

# Release Notes

## WhatsUpCompanion2021– version 6.5.X

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## Features

- SQL MultiDB Query Monitor now support all Microsoft SQL Server database:

**Add SQL MultiDB Monitor**

Name:   
Description:

**SQL Connection Parameters**

Server type: MS SQL Server  DataBase name:  Port:

Use password encryption


User:  Password:

Parameters	Set the Host down if...
<input type="checkbox"/> Connection Time (in ms)	> 250

SQL Query:  ...

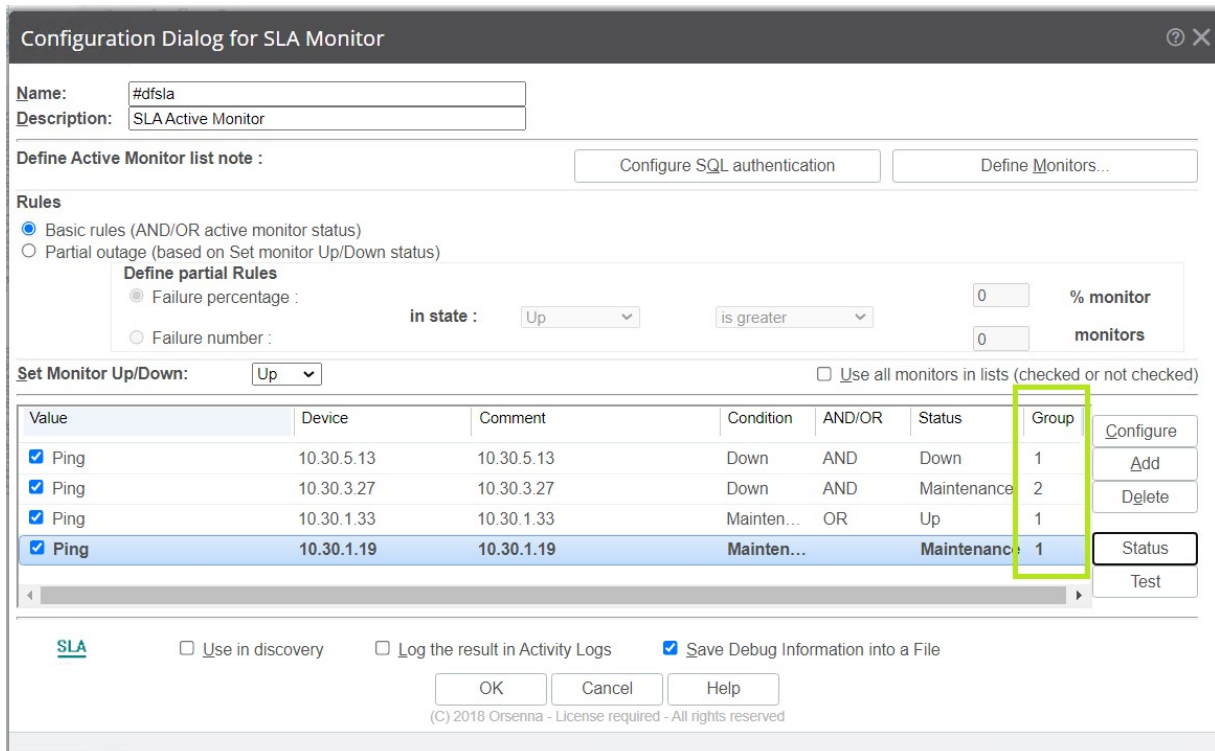
Comparison: Greater than  Numerical comparison

SQL Result:

  Use in discovery  
 Log the result in Activity Logs  
 Save Debug Information into a File

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- **SLA Monitor – New Group support:** Work like parenthesis. Allows isolation of operations by using group



## Enhancements

- **WhatsUp Companion 2021 6.5.15 released.** Added compatibility with the latest WhatsUp Gold 21.1.
- **MySQL Java Connector Update:** SQL MultiDB Query Monitor is now working with all version of MariaDB and MySQL
- **MySQL driver update:** MySQL Active Monitor and MySQL Performance Monitor now use the latest MariaDB driver (3.2.3) instead of the previous MySQL driver. Work with all version of MariaDB and MySQL

## Fixes

Fix #1: Fixed twice encryption issue for SLA

Fix #2: All MySQL monitor doesn't work when using MySQL 8.0 new secure connection

Fix #3: Crash on Apache monitors in case of wrong HTTP / HTTPS channel setting

20-07-2021

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## Features

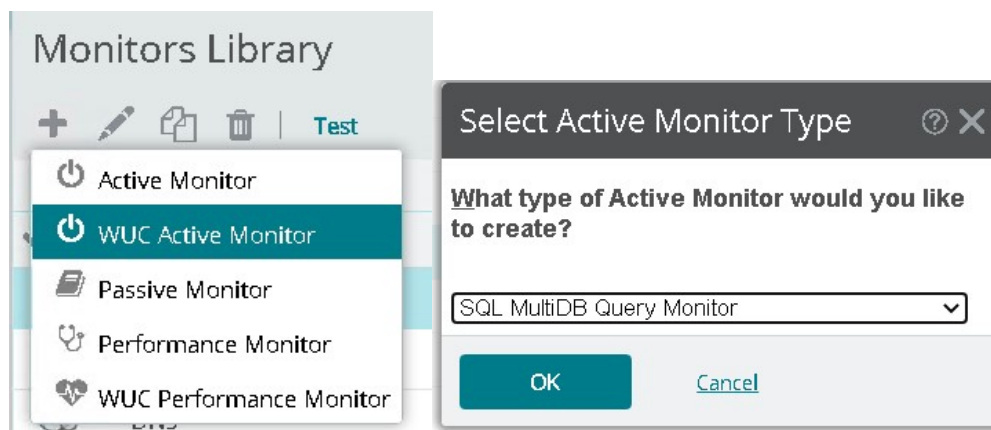
- **Oracle driver update:** all Oracle monitors use the latest managed drivers (ODP.net). This version is now working with Oracle.

