

Release Notes

Savision Live Maps 10.2 for
Microsoft System Center Operations
Manager



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1. Introduction

1.1 About this document

This document contains the release notes for Savision Live Maps for Microsoft System Center Operations Manager. The following sections describe the release in detail and provide late-breaking or other information that supplements the main documentation.

2. Release Information

Product	Savision Live Maps for Microsoft System Center Operations Manager
Release	10.2
Release Date	December 2018

Product	Savision Live Maps for Microsoft System Center Operations Manager
Release	10.1
Release Date	October 2018

Product	Savision Live Maps for Microsoft System Center Operations Manager
Release	10.0.1
Release Date	August 2018

Product	Savision Live Maps for Microsoft System Center Operations Manager
Release	10.0
Release Date	July 2018



3. New Features

Release: 10.2	
Component	New feature
Web Portal	<p>Added four new widgets for summary dashboards.</p> <ul style="list-style-type: none"> - Service Perspective widget - Service Alerts widget - Unit Monitors widget - Supplier Services widget
	<p>Added four new views to the SLA Status widget</p> <ul style="list-style-type: none"> - Heat-map - Bar Chart - Line Chart - Multi-view <p>A month selector is available for all views in the widget header, as well as status information for the bar, grid and line chart views.</p>
	<p>Improvements to the entity list and heat map views, showing time in current state.</p>
	<p>Improved performance on the Services Overview page. Added sorting options as well as in-line filtering by service name.</p>
	<p>Improved performance and user experience on the Service Map page. You are now able to toggle between three views on the service levels section.</p>
	<p>Improved performance and user experience on the Health Explorer page. State change events and knowledge have been broken out into their own tabs, and a third tab has been added to view specific monitor details.</p>
	<p>Shareable Links can now target the Services Overview, Health Explorer, and Service Map pages.</p>
	<p>PowerShell widgets have been given the ability to specify a user credential from the Administrator User Credential section of the application, to use in their scripts.</p>
	<p>Added error logging and an admin page to view error logs.</p>
	<p>Added the ability to save CSS overrides in the administration section.</p>



Release: 10.2	
Component	New feature
	When starting maintenance mode, the end time is now 30 minutes in the future, and "Include Contained Objects" is enabled by default.
	Object Explorer Details now includes a "monitors" tab



4. Fixed Issues

Release: 10.2	
Component	Fixed Issue
Web Portal	Improvements to Maintenance Mode Date/Time formatting, to enhance compatibility across regions.
	Fixed various user interface bugs in Internet Explorer.
	Fixed 'washed out' colors in graphs.
	Resolved issue where Uninitialized health states led to illegible text.

5. Notes

5.1 Supported System Center Operations Manager Versions

The supported System Center Operations Manager versions are 2012 R2, 2016 and 1801.

The current and future releases of Savision Live Maps will not be compatible with System Center Operations Manager 2007 RTM/SP1 and System Center Service Manager 2010.

The new 'Savision Live Maps Portal' can be downloaded [here](#).

5.2 ServiceNow Scoped Application Versions

The ServiceNow Integration Service included in the Savision Live Maps 10.2 installation package requires the Savision Live Maps 8.1.0 scoped application installed in the ServiceNow instance that the integration service is connecting to.

Version compatibility information:

Savision Live Maps Version

Savision Live Maps Unity 7.* - 8.0
 Savision Live Maps 8.1 - 8.6
 Savision Live Maps 8.7 - 8.*
 Savision Live Maps 10.*

ServiceNow scoped application

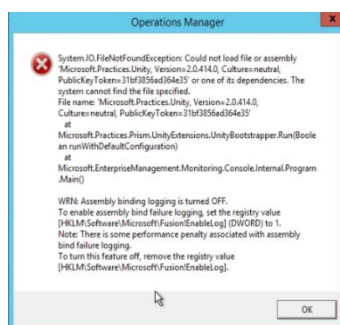
Savision Live Maps Unity 1.2.0
 Savision Live Maps 8.1.0
 Savision Live Maps 8.7.4
 Savision Live Maps 8.7.4

6. Known Problems and Workarounds

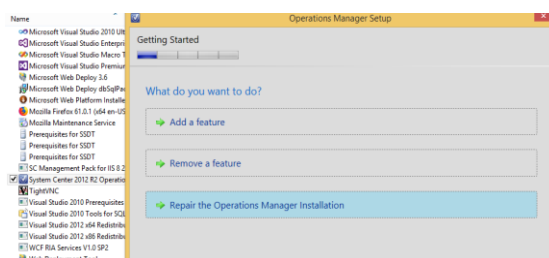
6.1 Savision Live Maps Operations Manager Extensions upgrade/manual uninstall issue

There is an issue when upgrading the Savision Live Maps Operations Manager Extensions from 8.9 to 10.0. Or when manually uninstalling the 10.0.1 version shipped with Savision Live Maps 10.1.

After an upgrade/manual uninstall (10.0.1 only) the user will receive the following error when launching the Operations Manager Console.



