



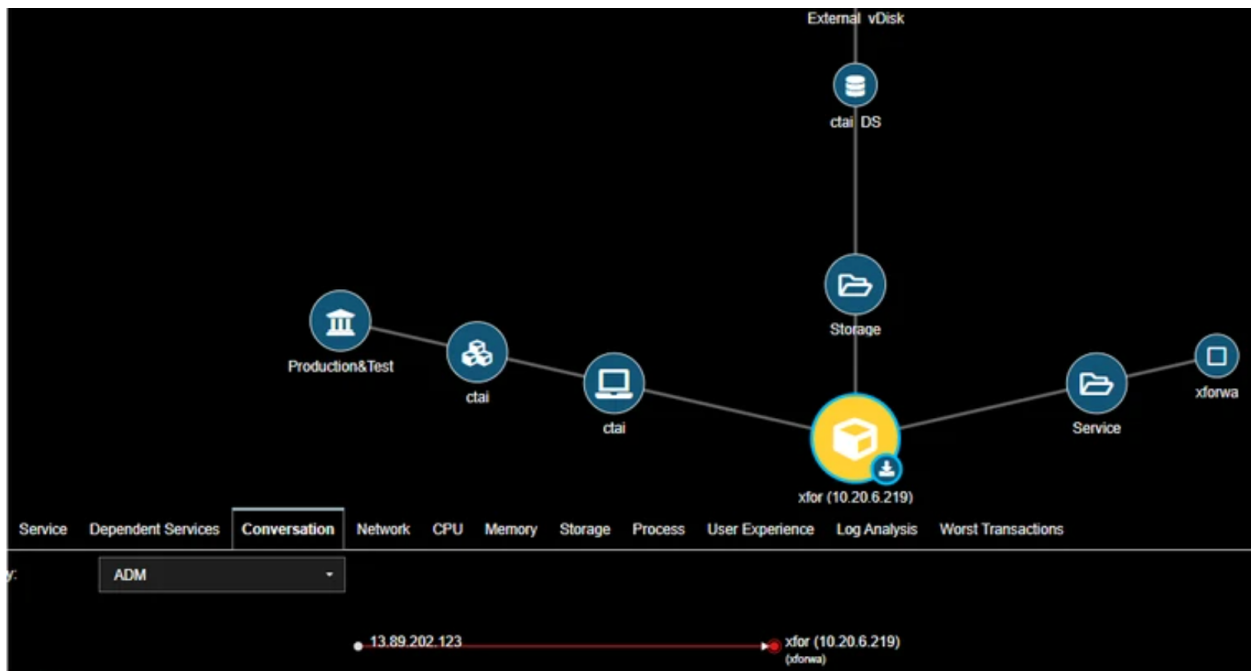
**uObserve<sup>®</sup> Version 5.7 Release Notes**  
**Release Notes –5/24/2024**

Table of Contents

<b>New Features .....</b>	<b>2</b>
<b>Enhancements .....</b>	<b>3</b>
<b>Fixed Issues.....</b>	<b>6</b>
<b>Known Issues.....</b>	<b>6</b>
<b>Contact Uila Support.....</b>	<b>6</b>
<b>About Uila.....</b>	<b>7</b>

## New Features

- Support for Scale Computing Virtualization Platform**  
 With this new release, Uila users can leverage the virtualization platform from Scale computing that is running the SC//HyperCore hypervisor. It is important to note that this support does require the installation of Uila’s iST agents for full-stack observability support.
- Visualization of clients behind a Load Balancer**  
 With this new x-forwarding capability, you can now visualize the real client IP address behind the Load Balancer to the server they are connecting.



Properties					
Data Center:	Production&Test				
Cluster/Region:	External_Cluster				
Host/VPC:	External_Host ( CPU: N/A, Memory: N/A )				
VM:	13.89.202.123				
MAC Address	IP Address	DNS	TOR Switch	vSwitch	Port Group
0D59CA7B0000	13.89.202.123	External_XForward_Client		External_vSwitch	External_PG

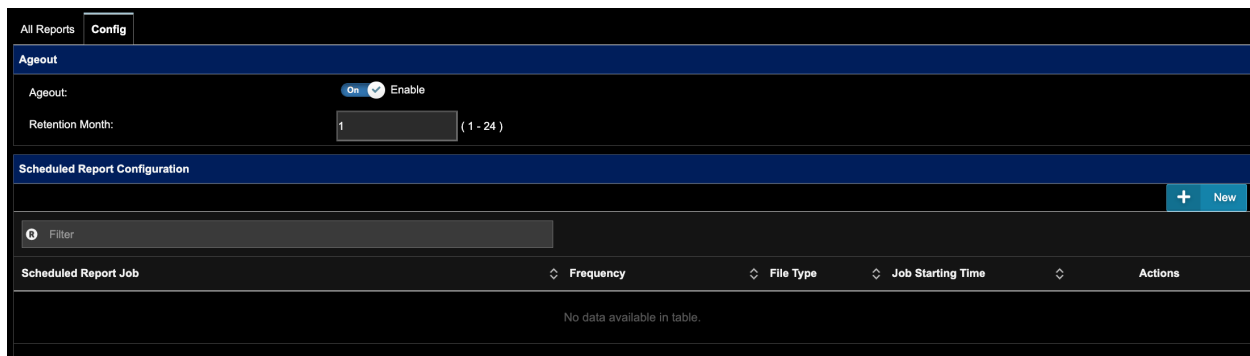
With this new introduction, the worst transactions are the same as before, where the Client is the xforward IP, but the IP in the Meta data is the actual IP of the source IP. See image below.

