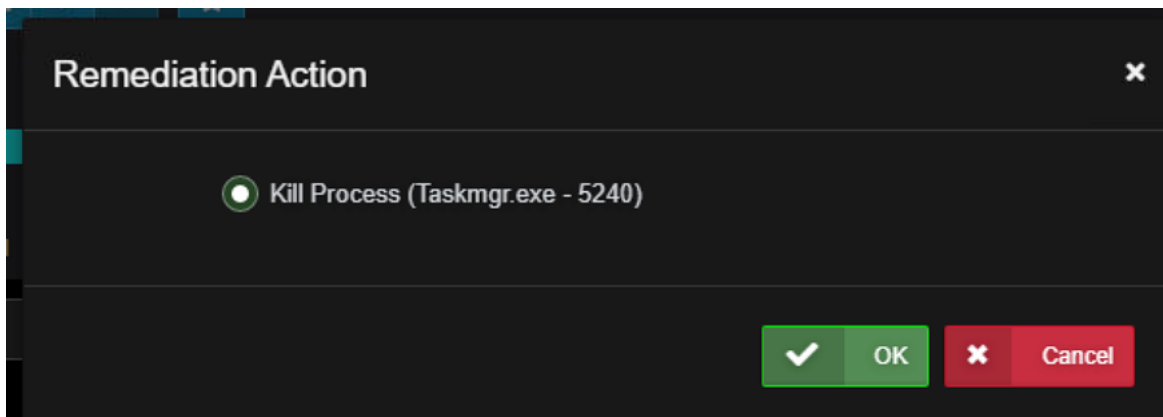
- **Automate IT Operations with Intelligent Remediations**

Uila now supports Intelligent Alert-based triggers and Manual triggers to provide complete control in proactively preventing issues as well as streamlining problem resolution. With this new release, IT teams can improve on their efficiencies and can focus on mission-critical tasks or projects, instead of spending their time in fire-fighting mode to resolve disruptions.

Actions include Power off VMs, Suspend VMs, Reset VMs, Power On VMs, logging off VDI users, Updating VMware tools, Restart Guest OS, Kill a process running on a VDI desktop, etc.



To kill the process running on a VDI desktop, you can use the icon in the processes tab for the individual VDI user session.



You can also access the remediation action for any VM from different screens by clicking on the node to open actions.

Health Score	Application Response Time	Transactions/min	Traffic/s	Packets/s	
97	4 ms	245	232.30 KB	195	
Actions	Services Provided	Application Response Time	Transactions/min	Traffic/s	Packets/s
	tcp	20 ms	2	342 B	0
	ssh	0 ms	232	144.00 KB	126
	http	203 ms	0	79.25 KB	61
	https	68 ms	8	8.73 KB	7

- Remove VM
- Add Dependent Servers
- Add Dependent Clients
- Move To Previous Tier
- Move To Next Tier
- Add to Dependent Services
- Go To Stats Map
- Setup Server Monitoring
- Start Capture
- Properties
- Remediation Action

To configure the Remediation action as an automatic response to any violations, you can assign it from “Settings → Alarm Configuration”.

Alarm Action Configuration

1 Type > 2 Severity > 3 Filter > 4 Remediation Action

Please select an option...

- Power On
- Power Off
- Suspend
- Reset
- Restart Guest OS
- Update VMware Tools

All remediation actions (manual or automated) are logged in the system log files section within settings.

Time	User	Info	Status	Message	Action
2021/10/5 上午5:35:45	admin	Kill Process (Taskmgr.exe - 5240)	Failed	Query Session failed - output= [91mkill_Process.ps1: [91mCannot validate argument on parameter 'createTime'. The argument '0' cannot be validated because its value is not greater than zero [0m	
2021/10/1 上午12:36:36	admin	Update VMware Tools (WIN10-Kevin)	Failed	Query Session failed - output= WARNING: Automatic update of VMware tools is not fully supported for non-Windows OSs. Manual intervention might be required.	
2021/9/30 上午11:02:12	kimi	Restart Guest OS (A-uila-vmc-4.1-16)	OK	Successful	
2021/9/30 上午10:45:06	kimi	Update VMware Tools (A-uila-vmc-4.1-16)	Failed	Query Session failed - output= WARNING: Automatic update of VMware tools is not fully supported for non-Windows OSs. Manual intervention might be required.	
2021/9/30 上午10:44:41	kimi	Power On (A-uila-umas-4.1-16)	OK	Successful	
2021/9/30 上午10:43:40	kimi	Power Off (A-uila-umas-4.1-16)	OK	Successful	
2021/9/30 上午10:43:22	kimi	Restart Guest OS (WIN10-Kevin)	OK	Successful	
2021/9/30 上午9:46:14	admin	Restart Guest OS (A-uila-umas-4.1-16)	OK	Successful	
2021/9/29 下午11:36:05	admin	Power On (farm-desktop1)	OK	Successful	
2021/9/29 下午4:47:53	admin	Restart Guest OS (A-uila-umas-4.1-16)	OK	Successful	

