


4.5.x AppDynamics On-Premises Platform Notes

Related pages:

- [4.5.x Resolved Issues by Month](#)
- [Hotfixes](#)



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The following notes describe 4.5.x updates to the AppDynamics on-premises platform, including the Controller, Events Service, and EUM Server components.

If an artifact has been updated, the version number of the updated artifact and its availability date are listed below. The version number corresponds to that shown on the download portal (<http://download.appdynamics.com>).

The most recent releases appear at the top of the page.

4.5.17 Updates

Version 4.5.17.21652 – January 29, 2020

Enhancements

Enterprise Console and Controller

- The latest AppDynamics release now bundles MySQL version 5.7.28 with the Controller.
- Using the Enterprise Console UI or the CLI, you can now upgrade the HA Modules without having to upgrade the Controller.
- The Controller and Enterprise Console package has been upgraded to include the JRE 1.8.0_231 version.
- The HA Module now supports MySQL5.7 parallel replication. You can enable database parallel replication from the Enterprise Console UI or from the CLI.
- To provide parallelization with the UI to set the number of parallel rsync threads, a new optional argument, `numberThreadForRsync`, has been added to the `--job incremental-replication` and `--job finalize-replication` CLI commands.

- For customers who are on an older Controller version earlier than version 4.3.8, to upgrade to version 4.5.17, you must first upgrade your Controller(s) to version 4.3.8, then from version 4.3.8 to version 4.4.3, and then subsequently upgrade to version 4.5.17.

4.5.15 Updates

November 1, 2019

Enhancements

Enterprise Console

- The Enterprise Console includes an updated version of the init scripts that are part of the High Availability (HA) Module to automatically restart the Controller and MySQL services when the machine reboots.
- Enterprise Console provides a new [Controller HA Upgrade](#) wizard for upgrading your HA Controller pair (primary and secondary Controllers). The wizard isolates the secondary Controller that serves as a backup and provides a quick reversion path in the event you encounter issues during the upgrade. This requires that you migrate both your primary and secondary Controllers into the Enterprise Console. In past versions, you were only able to upgrade HA Controller pairs from the command line.

4.5.14 Updates

Version 4.5.14.20848 – October 11, 2019

Enterprise Console

Enhancements

This version of Enterprise Console (EConsole) provides significant enhancements to the High Availability (HA) management functionality previously available. In this version of EConsole, the HA Toolkit has been integrated into EConsole via the HA Module that EConsole installs onto the HA Controller cluster. The HA Module manages high availability functionality such as replication and failover even if EConsole is not running or is otherwise unavailable. For more information, see [Migrate to the New HA Module Using Enterprise Console](#).

4.5.13 Updates

Version 4.5.13.1289 – September 6, 2019

Synthetic Private Agent

Enhancements

You can change the administration port for Synthetic Private Agent through the `adminConnectors` field in the `appdynamics/synthetic-agent/synthetic-driver/conf/synthetic-driver.yml` file. This enables you to avoid port collision with the default port 8081.

Resolved Issues

Key	Summary
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SYNTH-4505	Synthetic Private Agent unable to successfully post job results
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Version 4.5.13.29096 – August 26, 2019

Synthetic Server

Enhancements

The AppDynamics Platform now supports Synthetic Hosted Agents with the Synthetic Server for dispatching synthetic jobs, collecting the measurement results, and reporting those results to the EUM Server. To deploy the Synthetic Hosted Agents and Server, you need to deploy the [EUM Server](#). See [Synthetic Server Deployment](#) for more information.

Resolved Issues

Key	Summary
ECONSOLE-4956	MySQL 5.7.26 package or latest version now included with product
SYNTH-4212	On-prem Synthetic Server default log level should be INFO, not DEBUG

4.5.12 Updates

Version 4.5.12.20340 - July 31, 2019

Enhancements

- Custom Permission to Cross-Launch a Connection in Cisco APIC Controller
As an AppDynamics administrator, you can now customize the permissions for various roles to include permission to cross-launch a connection issue in Cisco APIC controller. See [Set Custom Permission to Cross-Launch Cisco APIC controller](#) for more information.