To fix the Operation Manager Console, go to Control Panel and select to do a “Repair” on the Console. In most cases with will work, in other cases it might require the Operation Manager Console to be re-installed.



6.2 Savision Live Maps 10.0 Beta Summary Dashboard Compatibility

Summary Dashboards created using Savision Live Maps 10.0 Beta 1 and/or Beta 2 will not work as expected and should be re-created for production use.

6.3 Upgrading Savision Live Maps Portal from a 10.0 Beta Install

It is recommended to uninstall the Savision Live Maps Portal Beta version before installing the Savision Live Maps Portal 10.0 Release version. The Beta install was a separate install and sat side-by-side with the previous 8.x version, so not to interfere with the 8.x install. The Savision Live Maps Portal 10.0 Release version will now do an upgrade of the 8.x version and if the Beta version is still installed it may not upgrade properly.

6.4 Slow drill-down on Windows 8 and Windows Server 2012

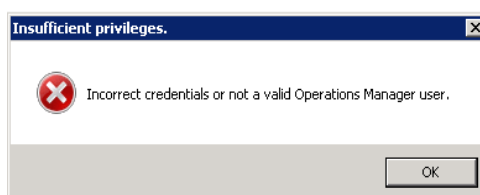
When drilling down from one Savision Live Maps view to another through the System Center 2012 – Operations Manager Console on a Windows 8 or Windows Server 2012 operating

system, the console freezes for quite some time before showing the next Savision Live Maps view. Performing the same activity through the Savision Live Maps Portal or the System Center 2012 – Operations Manager Console on Windows 7 or Windows Server 2008, this delay is not experienced at all.

Solution: Apply [System Center 2012 Service Pack 1](#) to include compatibility with Windows 8 and Windows Server 2012 to System Center 2012 – Operations Manager.

6.5 “Insufficient privileges” when starting the Authoring Console

When UAC (User Access Control) is enabled on Windows 2008, authentication on launching the Savision Live Maps Authoring Console fails with the following error dialog:



Workaround: Launch the Savision Live Maps Authoring Console with ‘Run as Administrator’.

6.6 Service Manager Integration does not work correctly with Service Manager 2012 SP1

Due to a known issue in Service Pack 1 for Service Manager 2012, Savision Live Maps’ Service Manager Integration feature will not work properly.

Solution: Follow the instructions in the section entitled “PowerShell Tasks Created with the Authoring Tool Do Not Work Properly” in the Service Manager 2012 SP1 release notes found at <http://technet.microsoft.com/en-us/library/jj614520.aspx>.

6.7 Authoring Console is slow on a single processor machine

For performance reasons, Savision recommends running the authoring console on a machine equipped with two or more logical processors.

6.8 Service Level health states and alerts are delayed

The time between reaching the Service Level Objectives warning or error threshold and the time the health state is changed, it can take up to 2 hours, depending on the SLO Monitoring interval and the time SCOM does its SLA value aggregation, for an optional alert to be raised.

The SCOM aggregation is scheduled for every hour; in the worst case scenario the Savision Live Maps SLO monitor runs right before the SCOM aggregation process and the SLO was breached at the beginning of the hour. In this case with the SLO monitor scheduled to run every hour, it means that the breach at 1PM could be alerted just before 3PM.

It is not a good solution to set the SLO monitor intervals to 1 minute, this will have a larger impact on the SCOM environment because the monitor still has to wait for the hourly SLA value aggregation by SCOM, and it will only speed it up a little.

6.9 Minutes defined in Business Hour Settings are ignored

In the Authoring Console it is currently possible to define the Business Hours in hours and minutes but because Microsoft aggregates the data to hourly values it will miss the values from the first business hour and add values from the last business hour.

For example:

If the business hours in the Authoring Console are set to 8:30 am till 5:30 pm the first aggregated hourly values showing will be 9 am which contains the data between 9 am and 10 am and it will include the values between 5 pm – 6 pm.

6.10 Microsoft SCOM Service

The out-of-box Microsoft SCOM Service does not support SCOM installations that use Non default Database or website names.

6.11 Error while creating a SCOM group in a Savision Live Maps Service MP

When creating a Service within the Savision Live Maps Authoring Console, you are given a choice between saving it in an already existing Management Pack or creating a New Management Pack. If you use an already created Management Pack, you cannot create or change the groups within that Management Pack. The following SCOM method PerformGroupMembershipDiscoverySnapshot is not respecting the \$MPElement reference for group Id as it should for Membership rules. This appears to be a SCOM issue. The work around is to use a Savision Live Maps Group or List instead of a native SCOM Group in these scenarios.

6.12 Group Health Rollup versus Maintenance Mode

Due to changes with SCOM, moving an object to maintenance mode no longer removes its contribution to the group health rollup. If this causes issues for you, let Microsoft know and they may be encouraged to correct this behavior in SCOM.

6.13 Health Icons in Internet Explorer

An existing issue with newer version of IE causes a failure of some older health icons to update when health colors change. Full-page reloads will correct the icons and future development will continue to work around quirks where browser patches are not anticipated.

7. Contact

For additional information, go to support.savision.com or email support@savision.com.