UltraBand™ Version 5.7.13

Release Notes

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Release Overview

Release Version	UltraBand 5.7.13
Release Date	May 15, 2019
Release Type	General Availability
Deliverables	● ISO image for fresh installations of UltraBand 5.7.13 ● Release Documentation (Release Notes)
Additional Information	Improvements since UltraBand 5.7.13 release: Customer Defects - 5 Defect fixes - 29

Customer Defect(s)

JIRA ID	Zendesk ID	Description
PAUB-20176	#735193 #751478	TCP Connections - Downstream graphic check
PAUB-20178	#178572	5.7.9 | PA_parts.db oversized and growing
PAUB-20212	None	5.7.10 | Signal 11 Core reported by a Customer
PAUB-24984	#431493	5.7.10b321 | Signal 11 Core reported by a Customer
PAUB-25020	#435754	LWIP BW zero in 5.7.12

Fault Analysis Report

TCP Connections - Downstream graphic check

A customer reported an issue for downstream graph display. The issue is regarding the graph data was not shown properly for a certain period of time and where as for other periods of time downstream graph displays the correct information. After due analysis, the systems behaviour was pointing to data fetch operation happens during the downstream graphs display. **SNMP** is the protocol used to fetch the data for the graphs and the issue seems to be caused by SNMP **timeout or connectivity issues**. The issue was not reproducible in the PeerApp lab and from the analysis of customer logs there were few requests either fetched partial data or returned empty. This is the main reason for the downstream graphs display issue. The proposed workaround was **a simple restart of SNMP daemon in the management server**.

As the issue was not reproducible in the lab, a detailed documentation was provided to PeerApp support team on how to collect additional SNMP debugging information when the same issue happens again in any of the customer systems.

PA_parts.db oversized and growing

It was noted by a customer that over a period of usage of the cache engine the databases are constantly growing because the expiration mechanism in the system which should clean the databases periodically is failing. The logs indicate the clean-up procedures were called but the clean-up was not done. Due to which there are downstream effects of server crashes , Cache-out degradation and overall performance. This is related to cleaning of old hashes and cleaning the system periodically. The issue was analyzed and fixed.

Signal 11 Core issues

It was reported by a customer that there were server crashes during the operation of the UltraBand cache engine. This is related to memory address references which are causing the crashes. The issue was analyzed and fixed.

LWIP BW zero in 5.7.12

It was observed in one of the customer systems and reported the same. The issue mentioned as LWIP connection pool leaks and Bandwidth was not getting processed. After thorough analysis of the client system it was observed that the traffic was diverted from the cache engine hence there are no new connections getting created but when the traffic was processed through Cache engine there are constant indications in the logs for creation of LWIP connections and at the same time closing of the connections which is a desired behaviour.

Stability Improvements

PeerApp is constantly improving its testing methods as well as observing customer logs during troubleshooting of other customer defects. There were quite a number of instances where we had seen segmentation fault errors in the logs and these issues sometimes lead to server crashes, which prompted us to proactively scan some modules and identify the root cause of these problems. The issues identified were mainly due to passing null values to the subroutines which are expecting memory addresses, causing segmentation issues and potentially stability issues. The product team is constantly fixing these issues and including them in each release before customers experience them on their premises, making the product more reliable and robust on after every release. As a result of this intense initiative, this release includes over 50 other improvements for overall stability of the product.

As the issues are internal and might not be relevant to all of our customers, we list only an excerpt of the released fixes for this version:

Defect(s)

JIRA ID	Zendesk ID	Description
PAUB-19861	None	SysLocation attribute showing Unknown
PAUB-24834	None	Make Spread connection more robust
PAUB-24849 PAUB-24850 PAUB-24851 PAUB-24945 PAUB-24946 PAUB-24947 PAUB-24948	None	Stability Improvements

PAUB-24949 PAUB-24950 PAUB-24951 PAUB-24952 PAUB-24953 PAUB-24954		
PAUB-24923 PAUB-24924 PAUB-24925 PAUB-24926 PAUB-24927 PAUB-24928 PAUB-24929 PAUB-25032	None	Improving Integrity checks for Insert / Update / Delete operations on CMDB database
PAUB-25033	None	Fix wrong statistics for IO_DELETE_ERRORS
PAUB-25081	None	Fresh Install & Upgrade throws Error in UBView Dashboard during loading graph data
PAUB-25144	None	Bad initialization due to wrong use of memset
PAUB-25172	None	CDRs are not generating for HTTP Chunk traffic