03-02-2021

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## Enhancements

- **WhatsUp Companion 2021 6.5 released.** This version is now working with WhatsUp Gold 2019 , 2020 and 2021
- When integrated with WhatsUp Gold 2021, a new menu is created for Companion Active Monitor:



07-09-2020

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## Features

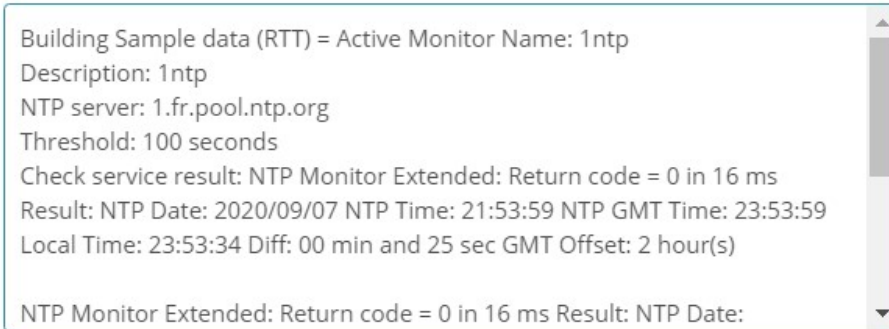
- Oracle Multimetrics now can be used without Reporter. WhatsUp Gold Custom Monitor reports can be used to view data generated by Oracle Multimetric monitors
- Oracle Multimetrics : counter selection added

## Enhancements

- NTP Active monitor: Offset is now automatically detected;
- NTP Active monitor: Adding Local time to the result message



### Détails



19-08-2020

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## Features

### Features #1 New Oracle Multimetrics Performance monitor

- This monitor allow you to check much easier all information about tablespaces
- *A new free report that lets you see the essentials you need across all tablespace in devices.*

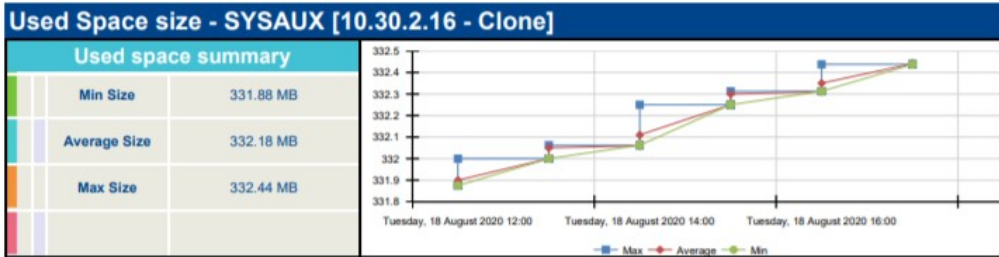
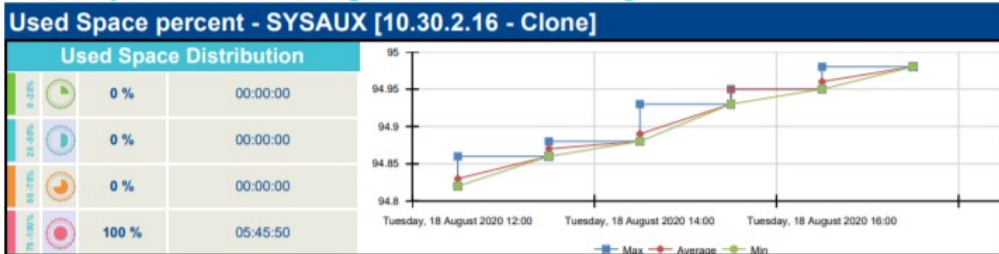
*NB: You will need to use the **new OracleM reports in our WhatsUp Reporter Product** in order to use this feature. Visit <https://reporter.orsenna.com/> for more information*



### Device - 10.30.2.16 - Clone

Device[10.30.2.16 - Clone] - ALL TableSpace by Used space Avg %					
Tablespace	Device Name	Avg %	Max %	Last Total Used Space (MB)	Last Total Free Space (MB)
SYSTEM	10.30.2.16 - Clone	97.54 %	97.54 %	341.38	8.62
SYSAUX	10.30.2.16 - Clone	94.91 %	94.98 %	332.44	17.56
UNDO	10.30.2.16 - Clone	17.72 %	17.75 %	26.56	123.44
USERS	10.30.2.16 - Clone	1.63 %	1.63 %	1.62	98.38
TEMP	10.30.2.16 - Clone	1.63 %	1.63 %	1.63	0

### Tablespace - SYSAUX [10.30.2.16 - Clone]



17-07-2020

## Features

- SLA monitor now supports all latest security standards (TLS 1.2, SSL 3, ...)
- Apache monitor allows HTTPS connection

