

IBM Enterprise Content Management System Monitor

Release Notes[®]

IBM

IBM Enterprise Content Management System Monitor

Version 5.6.0

Release Notes

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This document contains the important notes and hints for the release.

Carefully read the complete document before starting the actual update process.

Preface

About this document

This document is written as plain text document and provided as html / pdf. The newest ESM related documents can be found in the help section of the console.

Who should read this guide?

The target audience for this guide are those who install or maintain ESM environments.

Every effort has been made to provide you with complete installation instructions. If information becomes available after the creation of the installation media from which you accessed this guide, we will provide an updated version of the guide on the IBM Customer Service and Support web site (<https://www.ibm.com/support>). As a general rule, you should refer to the IBM web site to obtain the current version of this guide.

This guide provides instructions for installing and/or upgrading IBM Enterprise Content Management System Monitor, and identifies the IBM/FileNet and 3rd Party products that are certified for the current release. Be aware that each release of IBM Enterprise Content Management System Monitor may have multiple Interim Fixes, or Fix Packs available for installation, each with potentially different dependencies and installation requirements. Therefore, before you attempt to install or upgrade IBM Enterprise Content Management System Monitor, review the list of releases and their associated dependencies on the IBM Support web site (<https://www.ibm.com/support>).

Before you start

Users of the guide should have knowledge about Unix and/or Microsoft Windows® operating system, web servers, database systems and middleware platforms. The configuration of managed systems (clients) requires advanced knowledge of all IBM ECM systems that should be monitored.

You should read the Upgrade Notes section below!

If you lack the requisite skill sets it is strongly recommended to have IBM Lab Services or a certified ValueNet Partner in order to install this product.

TIP

For tips and tricks regarding the configuration and maintenance of IBM Enterprise Content Management System Monitor please check the CENIT Field Guides at [IBM ESM Field Guides](#).

The updated documentation can be downloaded from the [IBM download pages](#).

Feedback on documentation

Send your comments by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title)

News and Noteworthy

New Features, Probes, and Fixes

- **Maintenance mode for monitoring**
Operating UI
- **Tag manager**
Operating UI
- **Enhanced Instana integration**
- **New synthetic check probe to measure document upload performance (CPE)**
- **Subsystem for Datacap applications**
- **FileCount probe now supports UNC paths**
- **New MailCount probe that can monitor the number of mails in an Azure mailbox**
- **Subsystems for Mail Servers**
- **Predefined set of shared evaluations to reduce configuration efforts**
- **User management integrated into the Operating UI**
- For all changes and details please see the Release Notes for this release.

Security

- **TLSv1.3**
The internal web server now only supports TLSv1.3 for HTTPS connections.
- **Cumulative security update**
Upgrades of many core components (JRE, Apache Karaf, H2, ...) to include the latest security fixes available at the time of the creation of this version.
- **Enhancements**
For security reasons the detailed information provided by the status page is no longer shown.
Enforcement of strong passwords is now active.

Virus Scanners

We strongly advise to exclude the karaf folder of the server from virus scans and from access by other external programs that potentially can lead to file locks. This can lead to database corruption.

Microsoft Windows Server Core

Starting with version 5.5.11.0 ESM does support an installation on Microsoft Windows Server Core for the server and the agent component.

Updating to 5.6 with an H2 database

IMPORTANT

- See the chapter about platform support in the Install Guide for a list of databases supported in production.
- ESM 5.6 cannot use the H2 databases of the previous versions and therefore ignores them completely.
- This is a technical limitation of H2 that cannot be circumvented by ESM.
- The following is also necessary for Cloud deployments when upgrading to 5.6..
- Re-installing 5.6 on top of an existing 5.6 installation will remove the database files of any older version without further notice or inquiry even from the backup directory.
- Also keep in mind that you can always ask your support representative for help.

NOTE

As always when migrating data or applications: Make a backup before you start. Remember: No Backup - No Mercy!

Why is the following necessary for H2?

ESM 5.6 switched from H2 2.1.x to 2.2.x. This was necessary to get the newest important security fixes besides all the other improvements and fixes of H2.

Between version 2.1 and version 2.2 of H2 there have been major changes. A simple update is not possible. A more elaborate migration is mandatory. The official way to upgrade is to export the data into an SQL script, create a fresh database, and then load the SQL into that database.

We have decided to make this process more user friendly concerning the configuration data by enhancing the existing configuration export and import mechanism of ESM.

NOTE

Migration of the monitoring data is not supported. A manual export and import by H2's own methods will fail.

