uObserve™ Version 5.5 Release Notes
Release Notes –12/11/2023
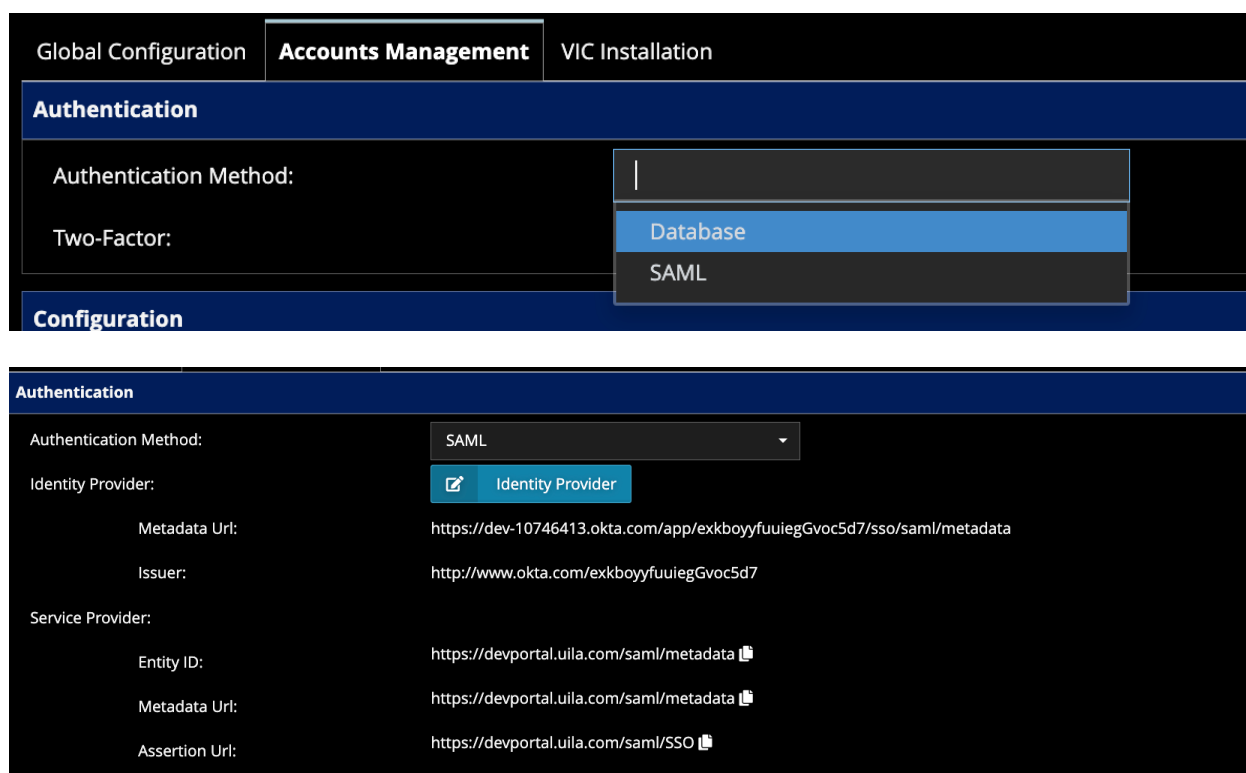
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New Features

- **SAML based Authentication for Uila login**
  With Uila uObserve, users can leverage SAML (Security Assertion Markup Language) based authentication for the Uila login. SAML is an open standard for exchanging authentication and authorization data between parties, in particular, between an identity provider and a service provider.

  uObserve users can choose between the Database based 2FA authentication and SAML as shown below in the Accounts Management settings page. The Uila team has verified _SAML support for OKTA and Azure AD_ at this time.


For Uila portal users, the Service provider information will be pre-filled with the information. All you need to do is provide the Identity Provider information. On-premise users have to provide both Service Provider (updating a properties file in UMAS) and Identity Provider.

SAML users do not need to enter the password on the Uila login page. They will need to authenticate with their password at the OKTA/Azure login page as shown below.
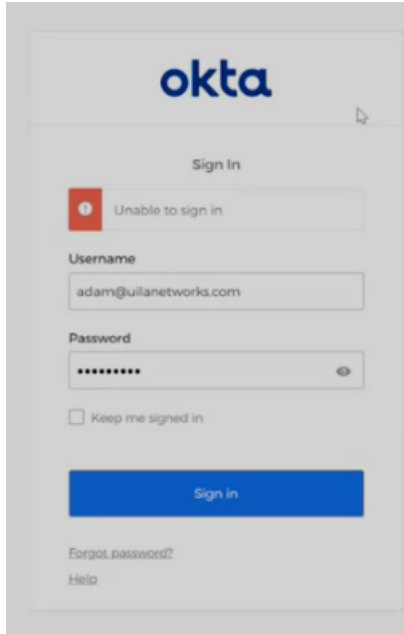
Note: It is recommended that users work with the Uila team to configure SAML for your environment. Please send an email to support@uila.com to setup the configuration meeting.