## Enhancements

- Better performance and improved compatibility by updating DLLs to the latest standards for Apache, mailer, NTP, SNMP, SSH, Tomcat and Websphere



## Fixes

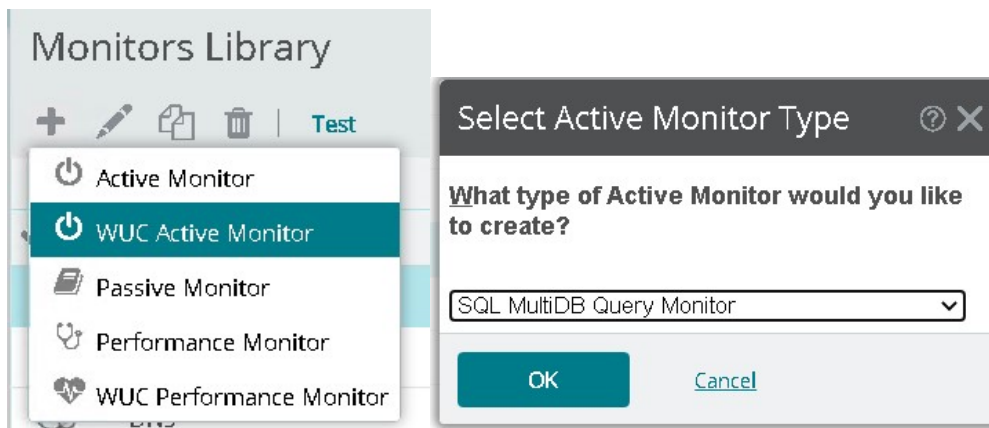
**Fix #1: SNMP Ext in some CISCO configuration does not return the wanted value**

**23-06-2020**

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## Features

- **WhatsUp Companion 2020 6.5 released.** This version is now working with WhatsUp Gold 2018, 2019 and 2020
- When integrated with WhatsUp Gold 2020, a new menu is created for Companion Active Monitor:



## Enhancements

- Oracle Active Monitor: less text and more clarity on the payload message in case of a Down monitor. And the password is now hidden.

19-05-2020

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## Fixes

**Fix #1:** Fix error “The length of the string exceeds the value defined in the Max.JsonLength property” on SLA Active Monitor for cases of large number of devices/groups/monitors

17-12-2019

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## Enhancements

- More description on the use of Oracle SQL files. See Oracle active monitor help & PDF

Logical Reads (in KB... > 1000

Use the User-defined SQL Query below

**File Full PATH:** C:\script\oracleSQL.txt  Use SQL File

Comparison: Smaller Than  Numerical Comparison\*

SQL Result:

23-10-2019

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## Enhancements

- WhatsUp Companion v19 6.4.2 is now compatible with WhatsUp Gold 19.2

**14-06-2019**

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## **Enhancements**

**Functionality enhancement #1: Companion v19 licence now work with WhatsUp Gold 18.3**

**22-03-2019**

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## **Enhancements**

**Functionality enhancement #1: More accurate connection time calculation for Oracle active and performance monitor**

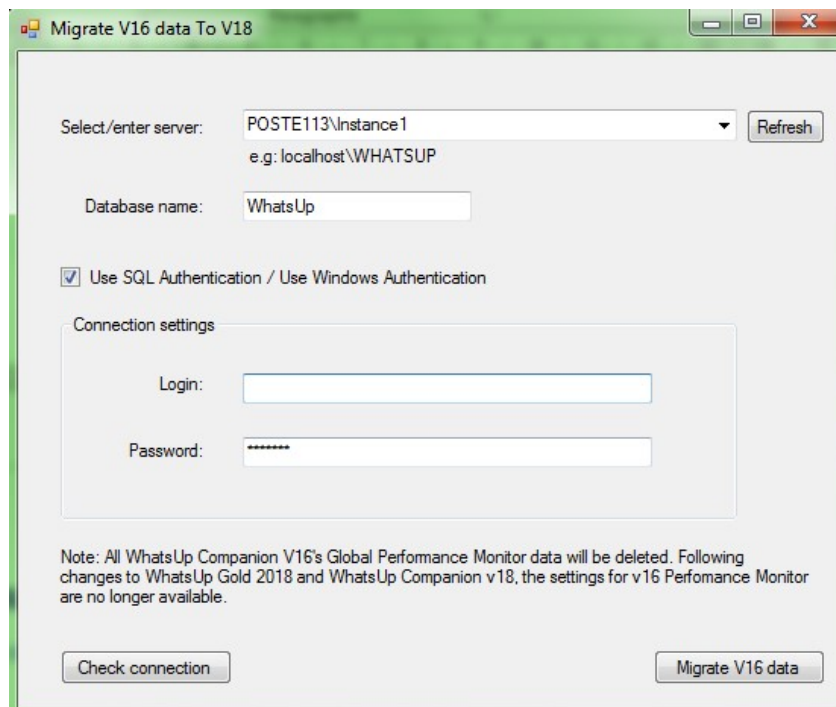
**Functionality enhancement #2: More accurate connection time calculation for MySQL active and performance monitor**

**Functionality enhancement #3: Many help documents has been updated**

**Functionality enhancement #4: Compatibility with WhatsUp Gold 2019**

**Functionality enhancement #5: Data Migration v16 to v18/v19**

The data migration option has been enhanced. You can skip the data migration from the setup and launch it later.



