

WHAT'S NEW IN OBTAIN®

SERVICE LEVEL 1.26.5.016

NOVEMBER 16, 2020

Welcome to the latest edition of What's New in OBTAIN. Our development team has been very busy and we're pleased to include some major software upgrades that greatly expand the flexibility of OBTAIN. As always, this new version contains enhancements to existing functions and introduces new features to help you more accurately represent your data center assets. A complete list of features is contained at the end of this newsletter, categorized by product.

Read on to learn more and please keep in touch. Your feedback is always appreciated!

OBTAIN DCIM 26.5 SUPPORTS THE NEW IBM Z15 MAINFRAMES

Mainframe channel subsystems are complex. Careful planning and implementation does not need to be time consuming.

Use OBTAIN's PCHID Import feature to create the frames, drawers, cards and PCHIDs for your z15's in your Obtain database. The HCD Import feature can be used to create Logical Channel Subsystems, Host Images and logical pathing to switches and channel attached devices. Defining a z15 (machine type 8561) is fast and easy. Reduce the time and effort to improve the accuracy of your planning and physical path design.

MODBUS QUERIES FOR POWER AND TEMPERATURE SENSORS

Schedule automated queries to bring real-time power, temperature and humidity data into your OBTAIN database. Display real-time data in rack views and spreadsheets. Export data to other tools to integrate it in your processes and communications.

SERVICENOW INTEGRATION

More and more data centers are using Service Now to front-end the acquisition and implementation of new equipment. OBTAIN continues to expand the number of ways it can communicate with ServiceNow and other databases like CMDB. If you are considering the value of integrating your tools with ServiceNow and want to discuss how OBTAIN can be included, we would be pleased to meet with you to discuss any issues. Please use the link below to let us know your ServiceNow requirements.

AUTOMATED RECEIVING

We have noticed increased interest in adding a browser-based feature for OBTAIN to aid the receiving of equipment and other goods. Tighter security for all items entering datacenters has placed a greater workload on the receiving function. Our engineers are requesting feedback on what features you might need for this development. We also will value any feedback as to how important this feature would be to your organization. You can play a role in this development by using the link below to send your thoughts to us.

YOUR FEEDBACK MATTERS!

WE CAN ARRANGE A WEB MEETING TO DISCUSS YOUR SPECIFIC REQUIREMENTS.

Contact: connect@obtain.com

ASSETS

New

- **Customer APIs** – Added a test dialogue for MODBUS and HTTP Queries.
- **Device Search** – Added 'RU Position' as a display column in the Device Search dialogue.
- **Upgrade Service** – Added an upgrade service to prevent certain Devices from causing an infinite loop.
- **Upgrade Service** – Added an upgrade service that resolves an issue where some Patch Panels were not displaying their names on the Asset Spreadsheet.

Resolved Issues

- **Asset Export** – The Device Category for all Devices can now be exported properly, via the ServiceNow – Asset Export.
- **Asset Export** – Assets that were previously de-installed are no longer displayed when using the ServiceNow Asset Export.
- **Asset Spreadsheet** – The Asset Spreadsheet no longer displays "0.0" as the RU Height for every Asset.
- **Cables** – The Replace Cable list now searches and matches Cable IDs properly.
- **Device Spreadsheet** – Notes and Static Notes can now be modified in the Device Spreadsheet.
- **Devices** – Deleted/De-Installed Devices no longer show up in the list of assignable assets for a Customer.
- **Devices** – Fixed an issue that was preventing LCSS' from being deleted in certain scenarios.
- **Logical Switches** – Logical Switches can now be renamed correctly.
- **Patch Panels** – The Mounted Rack Name and RU Position now displays properly for Patch Panels.
- **Patch Panels** – Panels are now sorted correctly.
- **Patch Panels** – Customized Names on Patch Panel Cassettes are now removed when the Cassette is deleted.
- **Racks** – All Assets mounted in Divided Shelves now display correctly.
- **Racks** – All Assets can now be mounted in the back of a Divided Shelf.
- **Search** – The Device List Search now displays the current match at the top of the list.
- **Search** - Various Search fields were deselected after typing in a single character, forcing users to click back in after every character typed.
- **Service Now Integration** – Fixed an issue that was causing the OBTAIN Server to crash for clients that broadcast changes to ServiceNow.
- **Service Now Integration** – Fixed an issue in the ServiceNow Request Dialog that was causing the Client to crash when accessing Devices.
- **Workorders** – Fixed an issue that was causing upgrader errors if too many Workorders existed within the database.

CONNECT OBTAIN DCIM DATA TO CMDB, SERVICENOW, REMEDY AND OTHER WORKFLOW TOOLS

Fast, secure, two-way communication between your OBTAIN DCIM and other tools such as CMDB and ServiceNow will cut costs and effort from your daily activity. Work smarter, reduce double entry of data, Obtain a single-pane view of physical and logical relationships. OBTAIN DCIM is the most comprehensive solution for planning and documenting all your physical assets from the smallest cable connections to the largest mainframes and data center facilities.

