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You're receiving this newsletter because you're a registered support user at support.zenoss.com. We use this newsletter as a way to send you information about product releases, best practices, and any other updates that may help you be a more successful Zenoss user.

We'd like to first say thanks to everyone who joined us at GalaxZ17! We look forward to seeing you next year.

Recent Product Releases

- [Control Center 1.3.1 Release Notes](#) - This version of Control Center includes bug fixes and enhancements around stability, time sync, high availability, and the Emergency Stop feature. CC 1.3.0 brought us several new and great features. The most significant of which is the **Emergency Stop** feature.
 - If your Control Center master is dangerously close to running out of disk space, your Zenoss.resmgr service will go into an "Emergency Stopped" state and services will be shut down until adequate disk space is made available and the stop flag has been cleared. The purpose of this new feature is to avoid the data corruption that would normally result from running out of storage.
 - Services now restart faster and with less user-experienced interruption. This was achieved by having services pull their updated docker images (if required) before stopping them

initiative we've taken on to reduce user-impact of maintenance tasks like ZenPack upgrades.

- [Resource Manager 5.2.3 Release Notes](#) - Numerous fixes and enhancements have gone into Resource Manager 5.2.3, including enhancements around making ZenPack installation easier. In RM 5.2.3, when a ZenPack installation is initiated, ZenHub pauses ZODB commits for modeling tasks to avoid conflict errors. In larger/busier environments where you might have had to stop Zenoss services to perform a ZenPack install/upgrade in the past, now you don't have to. We've also introduced collector configuration caching: collector daemons persist their device configurations in redis, so there's little to no collection interruption while they're waiting to fetch a new config from ZenHub. That's particularly helpful when performing collector service restarts after a maintenance task such as a ZenPack install/upgrade.
- [Zenoss Quarterly ZenPack Update for Q1](#) - We released over 30 ZenPack updates in Q1 2017. Highlights include Windows session management and support for vSphere 6.5.

Zenoss Training Updates

- We are pleased to announce the new [Zenoss Learning Center](#)! Trained customers are successful customers and registering for classes has never been easier. Check out the new, reduced pricing for many of our courses, browse the learning pathways to determine what is best for you, and view the [schedule](#) to see upcoming classes. In addition, visit the [On-Demand Videos](#) page regularly as we will publish more content here throughout the year. If you have any questions, don't hesitate to email training@zenoss.com.
- We officially launched our new Troubleshooting class at GalaxZ17! [Registration for future classes is now open](#). The content was written by the Zenoss Support and Enablement teams and is geared toward helping users troubleshoot day-to-day problems they may experience when managing a Zenoss Resource Manager instance. Topics covered include the data pipelines in the Resource Manager product and how to

Friendly Reminders

- [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.
- [How to backup Zenoss 5.1+](#) - Having a valid, tested backup of your instance is immensely valuable and could save you a lot of trouble in the event of a hardware failure or other data corruption. See this article for instructions on using the "serviced backup" command to automate your backups via cron.
- [Zenoss as a Service](#) - Did you know that Zenoss has a SaaS-delivered service offering? ZaaS can reduce management overhead and, in turn, your total cost of ownership. Zenoss Support Engineers and the ZaaS Operations team have direct access to ZaaS instances, which can greatly reduce the time it takes to resolve issues.

As always, be sure to check out our Knowledge Center for additional helpful information: [Zenoss Knowledge Center](#).



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