4.5.11 Updates

Version 4.5.11.20318 - July 08, 2019

Enterprise Console

Enhancements

- When upgrading the Controller on AWS, you no longer have to specify the domain name of the Aurora database when running the job `discover_upgrade` or `upgrade`. The job will use the domain host to the Aurora Database specified in `domain.xml`.
- To prevent failed Controller upgrades because of customized keystore passwords for the reporting-instance artifact used by the Reporting Service, the Enterprise Console no longer allows you to change the password for the `reporting-service.pfx` file.

Known Issues

The upgrade to Controller 4.5.11 will fail if the MySQL root user password for your Controller contains either a single quote ('), a double-quote ("), or the "@" symbol. If the MySQL root user password contains one of these special characters, you can upgrade the Controller to 4.5.11 by first [resetting the root user password](#) and then upgrading.

Resolved Issues

Key	Summary
PLATCPS-10919	The JAR file 'mysql-timezone-util.jar' throws the error "Cannot determine system time zone." when calling systemTimezone.getId()
ECONSOLE-4183	Upgrade the Enterprise Console's and Controller's MySQL version to include the latest security updates
ECONSOLE-4409	EC upgrade fails with long SSH command
ECONSOLE-4523	Controller upgrade fails when the "\$" character is used in the db "root" and Controller password
ECONSOLE-4560	Enterprise Console expects the AWS instance type r4.4xlarge for medium-profile Controllers using the Aurora DB
ECONSOLE-4345	Upgrade fails with no error message when resuming from checkpoint
ECONSOLE-4431	Ensure the MySQL SSL key file has the appropriate permissions and ownership
ECONSOLE-4475	Update the platform bundled JRE to the latest 1.8.x release to resolve performance problems
ECONSOLE-4550	If domain.xml is large, upgrading a remote controller will fail
ECONSOLE-4632	Using the Enterprise Console to upgrade the Controller from 4.4. to 4.5 results in several changes to domain.xml
ECONSOLE-4677	Case-sensitivity naming of "primary" and "secondary" in high availability (HA) deployments causes a NullPointerException when Enterprise Console executes a job

Version 4.5.11.28578 - July 08, 2019

EUM Server

Resolved Issues

Key	Summary
BRUM-4126	Improve EUM processor log
MRUM-4532	Setting the EUM Server property 'lifespanInDays' Does Not Purge Mobile Crashes

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

4.5.11 (Synthetic Agent) Updates

Version 4.5.11.28455 – June 19, 2019

Enhancements

- Firefox was upgraded from version 61 to version 66.
- You can now install the Synthetic Private Agent in any directory.
- ChromeDriver was upgraded from version 2.35 to version 2.37.

4.5.10 Updates

Version 4.5.10.28177 - June 21, 2019

EUM Server

Resolved Issues

Key	Summary
MRUM-4647	EUM Server failing with Data too long for column 'symbol_name'

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

4.5.9 Updates

April 22, 2019

Controller

Resolved Issues

Key	Summary
ECONSOL E-3814	"Array Index Out of Bounds" exception occurs, although installation succeeds, when installing the 4.5 Enterprise Console from a terminal and using the "\$" character in the password
ECONSOL E-4036	Controller with AuroraDB always shows Critical Unhealthy
ECONSOL E-4050	Enterprise Console UI artifacts are not versioned, which causes UI problems across Enterprise Console upgrades
ECONSOL E-4264	CLI - Phased upgrade - Enterprise Console breaks replication if the upgrade job is terminated
ECONSOL E-4342	Upgrade primary job fails at "Create glassfish password file" stage
ECONSOL E-4344	Add secondary controller (also finalize replication) fails when files vanish

Events Service

Resolved Issues

Key	Summary
ANALYTICS-10647	Unable to persist segment number for Custom Service Endpoint with payload splitting