Now you can integrate this detailed and complex physical data with process data in your equipment ordering, installation, change and decommission process to knock unnecessary work and miscommunication out cold. There is enough real work that needs to be done. Everyone benefits when the redundant and avoidable tasks can be discarded. And, your management will appreciate your team getting more done, more quickly without adding extra cost.

OBTAIN DCIM has a growing capability to capture real-time power, temperature and position data from sensors and RFID tags via Modbus and 3rd-party APIs.

With over 25 years of continuous service to data centers around the world, your investment in OBTAIN DCIM has proven its ROI. We are experienced and ready to help you get even more benefit from an integrated process.



GENERAL RELEASE NOTES

ADMIN FUNCTIONS

New

- **Site Tailoring by Admin Users** – There are 3 new attributes that can be defined for each OBTAIN site;- Region, City & Street address. The 3 fields were requested as part of a CMDB integration. If your CMDB requires each communication to it for newly created assets in OBTAIN to identify any of the 3 fields, OBTAIN can include this info with the label of your choice.

ASSETS

New

- **Devices** – Added an upgrade service that automatically fixes any Device that has an incorrect “Device Paths” page attached to it, instead of the correct “Paths”.
- **Support for QSFPs** – The SFP inventory and usage in OBTAIN was redesigned and QSFP support added at the same time. SFPs are displayed in a non-modal window which means it can remain open while you do other work in Devices. Each time you switch the device you are working with in OBTAIN, the SFP window will refresh to display any SFP assignments to ports of the current device. Multiple SFPs can be assigned to ports quickly. QSFPs attach to 4 OBTAIN ports automatically.

- **Racks** – Added the ability to define certain aspects about a particular rack and to display those aspects above the rack when viewing the Racks diagram. The feature was implemented as a ‘Site Policy’ to ‘Display Rack Aspects’.

Fix

- **Racks** – Fixed an issue that was causing the “Jump To” function from properly centering a Rack on the screen when jumping from a Device.
- **Racks** – Fixed a bug that was causing the OBTAIN Client to crash when moving specific Assets within a Rack with the arrow keys.
- **Device Spreadsheet** – Fixed a bug that was preventing certain columns in the Device Spreadsheet from displaying the proper data.
- **Device Spreadsheet** – Fixed a bug that was causing some Blades to display as blank lines in the Device Spreadsheet.
- **Defined Lists** - In OBTAIN, there are user-defined lists available. Users decide what text to put into each list. These lists were previously accessible by big gray ‘Defined Lists’ buttons on certain screens. These text buttons have been replaced by ‘icon’ buttons beside any Combo-Box that load the texts from a specific Defined List.

IMPORT/EXPORT MODULE

New

- A new feature was added to the Device/Rack/Cable Export options – **Daily Auto Exports**. The more users develop the automated data-flow between OBTAIN and their CMDB / ServiceNow applications, the more a regular export of Device information to a network directory where CMDB / ServiceNow software can access the list and ensure that all Devices, and their required data-fields, are in-sync will be required. The new options allow any Transfer Format to be designated an ‘Auto-Export’ Format.

LOCATION VIEW

Fix

- Fixed a bug that was preventing the options in the File drop-down menu for the Power Outlet Spreadsheet from working properly.

OBTAIN INSTALLER

Fix

- Fixed an issue that was causing some Clients to receive an error message during installation, regarding mismatched file signatures.
- Fixed a bug that was preventing the Remote Client Install from completing properly. *****In order for the fix for the Remote Install to apply, the 1.26.2.028 OBTAIN Client must be installed manually on all Client machines, using the Client Installer from Premium Support. This only needs to be done once and only for users upgrading from versions 1.26.2.023/024/026 to 1.26.2.028 or higher for the first time. After the one-time manual upgrade the Remote Install work for future builds.*****

PATCH PANELS

New

- MTP support for patch panels with MTP on the front and back side has been added.

POWER

New

- The PDU Spreadsheet has a new column which is updatable: Breaker Notes.

Fix

- Fixed a bug that was causing Power Panels with Breaker Notes to print out in an unreadable format.

REPORTS & DIAGRAMS

Fix

- **Connection Spreadsheet Reports** – Fixed a bug that was causing certain Devices that were not selected from appearing in the reports.

WEB BROWSER

Fix

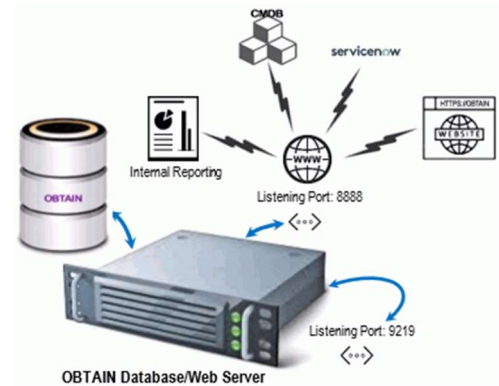
- Fixed a bug that was causing the config files for the Web Browser to be overwritten with fresh copies whenever a new version of OBTAIN was installed.

