

Release Notes

WhatsUpCompanion2022– version 6.5.X

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22-06-2022

Features

- **Companion 2022 6.5.20 released.** Added compatibility with WhatsUp Gold 22.0.2

15-06-2022

Fixes

Fix #1: NTP Monitor - Fix Offset skipped at the end of each month in some cases when you chose "use SNMP" without the default XML configuration file.

09-06-2022

Fixes

Fix #1: SFTP Monitor now work with all server (include self-signed certificates)

03-06-2022

Features

- **Companion 2022 6.5.19 released.** Added compatibility with WhatsUp Gold 22.0.1 and 21.1.2

Enhancements

- **SNMP Ext:** add an option to ignore missing OID. This allows to only configure 1 monitor for several device

Fixes

Fix #1: Apache Monitor. Added more condition to detect some “404-page error not found”

25-04-2022

Features

- **Companion 2022 6.5.18 released.** Added SFTP monitor (For now, this monitor does not work with self-signed certificates)

29-03-2022

Features

- **Companion 2022 6.5.17 released.** Added compatibility with the latest WhatsUp Gold up to 22.0

Enhancements

- **SLA Monitor:** With the “Add” button you can now have multiple configurations of the same monitor

☐ Failure number : 0 monitors

Set Monitor Up/Down: Up ☐ Use all monitors in lists (checked or not checked)

Value	Device	Comment	Condition	AND/OR	Status	Group	
☒ 00Nrepe check user	10.30.1.20	10.30.1.20	Mainten...	OR	Undefined	1	Configure
☒ 00Nrepe check user	10.30.1.20	10.30.1.20	Up	AND	Undefined	1	Add
☐ 00Nrepe check user	10.30.1.20	10.30.1.20	Up	AND	Undefined	1	Delete
☐ Ping	10.30.1.20	10.30.1.20	Up		Undefined	1	Status
							Test

Fixes

Fix #1: Web dialogs now always fit in the Web browser

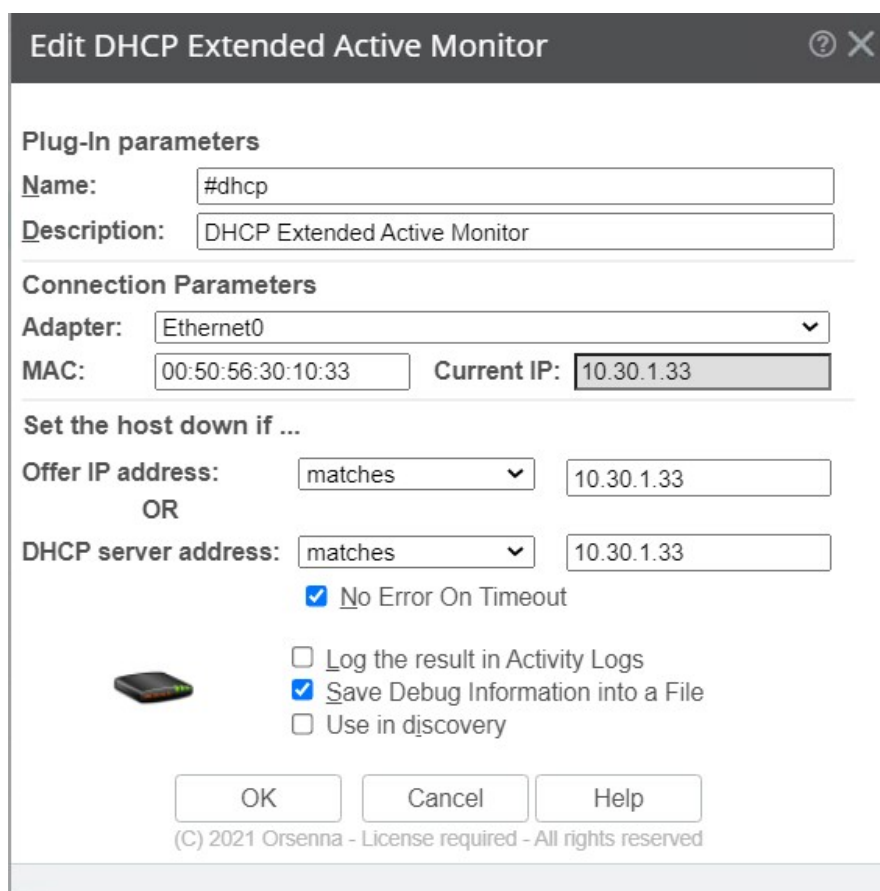
Fix #2: Companion Performance Monitor are now shown only on “WUC Performance Monitor” menu