EUM Server

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

4.5.8 Updates

Version 4.5.8 – March 28, 2019

Controller

Resolved Issues

Key	Summary
ECONSOLE-4218	Enterprise Console fails to check for ncurses/libncurses as an installation or upgrade prerequisite
ECONSOLE-4222	Enterprise Console upgrade from 4.4.3 to 4.5.5.4 fails on Windows 2012 R2 VMWare machine
PLATCPS-7736	API client is not returning application names with the Administrator role

EUM Server

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

4.5.7 Updates

Version 4.5.7.17784 – February 25, 2019

Controller

Resolved Issues

Key	Summary
PLATCPS-5172	NullPointerException thrown while loading admin.jsp > Account Settings > By Account page

PLATCPS-8848	Nullpointer from snapshot when embedded flag is set to false
PLATCPS-9723	LDAP sync fails with error

Enterprise Console

Resolved Issues

Key	Summary
ECONSOLE-3318	"Upgrade" and "Discover and Upgrade" tasks need to check for required service states and provide clear user feedback before attempting an upgrade
ECONSOLE-4033	Controller AuroraDB install system check issue
ECONSOLE-4305	Incorrect Controller DB user password validation error message

EUM Server

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

4.5.6 Updates

Version 4.5.6.17299 – February 11, 2019

Controller

Resolved Issues

Key	Summary
METADATA-5548	Fix class cast exception and break the migration servlet issues
PLATCPS-8508	Incorrect license exception message: Not licensed for account
PLATCPS-8848	Nullpointer from a snapshot when the embedded flag is set to false

EUM Server

Resolved Issues

Key	Summary
MRUM-4287	On-prem provisioner should be able to update license key

Known Issues

If you are using SSL with the EUM Server, you should downgrade the version of the JRE bundled with the EUM Server to 1.8.0_152 to avoid performance issues.

Enterprise Console

Enhancements

- The new phased upgrade feature allows you to retain the HA roles of the Controllers, so that the primary and secondary roles do not switch after an upgrade. After first upgrading the primary, you can verify the upgrade before proceeding with the secondary upgrade. This allows you to quickly restore the older deployment version and service from the preserved secondary in the case of any issues. See [Upgrade an HA Pair](#) for more information.

Resolved Issues

Key	Summary
ECONSOLE-3327	Enterprise Console at times fails to configure complex/extra-large Controllers
ECONSOLE-3362	Enterprise Console CLI performance profile upgrade dropped -javaagent from domain.xml
ECONSOLE-3526	Supportability - Need to print a relevant error message when Aurora DB host is not reachable
ECONSOLE-3597	Add Hosts should not overwrite remote platform JRE
ECONSOLE-3803	Controller upgrade fails with customized keystore passwords
ECONSOLE-3804	Controller upgrade fails with customized reporting service keystore password
ECONSOLE-3993	Enterprise Console Events Service master count is incorrect
ECONSOLE-4005	Upgrading an HA pair fails with an incorrect error message when MySQL Controller user password is incorrect
ECONSOLE-4006	Free RAM checks fail on Windows

4.5.5 Updates

Version 4.5.5.16412 – December 21, 2018

Resolved Issues

Key	Summary
ECONSOLE-3488	Unix socket conflict for Controller when there is a stale /tmp/mysql.sock owned by non-appd user
ECONSOLE-3825	Capture correct error message when the Enterprise Console does not find an alias in the keystore
METADATA-5306	ADDMetricHierarchyBuilder::getADDForMetricNode needs to be optimized
PLATCPS-7723	Database health rules not evaluating with an external user who has roles Account Owner(default) and Administrator (default)
PLATCPS-8652	Optimize the canViewUser call

4.5.4 Updates

Version 4.5.4.15417 – November 19, 2018

Controller

Enhancements

Your Controller MySQL 5.7 will be upgraded to the latest minor version to avoid MySQL DoS Vulnerability CVEs. If you are on MySQL 5.5, it is recommended that you upgrade to version 5.7.

