

**WHAT'S NEW**  
UPDATE PACKAGE 739  
September 2019



**PANDORA FMS 7.0 NG 739**

[pandorafms.com](http://pandorafms.com)



## NEW FEATURES AND DEVELOPMENTS

### New integration with OTRS

This new update incorporates the OTRS ticketing tool to the Pandora FMS integrations catalogue. This plugin will automatically create and update tickets in this software from the Pandora FMS server and console through the OTRS “GenericTicketConnector” web service.

The integration will be carried out through an alert to create the corresponding ticket, or from a response of events following the same process.

More information about the plugin in [Pandora FMS library](#).



### RedisDB Monitoring

A new plugin has been added for Enterprise clients in order to monitor the RedisDB database. With this new feature, performance metrics, customer information, memory and statistics can be obtained in a simple and fast way.

More information about the plugin in [Pandora FMS library](#).

### Complete integration with Integria IMS

With this new update, we have integrated Pandora FMS with the Integria IMS ticketing tool, which belongs to the same suite. From now on, users who have this software will have access to a screen in the console where they can activate Integria IMS, in a similar way to the eHorus section that was already available.



Thanks to this new feature, it will be possible to open, manage, comment and close tickets manually from Pandora FMS console, besides being able to create them automatically with alerts and events and also as a manual event response.

This way, we hope to continue working towards the total integration of all Pandora FMS suite programs: remote control, helpdesk and monitoring combined in a single centralized location.

Create Integra IMS Incident

Title:

Type:

Group:

Criticality:

Status:

Creator:

Owner:

Description:

Pandora FMS  
The Flexible Monitoring System

Enter keywords to search

Events

Warmup mode for unknown modules ended.

General | Details | Agent fields | Comments | Responses

Change owner:

Change status:

Comment:

Delete event:

Custom responses:

- Ping to host
- Create incident from event
- Restart agent
- Ping to module agent host
- Create incident in IntegraIMS from event

Description:



## Other improvements

### \* Improved agent deployment

In previous releases, the agent automatic deployment inside Pandora FMS was added. In this update, small improvements have been created, such as the automatic activation of the remote configuration of these installed agents, to be able to manage them directly from the console, along with some small usability improvements.

### \* New options for High Availability (HA)

In order to improve HA environments, the following options have been incorporated: deleting nodes registered in Pandora FMS console, editing a replication user and password, indicating a hostname to check the synchronization, resynchronizing the replication from a button in the master and better managing the Pandora FMS HA zombie mode.

The screenshot shows the 'Manage Pandora DB HA' interface. A table lists three nodes: sylvanas.artica.lan (slave), probius.artica.lan (slave), and gazlowe.artica.lan (master). A modal dialog box titled 'Success' is open, displaying the following text:

```
Node last message: Node recovery is running. Check pandora_ha logs.

PCS status:
Cluster name: pandoraha
Stack: corosync
Current DC: gazlowe (version 1.1.19-8.el7_6.4-c3c624ea3d) - partition with quorum
Last updated: Mon Sep 23 16:49:38 2019
Last change: Mon Sep 23 16:49:37 2019 by root via cibadmin on gazlowe

3 nodes configured
4 resources configured
Node sylvanas: standby
Online: [ gazlowe probius ]

Full list of resources:
pandoraip {ocf::heartbeat:IPaddr2}: Started gazlowe
Master/Slave Set: master_pandoradb [pandoradb]
pandoradb {ocf::percona:mysql}: Stopping sylvanas
Masters: [ gazlowe ]
Slaves: [ probius ]

Daemon Status:
corosync: active/enabled
pacemaker: active/enabled
pcsd: active/enabled
```

### \* Macros in Satellite Server

From this update on, the *agentname* and *agentalias* macros can be used in Satellite Server module configuration.



## Troubleshooting

- \* Fixed several bugs for public visual consoles, including their refresh.
- \* Fixed a problem where the secondary server mode of Pandora FMS satellite servers did not send data to the configured secondary server, but instead made several attempts to the first one before doing it.
- \* Fixed the failure to generate dynamic reports when selecting past dates.
- \* Fixed the problem in which the elements of the list of collections within the Metaconsole could not be organized.
- \* Fixed certain bugs in the export of reports to CSV, including the type of agent configuration report, which was previously empty.
- \* Fixed visual errors related to the introduction of Pandora FMS *black theme*.
- \* Fixed policy creation failure in the Metaconsole, where policies were not synchronized with the node until they were applied to some agent.
- \* Fixed error in the creation of SNMP trap filters where all filters could be deleted, but new filters could not be created later on.
- \* Fixed empty field creation issue in web module database referring to `http_auth_user` and `http_auth_pass` lines.
- \* Fixed auto-refresh failure in event view where it was automatically disabled with the full screen.