The migration tool could be found in the WhatsUp gold folder, file MigrationV16V18U.exe

## Fixes

**Fix #1:** Fix counter “Number of lock” error on Oracle Active monitor

**Fix #2:** Fix bug on testing Oracle performance monitor with the counter User defined SQL

**Fix #3:** Fix returning false value on MySQL performance monitor with a counter other than User defined SQL

**22-02-2019**

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## Enhancements

- WhatsUp Companion v19 6.4.0 is now compatible with WhatsUp Gold 19
- New perfMon thread counters for all monitors

**08-02-2019**

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## Enhancements

### Functionality enhancement #1: logs size setting for all monitors

- Logs size and debug enabling are now configurable in the INI file “Config.Companion.ini”

```
#MAX_DEBUG_SIZE_PER_FILE (Integer) => Max debug file size in Megabytes  
#DISABLE_SAVING_DEBUG true or false => disable saving debug for all monitors
```

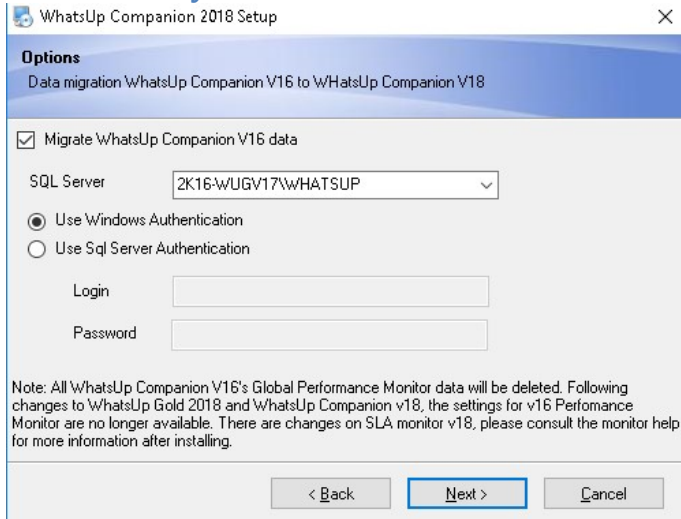
```
[Debug]  
MAX_DEBUG_SIZE_PER_FILE=50  
DISABLE_SAVING_DEBUG=false
```

### Functionality enhancement #2: Active monitor SSH Optimization

SSH active monitor now take less time to execute and have a reduced memory consumption

## Functionality enhancement #3: Update Oracle Connection DLLs

## Functionality enhancement #4: Add database connection settings option



## Fixes

**Fix #1: Fix commands that go into sleep mode on PM MYSQL**

**Fix #2: Fix database connection in v16 to v18 Migration**

**04-01-2019**

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## Fixes

**Fix #1: Fix Oracle debug message**

**Fix #2: Fix setup message if Java 8 already installed**

**21-12-2018**

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## Enhancements

- WhatsUp Companion v18 6.2.0 is now compatible with all WhatsUp Gold 18.3.1
- SQL Query DB monitor use now Java 8 instead of Java 6 and all jdbc drivers have been updated to last version

**16-11-2018**

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## **Enhancements**

**Functionality enhancement #1: For all monitors added field controls for easy data entry**

**Functionality enhancement #2: Lighter Setup. Installation speed up**

**Functionality enhancement #3: The version of WhatsUp Companion is verifiable in several places (License, Installation, DLL, Traces)**

## **Fixes**

**Fix #1: Fix Oracle Active Monitor memory consumption**

**Fix #2: Fix DLL registration conflicts**

**Fix #3: Administrator privilege are always required**

**26-10-2018**

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## **Features**

**Feature #1: Compatibility with WhatsUp Gold 2018 SP3**

## **Fixes**

**Fix #1: Return value, Tomcat Performance monitor**

10-09-2018

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## Enhancements

### Functionality enhancement #1: Websphere “MonWebsphere.ini” file

- Websphere performance and active monitor use now of the “MonWebsphere.ini” file
- Important: This file is used by all Websphere monitors. Be sure to remove your setting in this file after debugging
- The file is considered only when it is filled correctly. It allows to use the XML file saved on option “Saved debug Information” or XML saved by user in other way:

```
#USE_LOCAL_XML_FILE = true or false => Local XML file Usage
#This file is used by active and performance monitor
[Debug]
USE_LOCAL_XML_FILE=false
FILE_PATH=C:\your_file_full_path.xml
```

### Functionality enhancement #2: DNS Black list monitor

- DNS Black list Monitor have been added to WhatsUp Companion V18

## Fixes

### Fix #1: Websphere Active and Performance monitor

- All basic counters now work for Websphere servers with English language. If the Websphere language is not English, some of basic counters may not work but you can use the “Customize” option to add them