Fix #3: Fix Apache crash on some wrong user configuration

08-12-2021

Features

- **Companion 2021 6.5.16 released.** Added compatibility with the latest WhatsUp Gold 21.1.1
- **New active monitor : *DHCP Extended***



Edit DHCP Extended Active Monitor

Plug-In parameters

Name: #dhcp

Description: DHCP Extended Active Monitor

Connection Parameters

Adapter: Ethernet0

MAC: 00:50:56:30:10:33 Current IP: 10.30.1.33

Set the host down if ...

Offer IP address: matches 10.30.1.33

OR

DHCP server address: matches 10.30.1.33

☒ No Error On Timeout

☐ Log the result in Activity Logs

☒ Save Debug Information into a File

☐ Use in discovery

OK Cancel Help

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Enhancements

- Apache Active Monitor documentation updated

Fixes

Fix #1: Fix Tomcat connector browsing issue

Fix #2: Fix SQL MultiDB Query monitor issue with add button (now work properly)

Fix #3: Remove the beta Oracle Multimettric Monitor from setup

Drivers Information

The drivers used on the monitors

- **Oracle Active & Performance monitor**
 - OracleManagedDataAccess version 4.122.19.1 – March 2021
- **MySQL Active & performance monitor**
 - C driver libraries include in MariaDB 10.5 – July 2021
- **MultiDB Query Active Monitor**
 - **DB2** : db2jcc – March 2018
 - **Informix** : ifxjdbc - June 2013
 - **MS SQL server** : mssql-jdbc-9.4.0 – April 2021
 - **MySQL** : mysql-connector-java-8.0.26 – September 2021
 - **Oracle** : ojdbc8 – January 2021
 - **PostGres** : postgresql-42.2.5 – December 2018
 - **Sybase** : jtds-1.3.1 – January 2014
- **WebSphere**
 - ActiveXpert AxNetwork32 v4.6.8– April 2020
 - WodSSH v3.1.3 – May 2020

14-10-2021

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:

☐ Connection Time (in ms) > 250

SQL Query:

Comparison: ☐ 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

Configuration Dialog for SLA Monitor ? ×

Name:
 Description:

Define Active Monitor list note :

Rules

☒ Basic rules (AND/OR active monitor status)
☐ Partial outage (based on Set monitor Up/Down status)

Define partial Rules

☒ Failure percentage : % monitor
☐ Failure number : monitors

in state : is greater

Set Monitor Up/Down: ☐ Use all monitors in lists (checked or not checked)

Value	Device	Comment	Condition	AND/OR	Status	Group	
☒ Ping	10.30.5.13	10.30.5.13	Down	AND	Down	1	Configure
☒ Ping	10.30.3.27	10.30.3.27	Down	AND	Maintenance	2	Add
☒ Ping	10.30.1.33	10.30.1.33	Mainten...	OR	Up	1	Delete
☒ Ping	10.30.1.19	10.30.1.19	Mainten...		Maintenance	1	Status
							Test

[SLA](#) ☐ Use in discovery ☐ Log the result in Activity Logs ☒ Save Debug Information into a File

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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