- **Multi-tenant based Service Grouping**

With this new release, Managed Service Providers or similar organizations can create tenant accounts within the Uila solution to visualize the multi-tier service groupings for their customers/users. The tenant users will only be able to visualize the VMs/servers that are assigned to them. This folder configuration must be first configured in the VMware system.
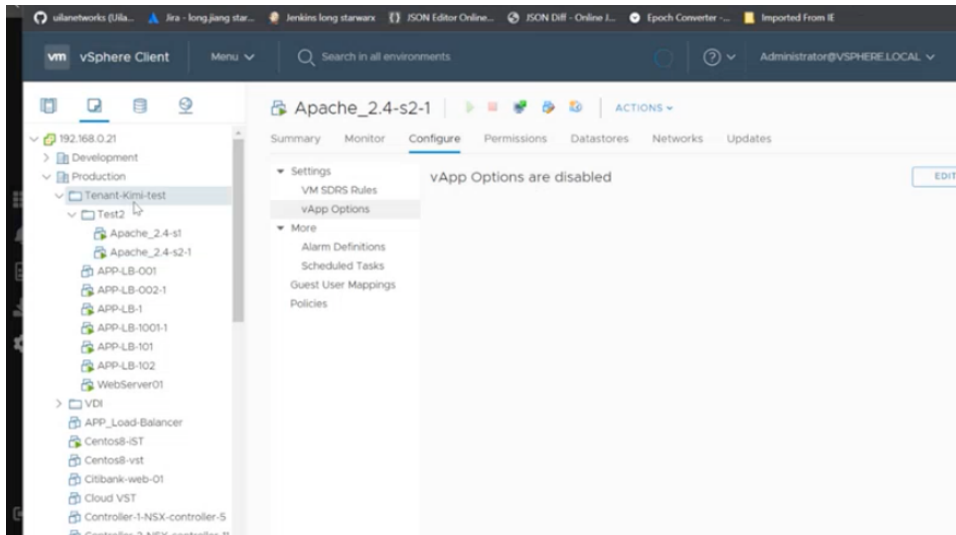
Here are the steps to configure the tenant in Uila uObserve.

Tenant

User Name	Organization	Email	Data Center	Folders	Actions
AdamTestTenant	LongTest	adam@eqit.com.tw	Production&Test	test	✎ 🗑
CCK	CCK-Corp	chiacheekuan@gmail.com	Production&Test	Service-apache	✎ 🗑
CTAI	Demo	ctai@uila.com	Production&Test	[Folder:||Test2||Tenant-Kimi-test||]	✎ 🗑
kimi589	LongTest	kimi.wu@uilanetworks.com	DC-test	External_vApp, kevin, Unmanaged-vApp	✎ 🗑
long-demo	LongTest	long.jiang@uila.com	Production&Test	VM Network	✎ 🗑
long.jiang@uilanetworks.com	LongTest	long.jiang@uilanetworks.com	Production&Test	[Folder:||Tenant-Kimi-test||], [Folder:||Test2||Tenant-Kimi-test||]	✎ 🗑

Config User

1. Organization
2. Account Info
3. ← Prev Next →

Create or select an organization...