03-09-2018

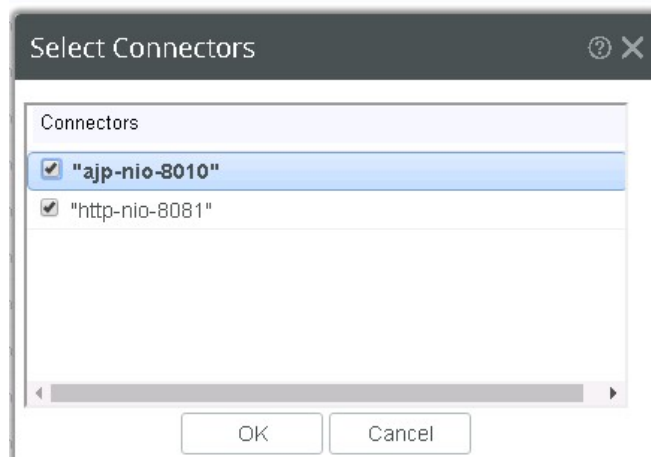
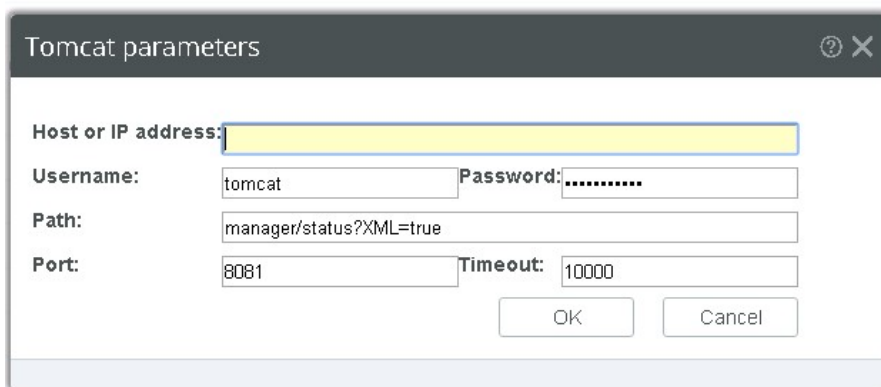
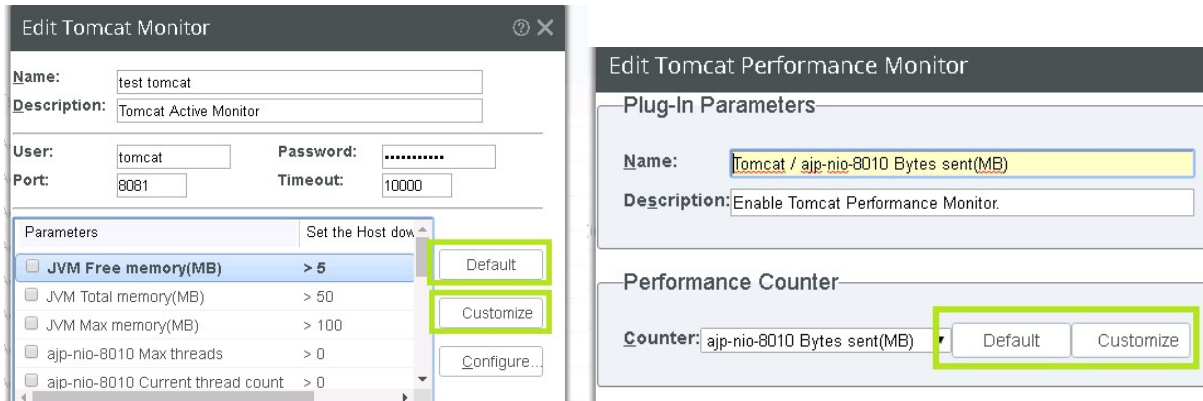
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## Enhancements

### Functionality enhancement #1: Tomcat customize/default button

- Tomcat active and performance monitor as now customize/default button that allow customization of tomcat counters