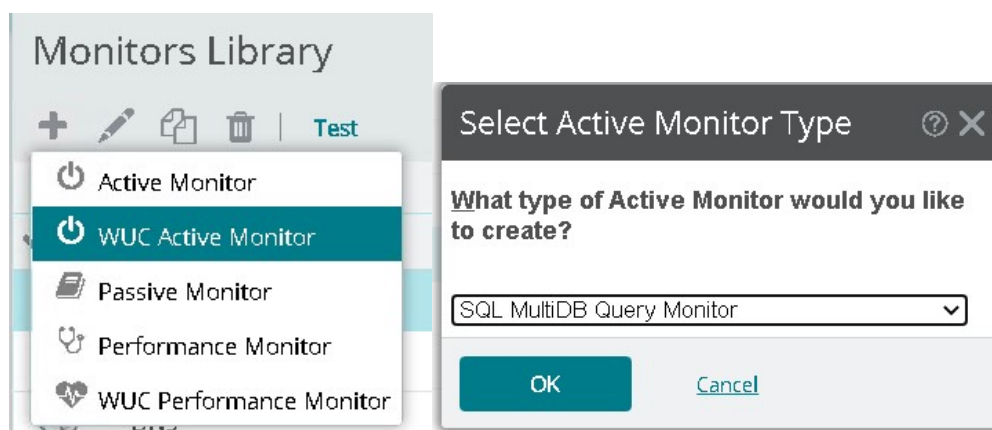
Features

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

03-02-2021

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

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

✓ Succès

Détails

Building Sample data (RTT) = Active Monitor Name: 1ntp
Description: 1ntp
NTP server: 1.fr.pool.ntp.org
Threshold: 100 seconds
Check service result: NTP Monitor Extended: Return code = 0 in 16 ms
Result: NTP Date: 2020/09/07 NTP Time: 21:53:59 NTP GMT Time: 23:53:59
Local Time: 23:53:34 Diff: 00 min and 25 sec GMT Offset: 2 hour(s)

NTP Monitor Extended: Return code = 0 in 16 ms Result: NTP Date:

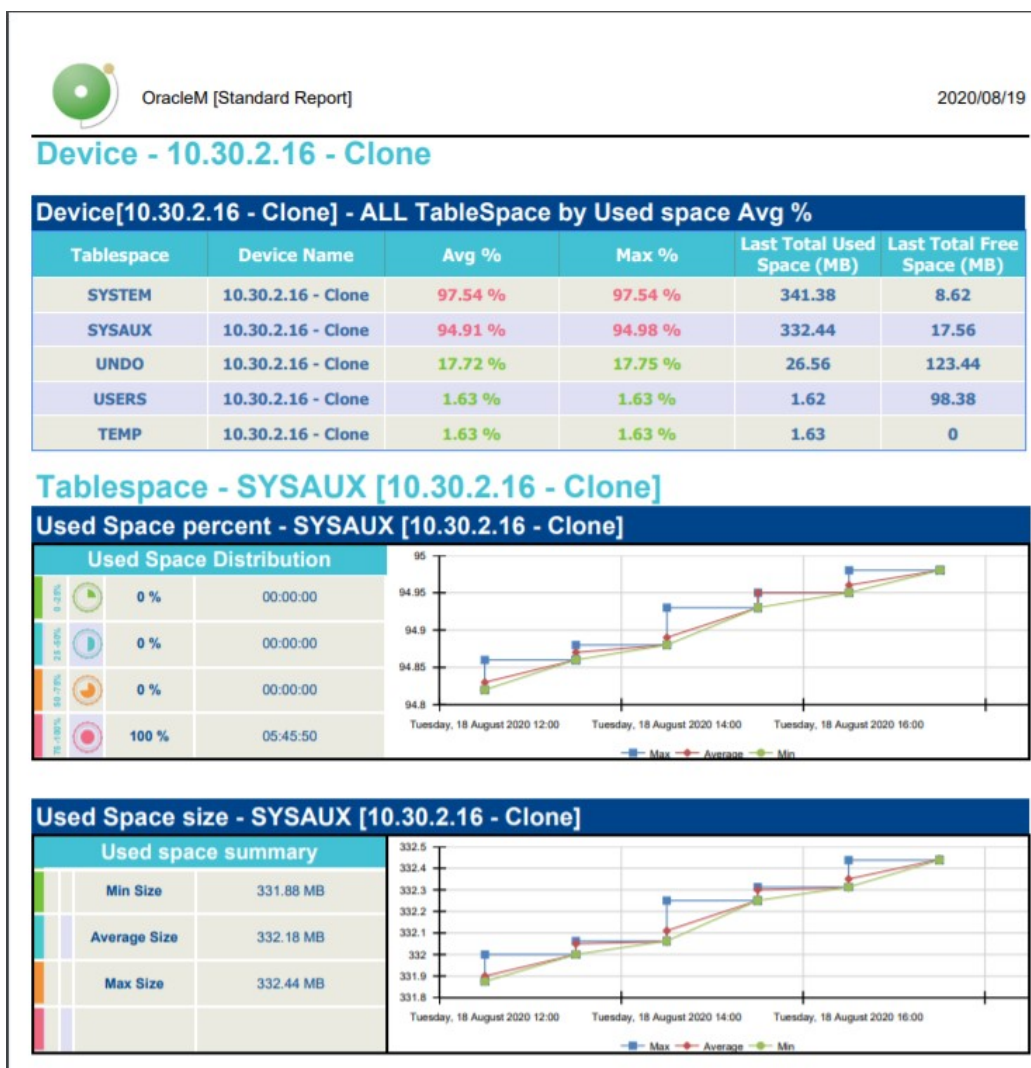
19-08-2020

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



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

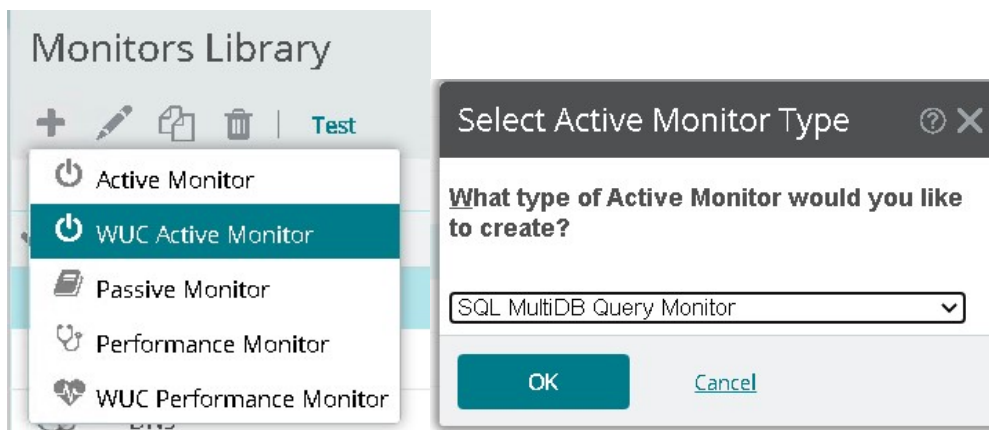
Fixes

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

23-06-2020

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

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

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

