You're receiving this email because you have an account at support.zenoss.com. The goal of this newsletter is to provide you with relevant news and information about product releases, important KB articles, and other support-related information.

Systems Changes

- How to subscribe to Zenoss KB update notifications - Keep up to date on our latest release information, troubleshooting tips, support announcements, and more! We recommend subscribing to all sections related to the products you have installed as well as General-Announcements.
- Zenoss ZenPack Catalog - We've recently revamped and moved our ZenPack catalog, allowing you to easily filter by keyword,

developer, technology, and vendor. The old ZenPack catalog on the Zenoss wiki will remain in place while we finalize additional usability enhancements, but new content will only be added to the new catalog.

- **New Location field on Support tickets -** To better serve our growing international customer base we have added a Location field on our ticket form to allow you to specify the timezone that best aligns with your workday. Although you might still receive service from a different geography, we'll do our best to align with your availability.

Recent Product Releases

- [Control Center 1.2.2 Release Notes](#) - This maintenance release of Control Center includes several fixes around handling network disconnects on WAN-connected hosts, plus a few other fixes.
- [Resource Manager 5.2.1 Release Notes](#) - This maintenance release of Resource Manager includes all sorts of fixes including security issues, event console issues, and ZenHub performance issues.
- [Zenoss Quarterly ZenPack Update for Q4 2016](#) - Here's a list of all the ZenPack updates that we made available in Q4 2016.

Product News

- [All Control Center hosts need to have NTP configured](#) - From authentication problems to Zookeeper data corruption, all sorts of problems can stem from not having time properly configured on Control Center hosts. Make sure you're using NTP in your environment. If your CC hosts can't reach the internet, we have published instructions in the Control Center Installation guide

that will walk you through configuring your CC master host as an NTP server.

- [ZenPacklib 2.0 is available](#) - As part of our [ZenPack SDK](#), ZPL now has centralized deployment as well as numerous developer-focused enhancements, allowing our customers to more easily build, test, and deploy custom ZenPacks.

Zenoss GalaxZ

- [GalaxZ 2017](#) - This year we're hosting our 3rd annual user conference in Austin, TX. One of the highlights from the Zenoss Enterprise Support organization is the all-new training class we're putting on: *Zenoss Under the Covers: A Foundation for Troubleshooting*. The class is aimed at providing an understanding of the various data pipelines in Zenoss Resource Manager and how you can troubleshoot them if a problem arises, plus some best-practices and tips to help ensure a healthy environment. While you're checking out GalaxZ, consider nominating your company for a Z Award using the 'Awards' link at the top of the page.

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