29-08-2018

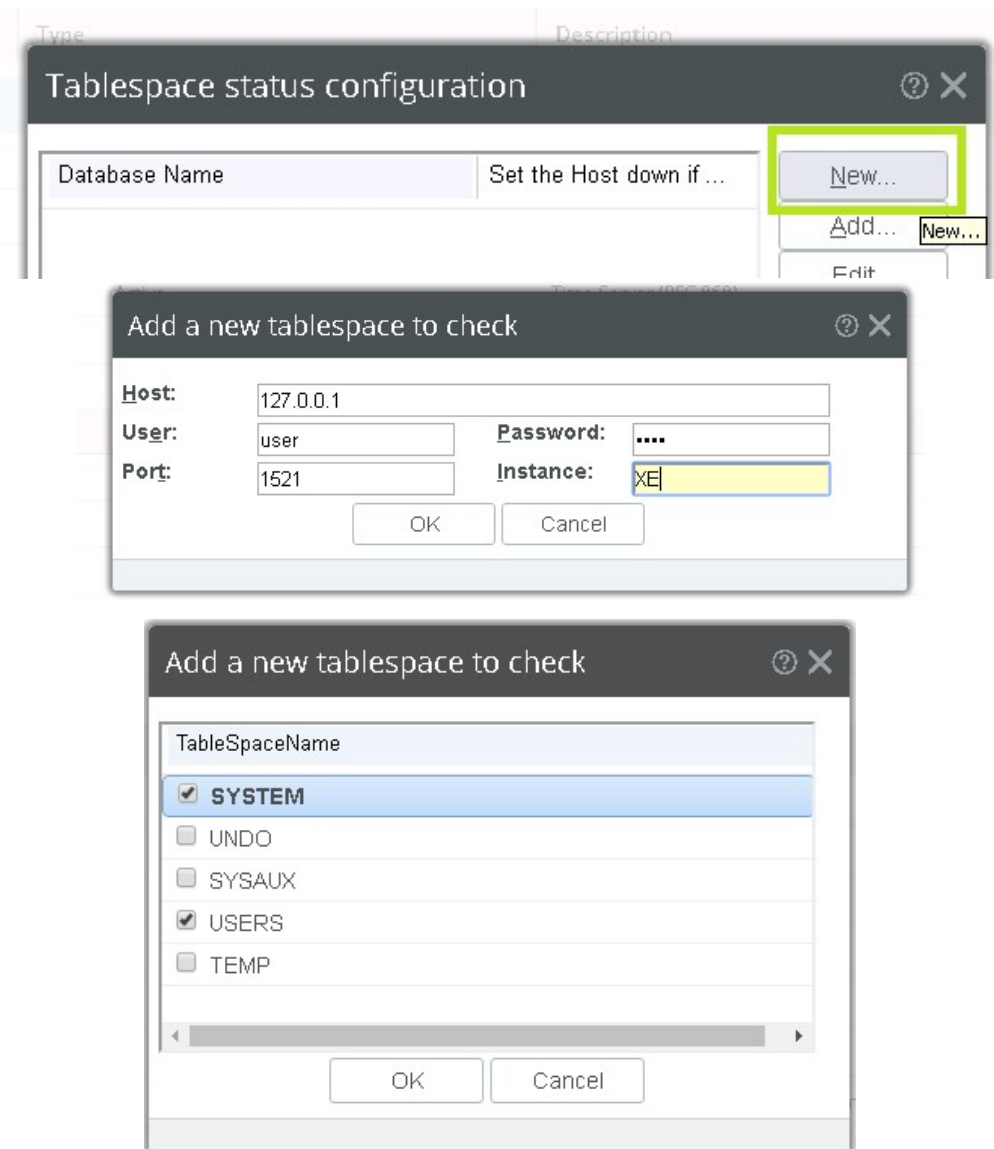
## Enhancements

- WhatsUp Companion v18 is compatible with WhatsUp Gold v18 SP2

## Enhancements

### Functionality enhancement #1: Oracle Active Monitor

- Enable configuration of thresholds Number of Open instances and Number of locks
- Adding feature to allow the choice of table space



- More thresholds



- If the **Percentage of PinHitRatio** is greater than 1%, two reasons are possible:
  - Shared scan areas were excluded due to lack of memory space, although required by successive re-runs.
  - Shared scan areas are rendered invalid.

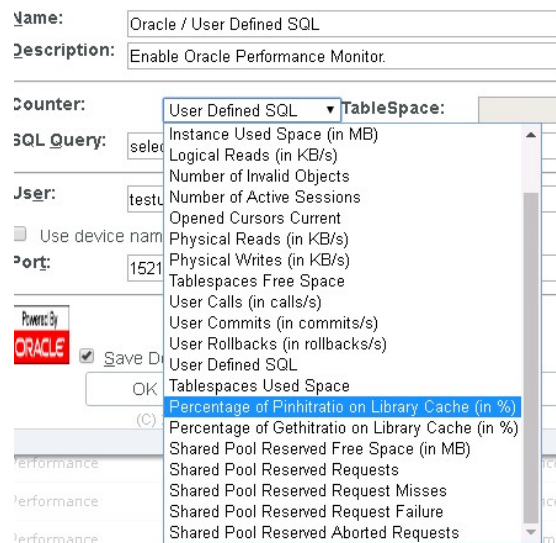
To avoid frequent reloads, increase the SHARED\_POOL\_SIZE parameter in the init.ora file.

- The ratio of **the Percentage of Gethitratio** must be less than 15% during a normal run. If it is higher, consider increasing the SHARED\_POOL\_SIZE parameter.
- Adding table space used space threshold

- Adding option Use device name as instance that allow using a single oracle monitor for several device
- Oracle active monitor now Consumes less memory

## Functionality enhancement #2: Oracle Performance Monitor

- More counters:



- If the **Percentage of PinHitRatio** is greater than 1%, two reasons are possible:
  - Shared scan areas were excluded due to lack of memory space, although required by successive re-runs.
  - Shared scan areas are rendered invalid.

To avoid frequent reloads, increase the SHARED\_POOL\_SIZE parameter in the init.ora file.

- The ratio of **the Percentage of Gethitratio** must be less than 15% during a normal run. If it is higher, consider increasing the SHARED\_POOL\_SIZE parameter.
  - Adding table space used space counter
- Adding option Use device name as instance that allow using a single oracle monitor for several device

### Functionality enhancement #3: MySQL Active and Performance Monitor

- All v16 thresholds have been added

The screenshot shows the MySQL Active and Performance Monitor interface. On the left, there is a table with parameters and their thresholds:

Parameters	Set the Host
<input type="checkbox"/> Innodb Data Reads	> 100
<input type="checkbox"/> Innodb Data Writes	> 100
<input type="checkbox"/> Key Reads	> 100
<input type="checkbox"/> Key Writes	> 100
<input type="checkbox"/> Queries	> 100

On the right, there is a configuration dialog box with the following fields:

- Counter:** Aborted Clients (dropdown menu)
- TableSpace:** (dropdown menu)
- SQL Query:** (text input)
- User:** test
- Port:** 3306
- Save D
- OK
- (C)

The dropdown menu for Counter is open, showing the following options:

- Aborted Clients
- Aborted Connects
- Bytes Received (in KB/s)
- Bytes Sent (in KB/s)
- Connection Time (in ms)
- Custom Database(s) Size
- Table Locks Waited Percentage (in %)
- Threads Connected
- Threads Running
- Connections
- Innodb Buffer Pool Read Requests
- Innodb Buffer Pool Write Requests
- Innodb Data Reads
- Innodb Data Writes
- Key Reads
- Key Writes
- Queries
- Slow Queries
- User Defined SQL