Enhancements

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

14-06-2019

Enhancements

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

22-03-2019

Enhancements

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

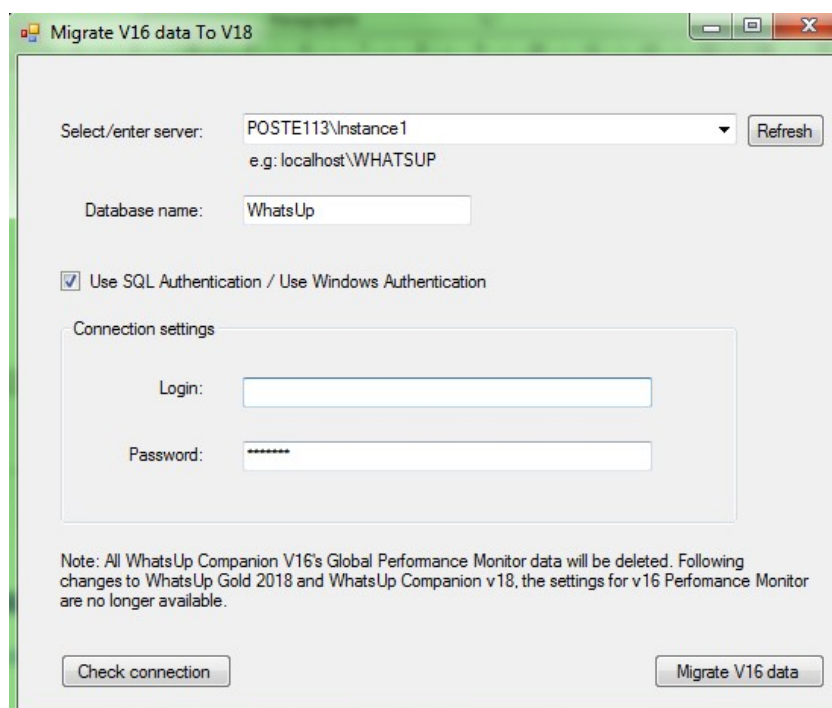
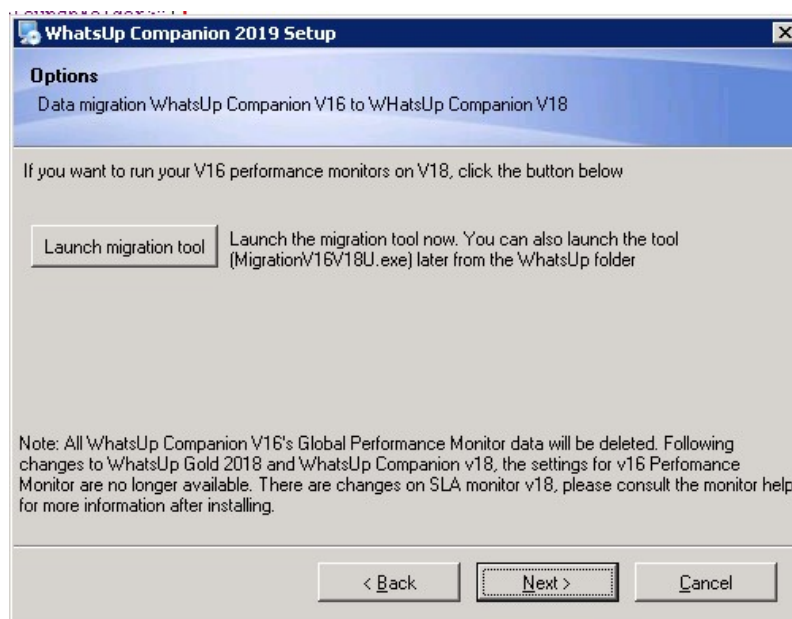
Functionality enhancement #2: More accurate connection time calculation for MySQL active and performance monitor