Application Response Time	Client	Server	Service	Request	Reply	Time
399	13.89.202.123	xfor (10.20.6.219)	xforwa	192.168.4.47/55626	3080-HTTP/1.1 200 OK	Mar 27, 2024 9
199	13.89.202.123	xfor (10.20.6.219)	xforwa	55626-POST /wireless/GovXMLServlet?TraceID=240325203315507-ae030e7b&serviceProviderCode=MCALLEN HTTP/1.1   /wireless/GovXML.Serv	3080-HTTP/1.1 100 Continue	Mar 27, 2024 9

## Enhancements

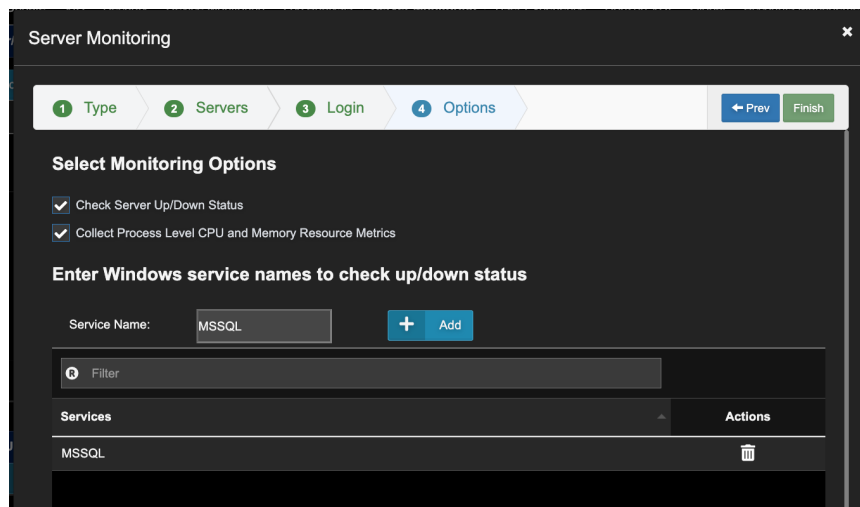
- ### Redesigned Reporting User Interface


With this new release, users can take advantage of a redesigned user interface for the on-demand and scheduled reports as shown below. Also, users now have the option for aging out older reports.




- ### Up/Down monitoring for Windows Services

Users have the ability of monitoring for the up/down status for windows services. This is accessible from the setting → device monitoring menu → setup servers → select monitoring options.