CONNECT OBTAIN DCIM DATA TO CMBD, SERVICENOW, REMEDY AND OTHER WORKFLOW TOOLS

Fast, secure, two-way connectivity between OBTAIN DCIM and other tools grows further in this 26.2 release.

Customers are saving time and money by reducing double entry of data in multiple tools, bringing data together for single-pane views. Reduce the time and effort it takes to solve problems and implement changes in your equipment and infrastructure. Coordinate with your peers via task-managed workflow and less e-mail trains.

OBTAIN DCIM is the low cost but enterprise-level solution.

**REAL-TIME SENSOR AND POWER DATA**

OBTAIN DCIM connects to sensor gateways, RFID monitoring and power data via multiple access methods.

Your real-time data doesn't have to sit exclusively in its source tool. Release 26.2 can bring it into OBTAIN and integrate it with your other DCIM data for a more accurate and complete picture of your data center status.

NEED MORE INFO?

We can arrange a web meeting to discuss your specific requirements.

Contact: connect@obtain.com

ADMIN FUNCTIONS

New

- **Access Control User Type** – A new User Type called Access Control has been added as an option when creating new users. Access Control users allow you to divide the responsibilities of administrative users within OBTAIN. Access Control users are Administrator level users but the only thing they are able to access in OBTAIN is the Admin > UserID – Add/Change dialogue. Subsequently, whenever at least one Access Control user exists, the ability to add/remove/modify UserIDs is disabled for all other Administrator level users within OBTAIN. The reason for implementing this feature is to accommodate OBTAIN users who are required to have the roles of User Administration and General Administration differentiated within OBTAIN.
- **Device Status Tailoring** – A new field has been added in the Site Options, under Work Flow, which allows Admins to filter which values are displayed as options in the Device Status list.
- **Audit Trail Truncate** - There is now an option in the Admin Preferences which allows you to set how many years the OBTAIN Audit Trail is retained. Entries in the Audit Trail that are older than the specified limit are automatically deleted via the midnight maintenance.

ASSETS

New

- **Blade Servers** – Blade servers have been added to the Device Spreadsheet.
- **GBIC Import** - The GBIC inventory has been redesigned.
- **Patch Panel Chassis** – A Panel Chassis Panel Type has been added. A Patch Panel Chassis allows you to mount Cassettes within it but it does not become the parent of the ports. Any Cassette mounted into a Panel Chassis is considered to be a full individual Patch Panel and they remain the parent of their own ports.
- **Patch Panel Cassettes** – Cassettes that have been installed in a Cassette Patch panel can now have a Customized Name inputted, in addition to its physical name.
- **Patch Panel Import** – A Patch Panel Import was implemented to make it easier to create large amount of panels at once.
- **Rack PDUs** are now considered an OBTAIN asset type.
- **Storage Types** – All servers (device, blade and VM) can now define which of the 4 storage types they have access to: Internal, SAN, NAS, Cloud. Types are selected via new checkboxes on the server data overlay.

Fix

- **Asset Spreadsheet** – Fixed an issue where the Panel/Rack Type for Panels and Racks were not being displayed in the Asset Spreadsheet. Additionally, another issue was fixed where Patch Panels that were created via the Copy function were displaying as blank lines in the Asset Spreadsheet.
- **Copper Cables** – Quick Connect was not connecting copper cables to ports.
- **Diagrams** – The Patch Panel slot diagram was not displaying the panel information.
- **Device Status** – Added more choices to the Device Status list on the Devices dialogue.

- **Device Paths View** – Fixed an issue that was causing the Paths Pop-up window to become whited out after a different window was in the foreground. Additionally, the maximum number of displayable Ports on the Connectivity Diagram has been increased from 640 to 940.
- **Patch Panel MTP** – Fixed an issue where MTP4 and MTP12 were not properly supported on the backs of Patch Panels.
- **PCHID Import** – Fixed an issue that was causing duplicate PCHIDs to be created via the PCHID Report Import.
- **Rack Spreadsheet** – Fixed an issue that caused the Rack Spreadsheet to crash if the racks had a lot of cards mounted.
- **Rack Print** – Fixed an issue that caused the Front and Back of a Rack to be printed on top of each other, instead of side-to-side.
- **SAN Switches** - Switches with a single, internal, port card could not have their ports renumbered correctly.

LOCATION VIEW

Fix

- Depending on the rotational angle, an incorrect position for the rack was displayed.
- Fixed an issue where the Floor Area Tool was not actually creating Nodes.

NEXUS

New

- Redesigned the Multi-Update dialog for device Nexus fields so that it can handle both devices and blades.

WORKORDERS

New

- **PAR Field** – A new PAR (Purchase Authorization Request) field was added to the Workorder update dialog. If a user creates a new Workorder and enters a PAR for it, then all assets created within that workorder will automatically be given that PAR.
- The character limit for Workorder names has been increased from 20 to 30