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

Enhancements

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

08-02-2019

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

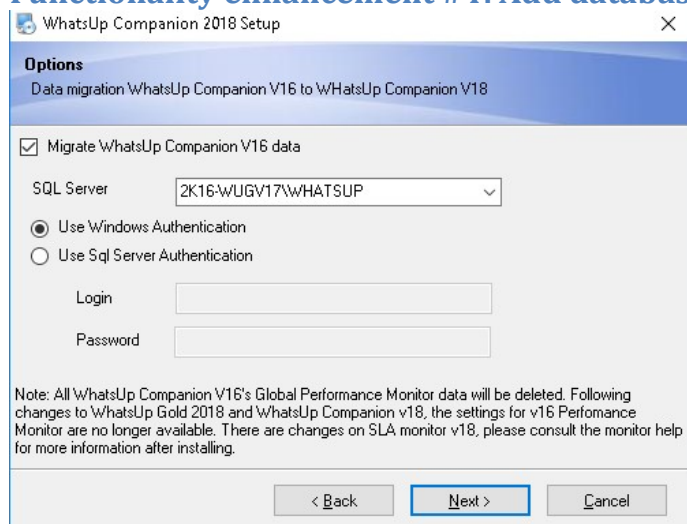
[Debug]
MAX_DEBUG_SIZE_PER_FILE=50
DISABLE_SAVING_DEBUG=false
```

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

Fixes

Fix #1: Fix Oracle debug message

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

21-12-2018

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

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

Features

Feature #1: Compatibility with WhatsUp Gold 2018 SP3

Fixes

Fix #1: Return value, Tomcat Performance monitor

10-09-2018

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

Enhancements

Functionality enhancement #1: Tomcat customize/default button

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

Edit Tomcat Monitor

Name: test tomcat

Description: Tomcat Active Monitor

User: tomcat Password:

Port: 8081 Timeout: 10000

Parameters

Parameter	Value	Action
JVM Free memory(MB)	> 5	Default
JVM Total memory(MB)	> 50	Customize
JVM Max memory(MB)	> 100	Configure...
ajp-nio-8010 Max threads	> 0	
ajp-nio-8010 Current thread count	> 0	

Edit Tomcat Performance Monitor

Plug-In Parameters