Configuration migration

NOTE

We recommend to read the chapter "Configuration Import/Export" in the "Configuration Guide" before executing the following steps. The chapter contains a more detailed description and includes screenshots for a better understanding.

Configuration export

IMPORTANT

For the following the lowest supported version of ESM is 5.5.11.0-004. Configuration exports of versions older than 5.5.11.0-004 are not supported and will be rejected by the import. This does also apply for the agents known by the server. The state (ONLINE, OUTDATED, ...) of the agents is irrelevant only the version matters. So you have to remove all agents, that are not at least on this lowest supported version and patch level from your system before exporting the configuration. If not, the import will fail.

Before updating to 5.6 you must export the existing configuration via the web UI. If you do not export the configuration now, you will not be able to transfer your configuration into the updated installation later on.

- Login as administrator.
- Click on the "Administration" tab.
- Click on "Configuration Import/Export" in the left menubar. This is the last item in the menubar.
- In the newly opened list showing only two icons click on "Export complete configuration". This is the left one of the two icons. The one with the arrow pointing downwards.
- In the newly opened editor you can change the filename containing the exported data. This is optional. If you want to stick with the default "configuration.json".
- Click on the checkmark-icon to start the export.
- Your browser should now handle the download. Maybe it will ask you where to save the export file. Store it in a save place on your disk outside of the installation directory of ESM.

IMPORTANT

Do not save the exported configuration in the installation directory of the product. Use a location outside of the installation directory. If not, the file will get lost in the update process.

After the export has succeeded you can start the update process of the product. And then import the configuration as described in the next section.

Configuration import

After the product was updated to version 5.6 you can import the exported configuration directly from the web UI.

Of course you can also import the exported configuration into a fresh install of 5.6 as well.

- Login as administrator.
- Click on the "Administration" tab.
- Click on "Configuration Import/Export" in the left menubar. This is the last item in the menubar.
- In the newly opened list showing only two icons click on "Import configuration". This is the right one of the two icons. The one with the arrow pointing upwards.
- In the newly opened editor click on "Choose File" and select the file created by the export done before.
- Optionally you can deactivate the probes being imported.
- At last click on the checkmar-icon to start the import.

After the import has finished successfully, the configuration migration is complete.

NOTE

We recommend to check the imported configuration now. If all looks as expected, we also recommend to export the newly imported configuration as a backup for 5.6.

Version Enhancements and Changes

5.6.0.0

Call #	IBM APAR #	Type	Description
21429	optional IBM APAR #	Fix	The task AutodiscoverCpeSettings used an invalid URL to connect to the CPE. This has been fixed.
21409	-	Enh	The ContentNavigatorActiveStatus probe now supports Basic Auth when requesting the health status URL.
21406	-	Enh	Path for readiness and liveness probe in helm charts changed from /status to /version.
21398	-	Fix	With rolling logfiles it was possible the logfile monitoring did not switch over to the new active logfile. This has been fixed.
21392	-	Fix	Database JDBC-URL examples in the server installer fixed.
20863	-	Fix	The regression introduced with 5.5.11.0-003 in DatacapPagesProcessed, DatacapPagesQueued and ScanClientWebServicesBatchesCounter no longer exists. The probes are now working as expected again.
20856	-	Enh	The Logfile probe no longer monitors log files that haven't been changed in the last 24 hours. In addition, newly discovered logfiles are read from the start.
20854	-	Enh	New synthetic check probe (ObjectstoreDocumentUploadPerformance) to measure document upload performance (CPE)
20850	-	Enh	New MailServer subsystem (SMTP and Azure Mailing). It is in sync with the mail server configuration under Administration.
20828	-	Enh	The Universal Base Image (UBI) used for the Docker images was updated to version 9 (ubi9). Also the no longer needed glibc.i686 (32bit glibc) was removed from the Agent images. Mounted logfile directories of FileNet can be monitored if the logfiles are readable by users of group 'nobody'.
20823	-	Enh	An upgrade to 5.6.0.0-000 is only possible from version 5.5.11.0-004 and later versions of 5.5.11.0. Additionally the 5.5.11.0-004+ server installation has to be started at least once to prepare the database for a successful update to 5.6.0.0-000.
20821	-	Enh	Mails of exported incidents are correctly formatted again. This fixes an issue introduced with 5.5.11.0-002.