- Visualize VDI User Logon History**

You can now visualize the last 7 days history of any VDI user's session login data. You can access that information by clicking the icon in the Logon Duration column for the user sessions as shown below.

Logon Duration (ms)

27544 ↻

Desktop	Pool or Farm	Protocol	Logon Duration (ms)	Logon Time	Client	Client IP	Start Time
farm-desktop1	farm-desktop	BLAST	27324	2021/9/23 下午 3:49:15	MSI	172.16.200.3	2021/9/23 下午 3:49:30
farm-desktop1	farm-desktop	BLAST	4904	2021/9/27 上午 11:23:16	MSI	172.16.200.3	2021/9/23 下午 3:49:30
VDI8-win10-FC1	VDI8-win10-FC	PCOIP	20592	2021/9/28 上午 10:49:42	MSI	172.16.200.3	2021/9/28 上午 10:49:53
farm-desktop1	farm-desktop	BLAST	13388	2021/9/28 上午 11:16:00	MSI	172.16.200.3	2021/9/28 上午 11:16:11

- New VDI Alerts**

You can now get alerted to VDI issues that are impacting your environment including user logon time, Desktop protocol round trip time and packet losses.

Threshold Settings				
Default				
Stat Type	Critical Threshold	Major Threshold	Minor Threshold	Actions
Logon Time	1 s	0.5 s	0.1 s	
PCoIP Protocol Round-Trip Latency	3 ms	2 ms	1 ms	
PCoIP Rx Packet Loss	3 %	2 %	1 %	
PCoIP Tx Packet Loss	3 %	2 %	1 %	
Blast Round-Trip Time	3 ms	2 ms	1 ms	
Blast Packet Loss Uplink	3 %	2 %	1 %	



- Visualize Connectivity status between VDI Desktop and Horizon Connection Server**
 You can now visualize the connectivity status between your critical VDI Desktop VM and the VMware Horizon Connection Server.

DNS Name	Power State	Basic State
vd18-win10-ic4.uila.com		CONNECTED
vd18-win10-0.uila.com		AVAILABLE
vd18-win10-ic1.uila.com		ALREADY_USED
vd18-win10-0.uila.com		CONNECTED
vd18-win10-ic3.uila.com		AGENT_UNREACHABLE
vd18-win10-0.uila.com		AVAILABLE

Total: 7 records.

Enhancements

- **Alarms overview Donut Chart**

Users can now visualize an overview of their alarms as a donut chart. Clicking on the donut chart, will filter the list in the table below.