Name: Tomcat / ajp-nio-8010 Bytes sent(MB)

Description: Enable Tomcat Performance Monitor.

Performance Counter

Counter: ajp-nio-8010 Bytes sent(MB) Default Customize

Tomcat parameters

Host or IP address:

Username: tomcat Password:

Path: manager/status?XML=true

Port: 8081 Timeout: 10000

OK Cancel

Select Connectors

Connectors

- ☒ "ajp-nio-8010"
- ☒ "http-nio-8081"

OK Cancel

29-08-2018

Enhancements

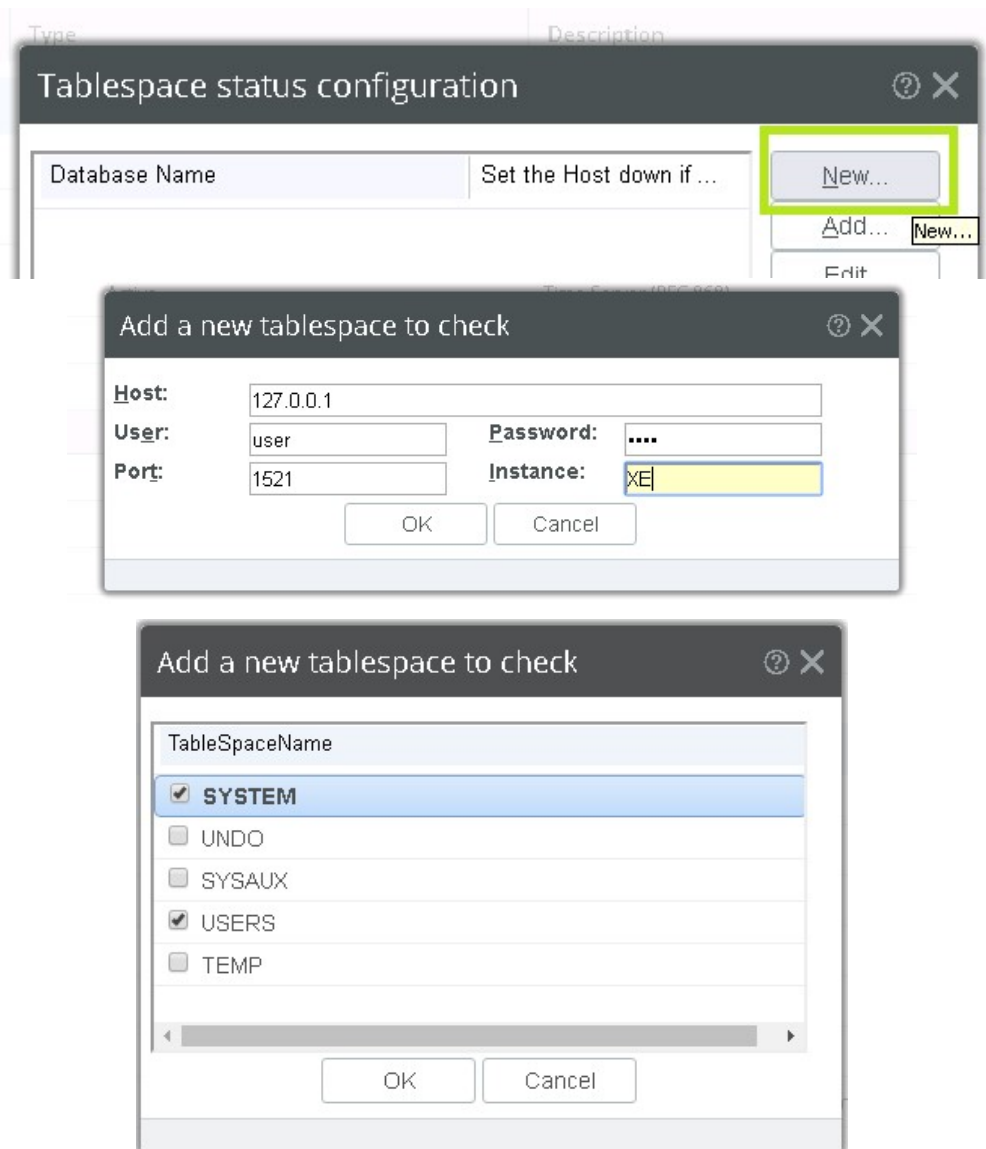
- WhatsUp Companion v18 is compatible with WhatsUp Gold v18 SP2

22-08-2018

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.

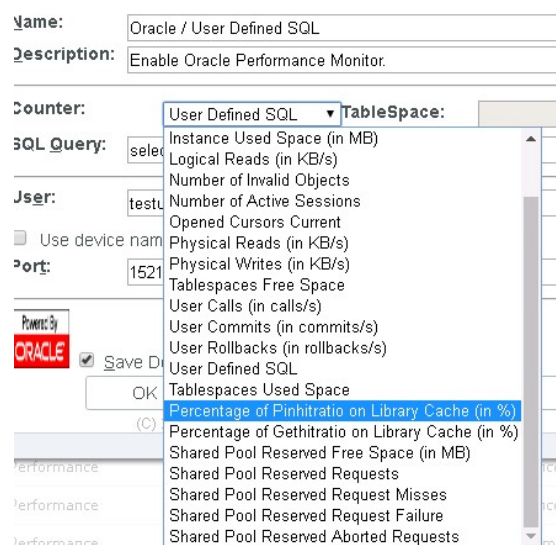
To avoid frequent reloads, increase the SHARED_POOL_SIZE parameter in the init.ora file.

- 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:

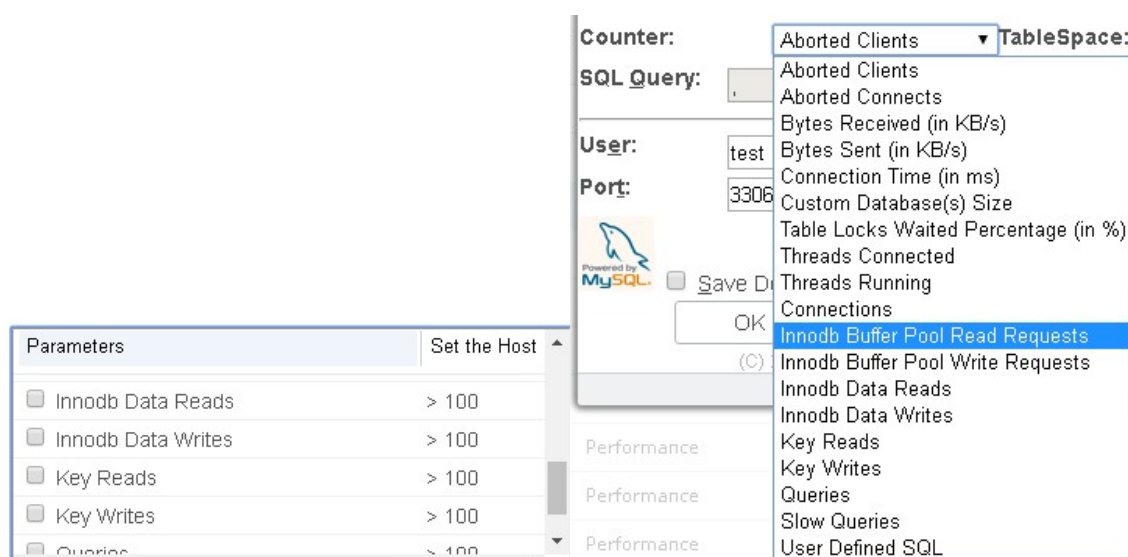


- If the **Percentage of PinHitRatio** is greater than 1%, two reasons are possible:
 - Shared scan areas were excluded due to lack of memory space, although required by successive re-runs.
 - Shared scan areas are rendered invalid.
- To avoid frequent reloads, increase the SHARED_POOL_SIZE parameter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



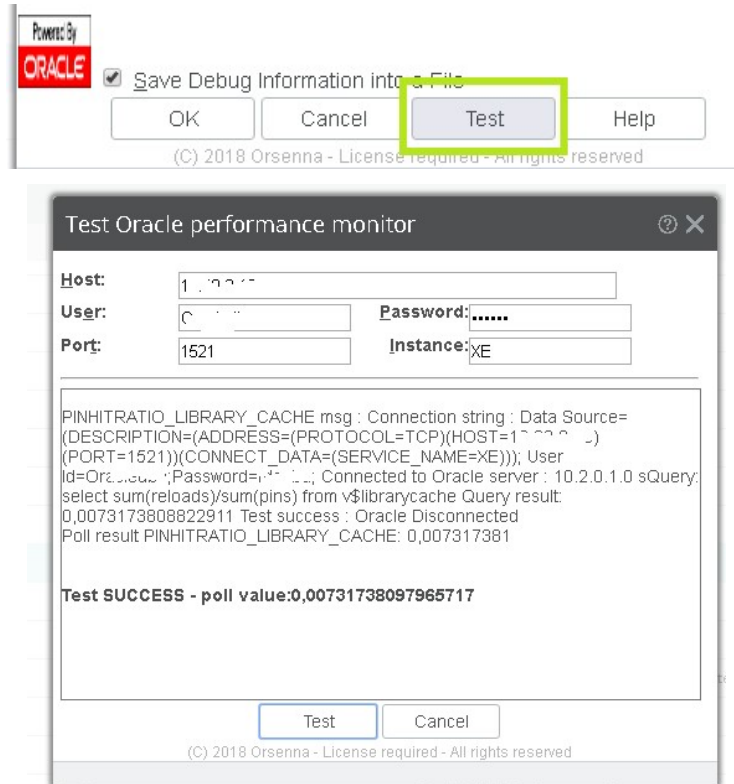
Functionality enhancement #4: Websphere Active and Performance Monitor