Call #	IBM APAR #	Type	Description
20817		Enh	Security update to fix CVE-2024-29857, CVE-2024-30171 and CVE-2024-34447.
20810	-	Enh	Security update of nimbus-jose-jwt to fix CVE-2023-52428.
20809	-	Enh	Security update of commons-configuration2 to fix CVE-2024-29131 and CVE-2024-29133.
20804	-	Enh	All HTTP responses created by the esm web server now contain the necessary HTTP headers.
20760	-	Enh	Cumulative maintenance and security update to Apache Karaf 4.4.6.
20747		Enh	Security update of a 3rd-party component (Netty) to fix CVE-2024-29025).
20746	-	Fix	On DB2 creation of a constraint for the maintenance rule table was not created. This is now fixed.
20694	-	Fix	Release Notes document is now also listed in the Help section of the Operating console (new UI).
20692	-	Fix	Confirmation dialog shown if one want's to navigate away from a maintenance editor that contains unsaved changes.
20678	-	Fix	The source field in samples from SpectrumProtect probes no longer contains the sample value. In addition, incidents from the probe StoragePoolVolumeStatus are now automatically closed when the monitored item returns to a non-error state.
20578	-	Enh	New notification banner in the operating console.
20564	-	Enh	Management UI for custom tags. It supports creation, deletion and assignment of custom tags to situations.
20554	-	Enh	More icons for subsystems. Some subsystems did not have specific icons, this is now fixed.
20542	-	Enh	Label of Close All button changes if one or more incident is selected. Label changes from "...all" to "...selected".
20541	-	Enh	Acknowledging an incident now allows the input of a short optional note. The note is then shown in the incident's details.
20512	-	Enh	Management of users is now also possible directly from the new Angular UI.
20500	-	Enh	Selecting an incident in the list of incidents will no longer trigger incident details in samples list.
20485	-	Fix	Samples with an IP-address in the source field were not identified as duplicates. This issue is now fixed.

Call #	IBM APAR #	Type	Description
20475	-	Enh	The parameters of the probe ObjectStorePerformance have been reviewed. In addition, a performance issue with this probe has been fixed.
20455	-	Enh	For security reasons the detailed information provided by the status page is no longer shown.
20446	-	Fix	The WebhookExportIncident no longer fails with multi-line messages. This issue was reported when forwarding Netcool Omnibus messages with this type of task.
20441	-	Enh	New task to forward incidents to IBM Instana. The incidents will be forwarded to an Instana agent through a webhook.
20422	-	Enh	Major update of H2. This is a necessary security update, that fixes GHSA-22wj-vf5f-wrvj. If you are not using H2 as the main database for your installation, you can ignore the following. Unfortunately, H2 does not offer a safe and reliable way to migrate the data from the older version to the newer one. However, it is possible to migrate the configuration data yourself using the System Monitor. For the monitoring data stored in H2 this is not possible. Please read the Release Notes before upgrading!
20415	-	Fix	Server shutdown no longer throws exceptions caused by Jetty's WebSocketUpgradeFilter.
20414	-	Enh	A new MailCount probe has been added that can monitor the number of mails in an Azure mailbox.
20406	-	Fix	The FileCount probe now returns the correct count for UNC paths consisting only of host-name and share-name if the agent has access to that path.
20385	-	Enh	The internal web server now only supports TLSv1.3 for HTTPS connections.
19938	-	Fix	Multisample probes do now create distinguishable samples. This fixes issues in custom query probes for databases, WMI, and Spectrum Protect.
19275	-	Enh	The Datacap subsystem separates now the applications from the main Datacap subsystem. The latter is now the top-level entry for a Datacap subsystem to be monitored. Probes are now associated to the top-level subsystem or the an application subsystem accordingly.
17627	-	Enh	The FileCount probe now supports UNC paths.
11263	-	Enh	The subsystem types lice and liceConnector have been renamed to ContentIntegrator and ContentIntegratorConnector respectively. The related probe Rmi4liceStatus has been renamed to ContentIntegratorStatus.