Main DC

Config User

1. Organization
2. Account Info
3. ← Prev Next →

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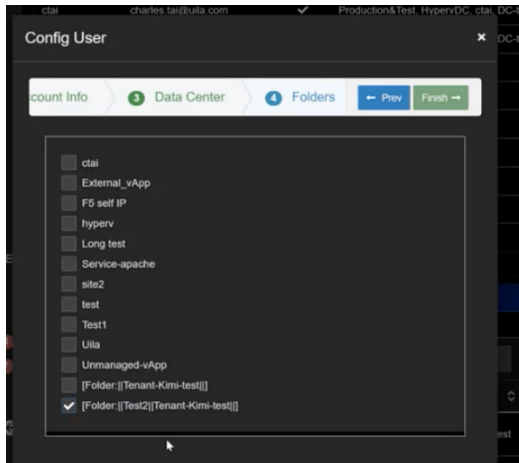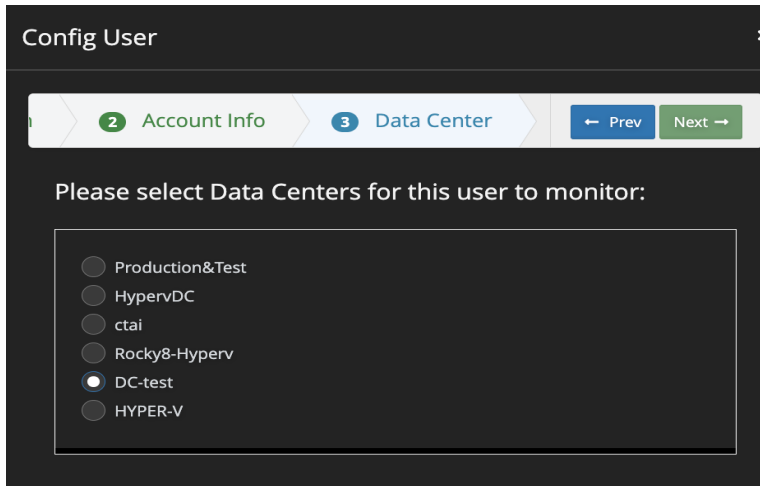
Here is the multi-tenant based view for Service Grouping, when the user logs in using the tenant credentials.
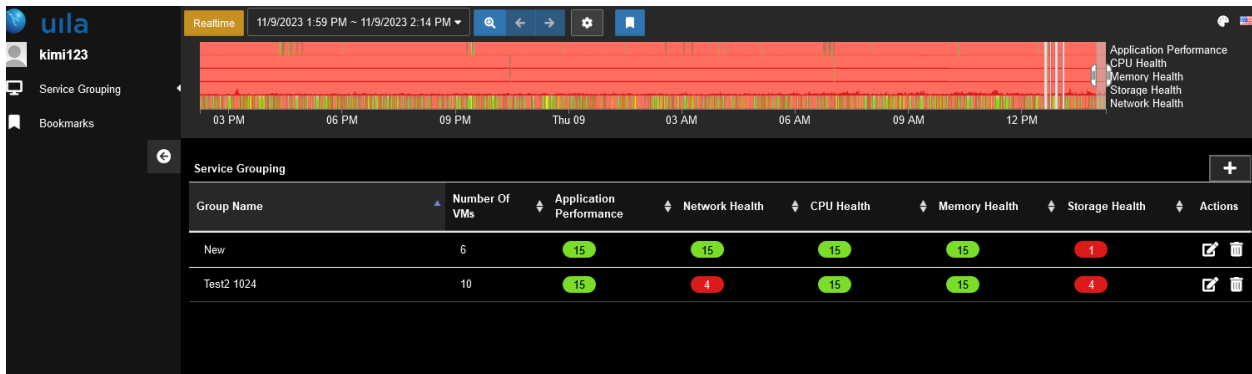
- **New alarm: New Data Center Stats and Automated Phone/SMS Notification.**

Users can now get alerted to situations where there is no connectivity observed from the Data Center to the Uila system. This can in most situations indicate Data Center outages.
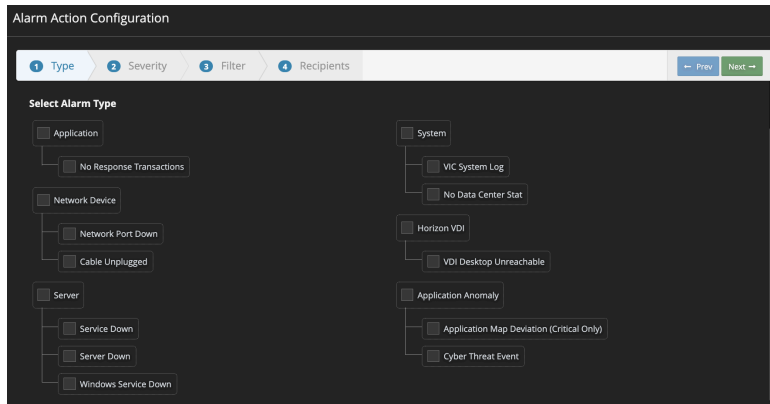
Users can also use 3rd party solutions to get notified about Data Center connectivity issues via phone calls/SMS text messages. One such vendor that Uila has tested is https://emailtovoice.net/ .

