



Release Notes

Blackout Knowledge Module® for PATROL® by Sentry Software™

Version 1.1.00

May 30, 2006

Sentry Software is releasing version 1.1.00 of the Blackout Knowledge Module® for PATROL® product. These release notes provide information about the enhancements and resolved problems in this release. The information in this document supplements and supersedes information in the Blackout KM product manuals.

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What's New

These topics describe the major new features of this product.

New Menu Commands

The following Menu commands were added:

Menu command / Class	Usage
Blackout > Acknowledge alert and reset	If a problem should occur during a blackout and the status parameter (see below) is in alert state, use this KM command to acknowledge the alert.

Miscellaneous new features

The following features were added to this version of Blackout KM for PATROL:

Feature	Description
New parameter "Status" for all blackouts.	<p>This parameter will trigger an alert at the start of a blackout if a problem occurs:</p> <ul style="list-style-type: none"> • Warning: when the "no collect" blackout type is used and the Blackout KM could not find the collector of an instance • Warning: when using two "no threshold" blackout types overlapping each other, time and instance wise (i.e. the second blackout tries to blackout instances that are already blacked-out by the first one). In this case, the second blackout will NOT blackout the instances that are already blacked-out. This means that the blackout of the overlapping instances may stop sooner than expected. This is done to avoid threshold loss. • Alert: when the blackout KM could not write the threshold backup. In this case, the blackout is canceled. <p>Please note that if a problem occurs, the Blackout KM will send an event, print to the Console System Output Window and annotate the graph with the complete description of the</p>

Feature	Description
	<p>error. In addition, the blackout label will contain a description of the error for as long as the blackout is active or until the alert is acknowledged.</p>
<p>Added three sub-folders found in “%PATROL/SEN_BO_LOG”:</p>	<p>The following folders have been added:</p> <ul style="list-style-type: none"> • /BACKUP: folder where threshold backups are written. Before starting a “no threshold” blackout, the Blackout KM now writes a backup file (“.cfg”), readable by wpconfig or xpconfig, that contains the removed thresholds exactly as they were before the blackout. In case a problem occurs and thresholds are not put back at the end of the blackout, it is possible to simply apply this threshold configuration file to the PATROL agent to set them back. This is done to avoid threshold loss. • /LOG: contains log information written by the blackout KM. You may be asked to sent the files contained in this folder to the Sentry Software support if you open a case against the blackout KM. • /TMP: folder containing various temporary files used by the Blackout KM. <p>Please note that the Blackout KM will automatically clear any file in the /BACKUP or /LOG folders, which filename start by “SEN_BO” and last modification date is over 3 week old. This is performed to avoid over flooding the disk with obsolete information. If you wish to keep any of these files, please move them to another folder or rename them.</p>
<p>Privileges and access rights check</p>	<p>Added several privileges and access rights check of the PATROL agent account and the PATROL console default account to make sure blackouts are performed properly:</p> <ul style="list-style-type: none"> • Check of writing, reading and deleting access rights in the “%PATROL/SEN_BO_LOG” folder • Check of modification rights of the PATROL agent configuration • Check of reading access rights of “.km” and “.kml” when selecting to blackout a whole KM <p>An alert is triggered or an error message is displayed,</p>

Feature	Description
	depending on the circumstances, if any of these tests fails.
Weekly blackout	Weekly blackouts can now be performed several days a week. An option has been added to the wizard to allow the selection of any combination of days from Sunday to Monday when performing a weekly blackout.
“No collect” blackout	When using the “No collect” type, the wizard will check that it can find the corresponding collector for all instances that are to be blacked-out. A warning message with the list of instances with no collector is displayed.

What's Changed

Description
"No threshold" is now the recommended and default method when creating a blackout by instance.
Removed "Cancel blackout" KM command.
A running blackout may now restart right away when a server restarts, even if the server or the PATROL agent was shut down for more than 3 days.
Added icon to message boxes.

Corrected problems

Tracking number	Description
	Fixed an issue with getting the list of instances to blackout when running a blackout by existing objects and selecting "Blackout the selected objects and those placed underneath" on PATROL Agents v3.4.11.
	Fixed an issue with odd localization settings that prevented the blackout to start at the scheduled time.

Open Issues and Resolutions

None.

Product Documents

The following documents support the product:

- *Blackout Knowledge Module for PATROL by Sentry Software – User Guide*
- *Blackout Knowledge Module for PATROL by Sentry Software – Installation Guide*
- *Blackout Knowledge Module for PATROL by Sentry Software – Reference Guide*

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