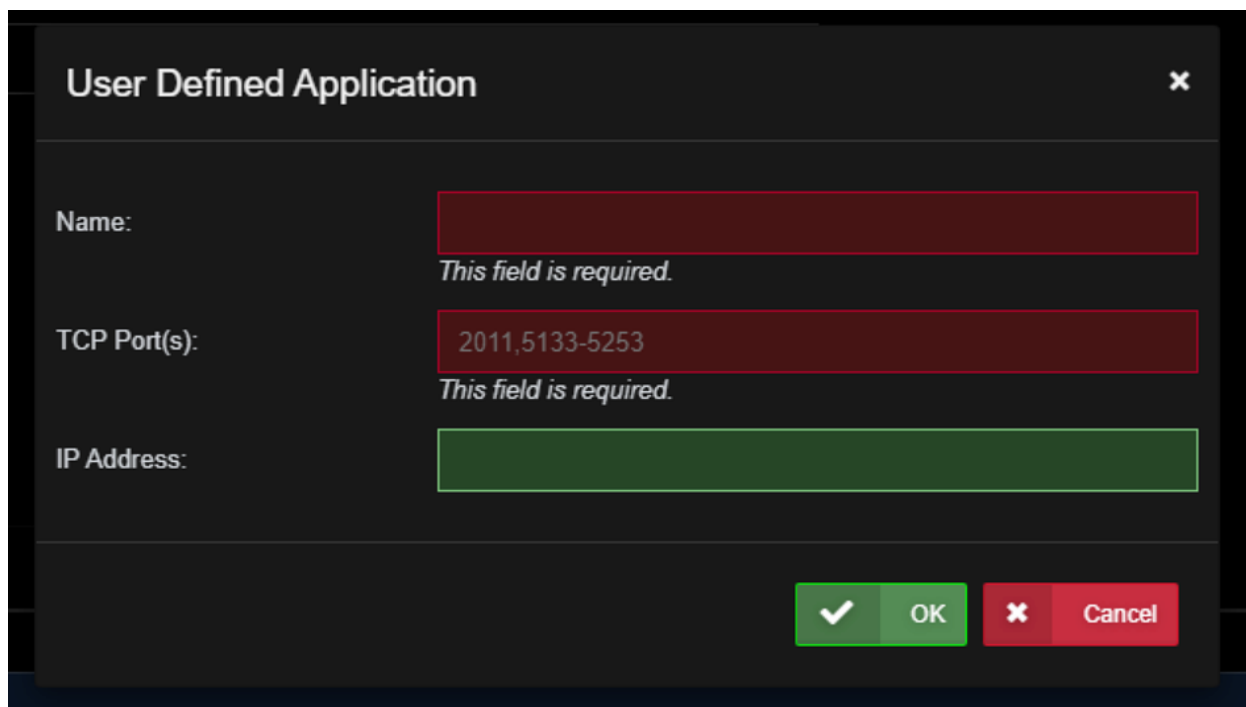


- Service Grouping is synced across multiple Uila users so if one is updated, the changes will replicate to other users that are using the service group. The group that needs to be visible, needs to be marked as Public. This can be marked by admin roles only.

The screenshot shows the 'Config Service Group' dialog box. It has a progress bar with two steps: '1 Group Type' and '2 Group Name'. The 'Public' checkbox is checked. There is a text input field for 'Group Name' and 'Prev' and 'Finish' buttons.

Uila system logs will now track any configuration changes and which account made the change. The UMAS System Log tab will only be shown for on-prem installations. It will not show for our uila portal users.

- Users can now define application by port number plus IP. This is accessible from Settings→VIC configuration.



User Defined Application [X]

Name: *This field is required.*

TCP Port(s): *This field is required.*

IP Address:

[✓] OK [X] Cancel

Special Note while upgrading between versions (across v4.0)

For versions before 4.0, while upgrading to v4.1 and above, you must first upgrade the Uila vIC, and then upgrade UMAS.

If you do attempt a software upgrade of more than a version build jump across 4.0, you need to take care of the sequence to avoid the issue. If run into issues, reboot the vIC.

Bug Fixes

- Network RTT spikes up after 4.1 upgrade
- UI read/write latency data could not match with alarm mail and syslog
- Capacity Usage in Storage Analysis may show strange characters in the Usage Trending Column
- Disk full alerts may get triggered for a longer period of time than expected.
- Certain Extreme switch models under special conditions may not be identified.
- For non-standard Guest OS, in certain situations, iST may report incorrect CPU and Memory stats.

Known Issues

- Subnet Analysis: Usage Trending chart and the Conversation table data may not match under certain conditions.
- Active Directory user login is case sensitive.
- Process-level Monitoring on Uila iST cannot be controlled by Uila UI. Work around includes using command line interface for controls.
- In certain situations, VM to VM conversations maybe incorrectly reported for NSX environments.
- VDI Desktop Unreachable may not get triggered.
- Transaction Search using ART does not work.

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 resolves Complex IT Disruptions for Enterprise Organizations with its Intelligent Full-Stack Observability Platform, that correlates Application and Infrastructure Performance to isolate and remediate issues before business impact. With Uila, IT teams can visualize application workload dependencies across cloud platforms, rightsize infrastructure resources, troubleshoot disruptions for any onsite or remote VDI user due to application/network/infrastructure challenges, plan workload migration strategies for Cloud deployments and use AIOps to streamline troubleshooting and reduce MTTR with remediation actions. And most importantly, this is done WITHOUT any agents. Uila also allows security teams to combat advanced cyber threats, by providing comprehensive application anomaly insights, cyber threats & Data Exfiltration activities. Organizations use Uila to align themselves with their IT teams and cut MTTR from



days to minutes to always keep End-User Experience at peak performance & secure, across cloud boundaries.