Enhancements

- **Server/Device Uptime report enhancement**

The server/device uptime report has been enhanced to include the following information.

1. Addition of total number of VMs up and down at the end of report period.
2. Add VM uptime percentage for each VM.
3. Separation of VM from VM.
4. Sorting by Start Time in chronological order.

Status	Server/Device	Up %	Down Time	Down Periods
	Uila-vST-987654321-192.168.0.11	0%	15.78hr	10/20 00:00 - 10/20 15:47
	uila-vst-4.6.0-60-2	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456789-192.168.0.12	0%	15.78hr	10/20 00:00 - 10/20 15:47
	umas-dhn-240	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456789-192.168.0.14	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456789-192.168.0.15	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456789-192.168.0.16	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-test-hyperv	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456789-192.168.0.11	0%	15.78hr	10/20 00:00 - 10/20 15:47
	nsxt-vcenter	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-987654321-192.168.0.15	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-999991103-192.168.0.11	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456790-192.168.0.16	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-123456790-192.168.0.15	0%	15.78hr	10/20 00:00 - 10/20 15:47
	Uila-vST-987654321-192.168.0.12	0%	15.78hr	10/20 00:00 - 10/20 15:47

- **New application and protocol classifications**

  This new release includes more than 400 new classifications. Here are a few of the applications that can now be classified automatically be Uila uObserve.

  a. Odyssey by Tyler Technologies
  b. Apache Cassandra
  c. Citrix Common Gateway Protocol (CGP)
  d. Open VPN Cloud
  e. Epicor Enterprise Resource Planning (ERP)
  f. Juniper Mist
  g. Quickbooks
  h. RSA SecurID
  i. ANSAware
  j. AccessBuilder
  k. Apple QuickTime
  l. AppleShare
  m. Background File Transfer Program (BFTP)
  n. Border Gateway Multicast Protocol (BGMP)
  o. SignalR
  p. Apache ActiveMQ
  q. IBM iSeries AS400 communication protocols
  r. NordVPN
  s. Silotrack
  t. IBM Tivoli Storage Manager
  u. EPIC EMR
  v. IBM BigFix

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w. Cisco Network Admission Control (NAC)
x. 8 X 8 VoIP
y. Gitlab
z. Check Point Management Interface (CPMI)
aa. Tag Distribution Protocol (TDP)
bb. Coherent File Distribution Protocol (CFDP)
cc. Common Management Information Protocol (CMIP)
dd. Covia
ee. Fiverr
ff. Dbase
gg. Host Access Protocol (HAP)
hh. Gopher
ii. Internet Message Support Protocol (IMSP)
jj. Kerberos
kk. Label Distribution Protocol (LDP)
ll. Lightweight Access Point Protocol (LWAPP)
mm.   VMware Fault Domain Manager
nn. MS Exchange Routing
oo. Oracle SQL*NET
pp. WebMD - Health information service.
qq. Zigbee Encapsulation Protocol
rr. USPS - US Postal Service website.
ss. Post Office Protocol Version 2 (POP2)
tt. Precision Time Protocol (PTP)
uu. Resource Reservation Protocol (RSVP)
vv. Simple Gateway Monitoring Protocol (SGMP)
ww.   Simple Network Time Protocol Heartbeat (SNTPHEARTBEAT)
xx. Adobe Shockwave
yy. Simple File Transfer Protocol (SFTP)

Fixed Issues

1. Certain reports are blank when not loaded completely.
2. Custom VDI dashboard was not being saved.
3. Hyper-v Hypervisor support multiple usability fixes. **<u>Note:</u>** For users that are using Uila uObserve with the Hyper-v hypervisor must use the latest OVA available from Uila. Please contact Uila support team for more details on the OVA.
4. Uila reports disk usages of "/boot/efi" on Nvidia virtual GPU license servers as 100%, but the result of "df -h" command and the value reported by ESXi are very low.
5. Under User Experience in Service grouping, the tooltip maybe lost when you mouse over on the health score.
6. Monthly scheduling of health overview report may fail.
7. In transaction analysis, sorting on certain columns may lead to a temporary loss in visualization of data in the detail view table. The data reappears after 30 seconds to a minute.

Known Issues

1. Subnet Analysis: Usage Trending chart and the Conversation table data may not match under certain conditions.
2. Bookmark may not display the image.
3. Root Cause analysis screen may lose process bar chart under certain conditions.

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: +1-(408) 400-3706

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.