### Functionality enhancement #4: Websphere Active and Performance Monitor

- Allow saving of the XML file to improve debugging

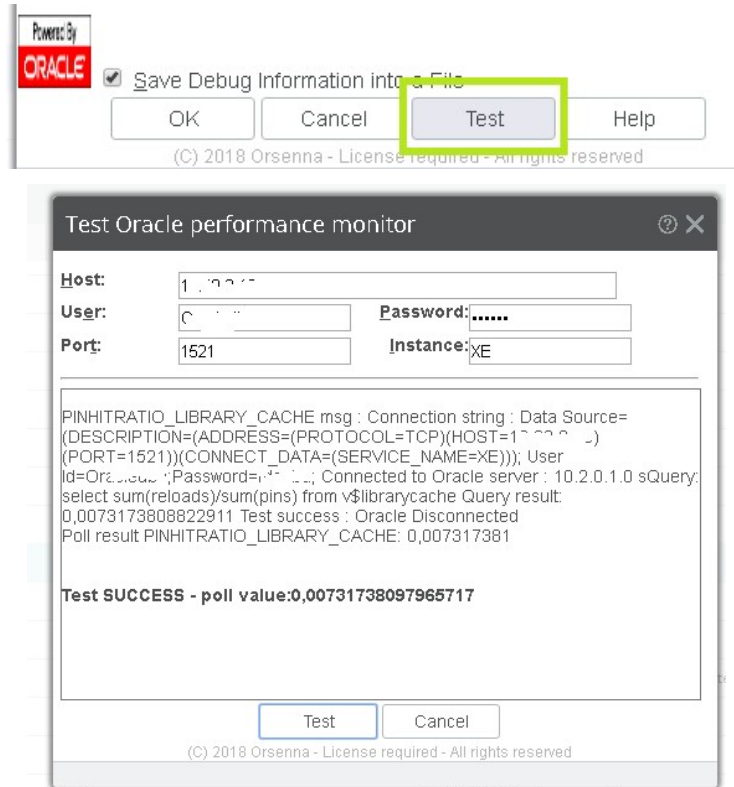
The screenshot shows the Websphere software configuration options. The following options are visible:

- Use in discovery
- Log the result in Activity Logs
- Save Debug XML
- Save Debug Information into a

The "Save Debug XML" option is highlighted with a green box.

### Functionality enhancement #5: All Performance Monitor

- Adding of a Test button allowing the unit test of all performance monitors. This allows you to check your settings before saving



- For Oracle performance Monitor, a debug test file “C:\Temp\Debug\_OraclePerfTest.txt” has been added.

## Fixes

### Fix #1: Oracle Active and Performance monitor

- Fixed reading of decimal query results on some windows / Oracle DB combination
- Fix non-editing of some oracle performance monitors after migration
- Fix excess of memory use when using SQL file

### Fix #2: NRPE Performance Monitor

- Fixed Interpreting the results of the script and the regular expression

### Fix #3: MySQL Active and Performance monitor

- By adding counters/threshold missing on V18, after migration, editing of v16 MySQL monitors with those missing parameters are now possible

**21-08-2018**

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## **Enhancements**

### **Functionality enhancement #1: SLA MonSLA.ini**

- SLA monitor now only the use of the "MonSLA.ini" file
- The SQL configuration of a SLA Monitor is reported to all SLA monitor. Only one monitor need to be configured

**06-08-2018**

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## **Fixes**

### **Fix #1: Oracle monitor compatibility**

- Compatibility with latest WhatsUp Gold 2018 SP1 and Windows (2012 R2, 2008 R2)

**31-07-2018**

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## **Enhancements**

### **Functionality enhancement #1: SLA MonSLA.ini**

- SLA monitor allow now the use of the "MonSLA.ini" file
- The settings in the file are only used if there is no connection settings saved on the SLA monitor Dialog

## **Fixes**

### **Fix #1: Migration SLA Monitor**

- Fix connection settings lost on v16 to v18 migration by allowing the use of the "MonSLA.ini" file

03-07-2018

## Fixes

### Fix #1: Oracle Active Monitor [29/06/2018]

- Fix timeout error confusion with other errors if the option “No error On Timeout” is activated.

14-06-2018

## Enhancements

### Functionality enhancement #1: Debug File

- The contents of the debug files have been simplified and improved to allow normal users to read and interpret their content.

### Functionality enhancement #2: adding documentation on debug files

- Debugging methods from debug files have been added.
- PDF documentation is accessible via the "help" button of each monitor or in the folder “C:\Program Files (x86)\Ipswitch\WhatsUp\html\NM.UI\Help\Documentation”



**Mailer Extended**

The Mailer Monitor Extended allows to analyse Email for a specific account and return an alert according to the parameter contains and number). It works for any Email account. ([Mailer Monitor Extended component utilization.pdf](#))

- **Name.** The name of the monitor as it appears in the Active Monitor Library.
- **Description.** The description of the monitor as it appears in the Active Monitor Library.
- **User.** User login.
- **Password .** User password.
- **Sender email.** You can specify a "sender email" or keep it empty.
- **Subject contains.** You can specify a "Subject contains" or keep it empty.