Introduced in ESM 5.6.0.0

- The ContentNavigatorActiveStatus probe now supports Basic Auth when requesting the health status URL.
- Path for readiness and liveness probe in helm charts changed from /status to /version.
- The Logfile probe no longer monitors log files that haven't been changed in the last 24 hours. In addition, newly discovered logfiles are read from the start.
- New synthetic check probe (ObjectstoreDocumentUploadPerformance) to measure document upload performance (CPE)
- New MailServer subsystem (SMTP and Azure Mailing). It is in sync with the mail server configuration under Administration.
- The Universal Base Image (UBI) used for the Docker images was updated to version 9 (ubi9). Also the no longer needed glibc.i686 (32bit glibc) was removed from the Agent images. Mounted logfile directories of FileNet can be monitored if the logfiles are readable by users of group 'nobody'.
- An upgrade to 5.6.0.0-000 is only possible from version 5.5.11.0-004 and later versions of 5.5.11.0. Additionally the 5.5.11.0-004+ server installation has to be started at least once to prepare the database for a successful update to 5.6.0.0-000.
- Mails of exported incidents are correctly formatted again. This fixes an issue introduced with 5.5.11.0-002.
- Security update to fix CVE-2024-29857, CVE-2024-30171 and CVE-2024-34447.
- Security update of nimbus-jose-jwt to fix CVE-2023-52428.
- Security update of commons-configuration2 to fix CVE-2024-29131 and CVE-2024-29133.
- All HTTP responses created by the esm web server now contain the necessary HTTP headers.
- Cumulative maintenance and security update to Apache Karaf 4.4.6.
- Security update of a 3rd-party component (Netty) to fix CVE-2024-29025).
- New notification banner in the operating console.
- Management UI for custom tags. It supports creation, deletion and assignment of custom tags to situations.
- More icons for subsystems. Some subsystems did not have specific icons, this is now fixed.
- Label of Close All button changes if one or more incident is selected. Label changes from "...all" to "...selected".
- Acknowledging an incident now allows the input of a short optional note. The note is then shown in the incident's details.
- Management of users is now also possible directly from the new Angular UI.
- Selecting an incident in the list of incidents will no longer trigger incident details in samples list.
- The parameters of the probe ObjectStorePerformance have been reviewed. In addition, a performance issue with this probe has been fixed.
- For security reasons the detailed information provided by the status page is no longer shown.
- New task to forward incidents to IBM Instana. The incidents will be forwarded to an Instana agent through a webhook.
- Major update of H2. This is a necessary security update, that fixes GHSA-22wj-vf5f-wrvj.

If you are not using H2 as the main database for your installation, you can ignore the following.

Unfortunately, H2 does not offer a safe and reliable way to migrate the data from the older version to the newer one. However, it is possible to migrate the configuration data yourself using the System Monitor. For the monitoring data stored in H2 this is not possible. Please read the Release Notes before upgrading!

- A new MailCount probe has been added that can monitor the number of mails in an Azure mailbox.
- The internal web server now only supports TLSv1.3 for HTTPS connections.
- The Datacap subsystem separates now the applications from the main Datacap subsystem. The latter is now the top-level entry for a Datacap subsystem to be monitored. Probes are now associated to the top-level subsystem or the an application subsystem accordingly.
- The FileCount probe now supports UNC paths.
- The subsystem types lice and liceConnector have been renamed to ContentIntegrator and ContentIntegratorConnector respectively. The related probe Rmi4liceStatus has been renamed to ContentIntegratorStatus.

Known Limitations

Call #	IBM APAR #	Description
21432	-	<p>Severity icons not shown for closed incidents (Operating UI)</p> <p>Listing closed incidents in the list of incidents in the operating UI will lack the severity icons for the closed incidents.</p> <p>Solution</p> <p>The severity is listed in the 'Incident Details', which is shown for each incident when it is selected.</p>
21428	-	<p>AutodiscoverCpeSettings task can only be executed from an agent not the server</p> <p>The AutodiscoverCpeSettings task fails with an exception if executed on the server ("[Run on Server]" used in the task configuration).</p> <p>Solution</p> <p>Execute the task from an agent that has access to the CPE deployment by choosing that agent in the task's configuration.</p>
20682	-	<p>RuntimeException at start-up stating an invalid CEN header</p> <p>The exception is caused by 3rd-party dependencies. This is reported as ARIES-2124 in the issue tracker fo Apache Aries.</p> <p>Solution</p> <p>None</p>
20533	-	<p>Temporarily missing report name in title of report portlets</p> <p>As long as there is no report data, the report portlet for a report will only show the generic title 'Reports'.</p> <p>Solution</p> <p>No workaround. The title will show the report's name automatically if there is data.</p>
20328	-	<p>Be carefull editing tag names with backspace</p> <p>Scenario: There exist two tags 'Subsystem:CPE' and 'Subsystem:CPE557'. Start adding the tag 'Subsystem:CPE557' to e.g. a situation group. Do not save the tag immediately but remove the '557' at the end of the tag's name with the backspace key. Then save this tag. It will be named 'Subsystem:CPE'. The issue is, this is a new tag and not the already existing one named alike.</p> <p>Solution</p> <p>No workaround, but two tips: Always click on the items in the tag list if you want one of the existing tags to be used. Avoid creating tags that are created by the system itself e.g., Subsystem:<foo> or Agent:<bar>.</p>