- Allow saving of the XML file to improve debugging



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

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

Fixes

Fix #1: Oracle monitor compatibility

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

31-07-2018

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

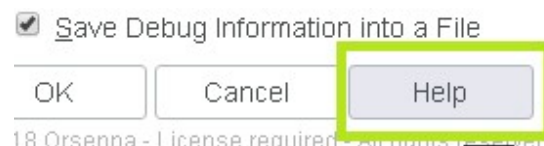
Enhancements

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"



WhatsUp Gold Help and Documentation

Contents Search

- Welcome to WhatsUp Gold
- Getting Started
- Configuring WhatsUp Gold
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 - Working with Credentials
 - Grouping Devices
 - Assigning and Creating Monitors
 - Active Monitors
 - Active Script (Active)
 - APC UPS (Active)
 - Apache
 - DHCP Extended
 - DHCP Scope
 - DNS

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

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

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

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

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

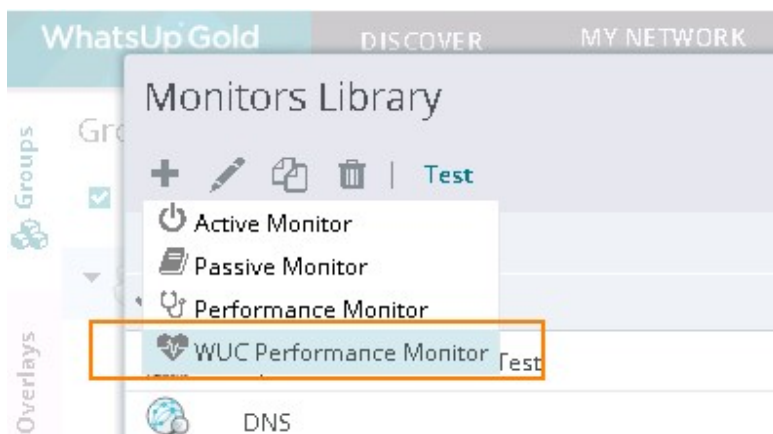
- Fix polling error with log message view in Event Viewer

08-02-2018

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".