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## Fixes

### Fix #1: SSH Active Monitor

- Correction of cut web view

**01-06-2018**

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## Fixes

### Fix #1: NRPE Active Monitor

- Correction of cut web view

### Fix #2: NTP Active Monitor

- Correction of cut web view

### Fix #3: Tomcat Active Monitor

- Fix error on saving threshold operator

### Fix #4: MultiDB DB2 Active Monitor

- Fix error on showing threshold operator

### Fix #5: SLA Active Monitor

- Fix error on showing "maintenance" comparison value is displayed as "unknown" in the debugs

### Fix #6: SNMP Ext Active Monitor

- Fix polling error
- Fix polling no return data



- Fix error on saving unselected counter
- Fix no debug file on wrong parameters

#### **Fix #7: Apache Performance Monitor**

- Fix crash on polling a large number of monitor

#### **Fix #8: NRPE Performance Monitor**

- Fix crash on polling a large volume of monitor

#### **Fix #9: Performance Monitor**

- WhatsUp Gold V18 SP1: fix error on copying monitor

**28-05-2018**

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## **Fixes**

#### **Fix #1: SLA Active Monitor**

- Fix error on reaching distant Database and custom WhatsUp Gold database
- Fix infinite loading on wrong database parameters and add error messages
- Fix error polling on access distant Database and custom WhatsUp Gold database

#### **Fix #2: Apache Active Monitor**

- Fix error showing polling success on wrong Path setting

**18-05-2018**

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## **Enhancements**

- WhatsUp Companion's performances monitors can only be added from the menu "WUC Performance Monitor".
- WhatsUp Companion v18 is compatible with WhatsUp Gold v18 and WhatsUp Gold v18 SP1
- WhatsUp Companion v16 to v18 data migration is integrated into WhatsUp Companion v18
- For performance monitor, connection parameters are now accessible in the monitor libraries

# Fixes

## Fix #1: Adding and editing Performance Monitor

- Fix no adding and editing performance Monitor

## Fix #2: Oracle Active and Performance Monitor

- Fix no return value
- Active monitor : Fix errors on result comparison in all counters
- Active monitor : Fix incorrect texts on editing counters
- Fix all errors that stop the NMPoller service
- Fix incorrect texts in debug files
- Active monitor : Add error message on editing all non-editable counters
- Active monitor : Fix error on understanding counters values

## Fix #3 SSH Configuration

- Fix counter "Contains" error

## Fix #4: Mailer Extended

- Fixed an error during the query and the expiration error was raised for more stability

## Fix #5: SLA active monitor

- Fix polling error with log message view in Event Viewer
- Fix all errors in the web view

## Fix #6: MySQL performance monitor

- Fix polling error with log message view in Event Viewer
- Fix polling no return data
- Fix incorrect texts on editing counters

## Fix #7: Apache performance monitor

- Fix polling error with log message view in Event Viewer
- Fix polling no return data
- Fix of the cut view

## Fix #8: Tomcat performance monitor

- Fix polling error with log message view in Event Viewer

- Fix polling no return data

#### **Fix #9: Websphere performance monitor**

- Fix polling error with log message view in Event Viewer
- Fix all errors in the web view
- Fix polling no return data

#### **Fix #10: Tomcat active monitor**

- Fix incorrect texts on editing counters

**22-03-2018**

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## **Fixes**

#### **Fix #1: Oracle Active and Performance Monitor**

- Fix of major error with Oracle OCI libraries with the used of Oracle managed data access libraries
- Oracle polling and connection take less time to process
- Oracle counter queries are tested and some points error old version are fixed version
- Installation of local oci libraries client is no more required
- Oracle configuration file is no more requested, it allows to point directly to Oracle server and instance with connection parameter defined in monitor interface
- Oracle active monitor and performance monitor counter are tested
- Polling frequency is fixed, and value synchronization from real-time monitor is performed
- Oracle monitor issues with different version of client and pointed server version are resolved.
- With new oracle libraries, more explicit log is available on debug files

#### **Fix #2: SSH Configuration**

- SSH missing dll is fixed with adding VCredist 2008 on the installer as prerequisites

#### **Fix #3: Tomcat path customization**

- New field that allows to define a specific url path is added

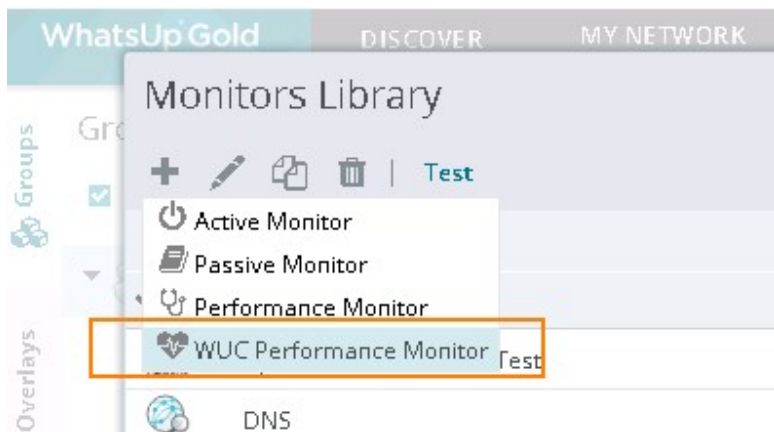
#### **Fix #4: NRPE performance monitor**

- Fix polling error with log message view in Event Viewer

## Enhancements

### Functionality enhancement #1: Add global Performance monitors

- Add WUC performance monitor from menu "WUC Performance Monitor".



### Functionality enhancement #2: Add individual Performance monitors

- Add WUC performance monitor from menu "WUC Performance Monitor".