Call #	IBM APAR #	Description
20173	-	<p>Duplicating situation group can lead to empty list of situations in Firefox</p> <p>Select an existing situation group and duplicate it. It is possible the list of situation groups will then be empty. Do not be afraid, none of the situation groups was deleted. They all still exist. This issue is a timing problem of the Dojo UI running in Firefox.</p> <p>Solution</p> <p>Press F5 or Ctrl-R to refresh the page or use a different supported browser.</p>
19281	-	<p>Newly created elements not always immediately shown in the UI</p> <p>Due to technical limitations it is possible a newly created element, e.g. an SNMP server, will not immediately shown in the UI (in the example in the sidebar).</p> <p>Solution</p> <p>Press F5 or Ctrl-R to reload the web-UI. The new element should then be shown as expected.</p>
17976	-	<p>HTTP ERROR 404 Not Found for 'Servlet -'</p> <p>Sometimes we have seen the web UI does not start right after the installation. Instead the error "HTTP ERROR 404 Not Found" for "SERVLET: -" is presented in the browser. We suspect timing problems in the start-up process in some environments.</p> <p>Solution</p> <p>In most cases the web UI will start after some time and the message is replaced by the login page, please be patient on slower systems. If this is not the case, first try to refresh the page with a cleared browser cache by pressing Ctrl-F5. If that does also not fix the problem, restart the server.</p>
17953	-	<p>No automatic escalation of metric Incidents</p> <p>The severity of Incidents with mode 'METRIC', e.g. CPU, cannot automatically be escalated. The escalation configuration will be ignored for these Incidents. The escalation works for Incidents with mode 'EVENT', e.g. logfiles.</p> <p>Solution</p> <p>The mode can be changed manually. We do not recommend this. But if necessary, it is possible.</p>
17255	-	<p>Problem when switching to an other configuration if the current configuration was changed</p> <p>If a situation or subsystem configuration 'A' was opened and changed but not saved and then a different situation or subsystem 'B' is double clicked to open that configuration instead and the changes of the first configuration 'A' are discarded, the configuration of the other situation or subsystem 'B' is not shown.</p> <p>Solution</p> <p>Trigger a re-rendering, e.g. by toggling one of the sidebars or resize the window.</p>

Call #	IBM APAR #	Description
16037	-	<p>Column header missing in newly added list portlet</p> <p>After adding a new list portlet to a dashboard, the column headers are missing.</p> <p>Solution</p> <p>Move the portlet. After the redraw, the column headers are visible.</p>
14840	-	<p>Issues in the details / history view of a portlet</p> <p>The following issues exist in the details aka history view for incidents: * The details section can obscure the selected incident, if the incident is in the lower part of the list. * The details section in the view is not hidden again, when simply selecting the entry for which the details are shown, again. This is not a limitation, but a necessary change, because of the implementation of the multi-select feature.</p> <p>Solution</p> <p>The details part can be hidden again by selecting a second entry (multi-select) or by holding down the Ctrl-key when selecting the selected incident. To see the selected incident that was obscured by the details view, one can scroll the incident list section upwards.</p>
14827	-	<p>Some limitations concerning accessibility keyboard short cuts and the Angular UI</p> <p>ALT-S does not work in the editors to save the content; see. workaround below. In Mozilla Firefox SHIFT-F8 does not highlight/select the drop-down list in the probe configuration editor. Currently the new Angular UI is not accessibility compliant.</p> <p>Solution</p> <p>Move the focus to the GUI-element (button, drop-down list, ...) and press enter or cursor down to trigger the desired functionality. For the Angular UI the workaround is to use the Dojo based UI.</p>
12060	-	<p>Keystore settings are ignored by FileNet P8 probes using the FileNet API</p> <p>The settings made in keystore subsystems are ignored by the FileNet P8 API. The FileNet P8 API always uses the JRE's initial truststore that is created when the JVM boots up. That truststore is made up of the certificates stored in the file ... /jre/lib/security/cacerts alone. This affects all probes using the FileNet P8 API JAR file, but not probes accessing FileNet e.g. via HTTPS or JDBC with SSL/TLS.</p> <p>Solution</p> <p>Import the certificates into the cacerts file of the agent's JRE below <agent install dir>/jre/lib/security/ and restart the agent afterwards.</p>

Upgrade Notes

NOTE

Read the Installation Guide prior to an update.

With every major or modification release it is very likely older versions of operating systems and middleware will no longer be supported. So do not forget to read the section about the supported platforms and middleware.

Updating to 5.6.0.0

You must have at least version 5.5.11.1-004 (aka interim fix 4 of 5.5.11) installed to successfully update to 5.6.0.0.

Appendix A: Copyright notice

IBM Enterprise Content Management System Monitor

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