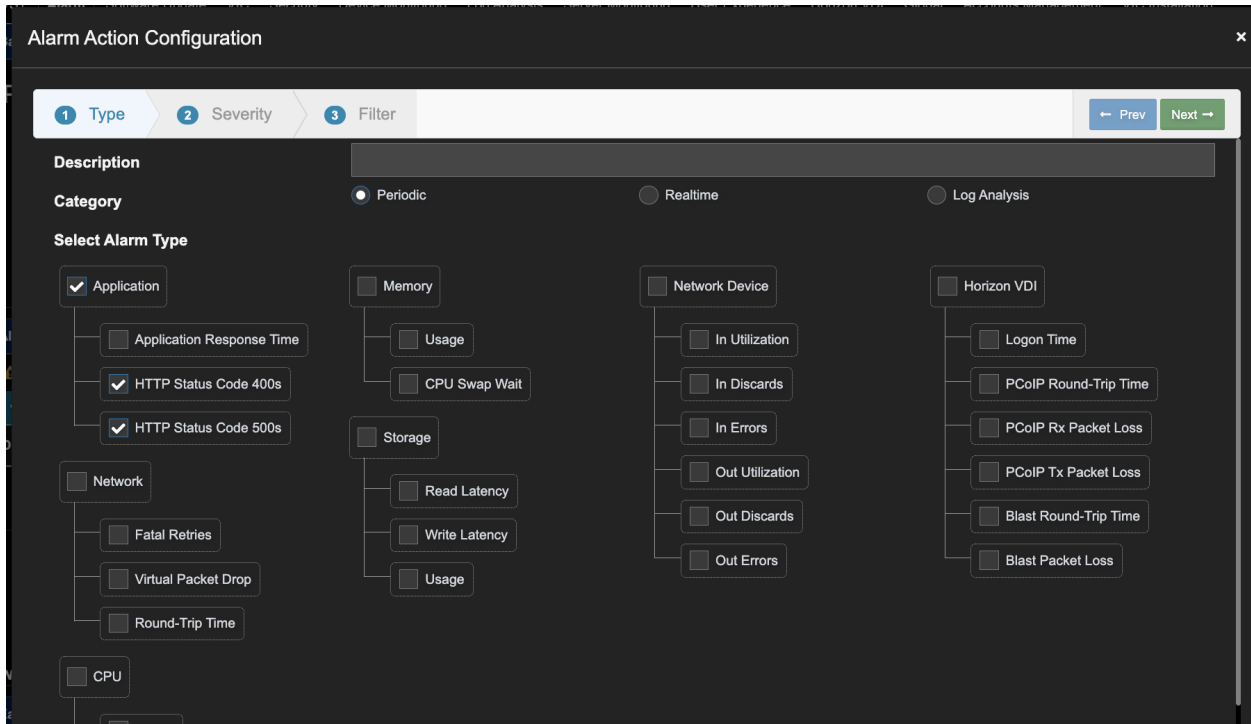

**alert@uila.com**  
 Uila Service Down Alarm  
 To: Uila


 This message is from a mailing list.

Alarm for user: uila  
 Time: May 7, 2024 1:12 AM  
 Host/VPC: DBServer-1 (IP: 192.168.0.31, Port: 3306)  
 Host/VPC Status: Up  
 Service: mysql (MySQL (unauthorized))  
 Service Status: Down

- **New HTTP Status code 400 and 500 alerting**

With this new release, users can now get alerted by syslog and email notifications on situations, that have triggered the HTTP status codes 400 and 500. Note: Transaction analysis must be enabled on the vSTs to use this feature.



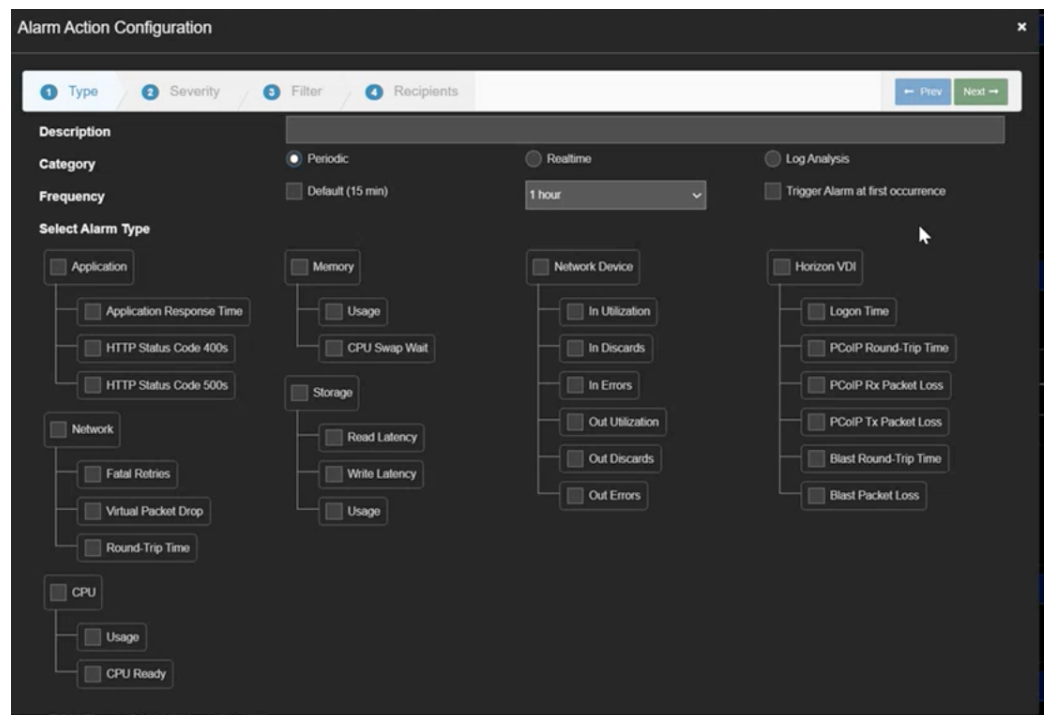
- **Syslog and email alerting at 5 min interval**

With this new release, users can now get alerted via syslog and emails in 5 min intervals as shown below.



- **Triggering of alerting at first occurrence**

Users can get alerted at the first occurrence of an issue, instead of waiting for the set frequency duration as shown below. Check the “Trigger Alarm at first occurrence” checkbox.



## Fixed Issues

1. Uila vIC will monitor the Uila vST, and auto-power off when the ESXi host running the vST is put in maintenance mode.
2. For Hyper-V, you can enable Transaction Analysis from the Uila UI.
3. For Hyper-V, you can auto enable the cyber threat monitoring module.
4. In certain situations, vST may not get enabled after installation.
5. For Horizon VDI, redundant connection servers may lead to incorrect user session counts.

## 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](mailto: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.