Resolved Issues

Key	Summary
DBMON-4221	(4.5.4) Broken compatibility between DB Agent pre-4.3.4 and the Controller post-4.5.2
BRUM-4329	Upgrade the MySQL database for the on-prem EUM Server to fix security vulnerability
MQS-348	When checking data points limits for a request, rollupDataPoints weren't taking into account
MQS-331	Flow Map error caused by a null point exception
PLATCPS-7216	LicenseEnforcerResourceImpl.releaseInternal() returns exception message for RuntimeException
PLATCPS-7805	Error generating Signed SAML requests

Enterprise Console

Enhancements

- You can configure the SSL protocol channel. To do so, select "Enable mixed SSL channel" on Enterprise Console Appserver Configurations UI. See [Configure SSL Termination at the Reverse Proxy](#) for more information.
- After a fresh installation or upgrade, the DB Controller password is now hidden in domain.xml as an alias.

Known Issues

- For Enterprise Console version 4.5.3, you are not able to update the Controller user DB password for HA pairs using either the UI or CLI. The job will fail while updating the alias in Glassfish for the secondary Controller.
- You may run into UI issues, such as unavailable components after you upgrade the Enterprise Console due to the browser caching older UI assets. This is due to unversioned Enterprise Console UI artifacts and their JavaScript files. To workaround this issue:
 1. Delete the following browser data:
 - Cached images and files
 - Hosted app data
 2. Install the Enterprise Console 4.4.3.x.
 3. Add a Controller host.
 4. Install the Controller.
 5. Remove the Controller.
 6. Upgrade Enterprise Console to the latest 4.5.x version.
 7. Attempt to install the Controller.
The Controller installation dialog will only contain **Cancel** and **Submit** buttons.
 8. Delete the following browser data:
 - Cached images and files
 - Hosted app data
 9. Attempt again to install the Controller.
The Controller installation dialog will contain all of the expected fields, drop-down menus, and buttons.

Version 4.5.4.25740 – 11/2/2018

On-Premises Synthetic Server

The on-premises AppDynamics Platform now offers the on-premises Synthetic Server for dispatching synthetic jobs, collecting the measurement results, and reporting those results to the EUM Server. To deploy the on-premises Synthetic Server, you need to deploy the on-premises [EUM Server](#) and install the [Synthetic Private Agent Deployment](#). See [Synthetic Server Deployment](#) for more information.

4.5.2 Updates

Version 4.5.2.14478 – October 15, 2018

Controller

Resolved Issues

Key	Summary
APMPLAT-8883	Not able to create applications and register new nodes after upgrade to 4.5.1 at On-Premise Controller
METADATA4921	RBAC not working on Upgrade 4.2 to 4.5

Enterprise Console

Resolved Issues

Key	Summary
ECONSOLE3195	Adding modifying listeners with SSL parameters fails
ECONSOLE-3215	Customizations in services-config.xml are not retained after upgrade
ECONSOLE-3325	Modifying Controller app server config with services stopped launches the app server, but not the database
ECONSOLE-3419	Enterprise Console is not in sync with Controller HA states
ECONSOLE-3467	Enterprise Console UI does not show replication status when both controllers are active/primary
ECONSOLE-3475	Final replication stops mysql on primary before it checks if all files to be replicated are owned by AppDynamics user
ECONSOLE-3516	Installing Enterprise Console fails when HTTPS is enable on CentOS 6.7
ECONSOLE-3520	Events Service installation dialog does not pre-populate port or path fields
ECONSOLE-3554	"mysql_upgrade" job does not check for the presence of libnuma before running
ECONSOLE-3578	Enterprise Console upgrade discards db/.rootpw.obf
ECONSOLE-3581	Enterprise Console corrupts MySQL during upgrade if mysql.user has single user user='root' row
ECONSOLE-3624	Enterprise Console HA manual failover does not wait for MySQL replication logs to be applied on secondary
ECONSOLE-3644	Enterprise Console key sync job does not run post Events Service discovery
ECONSOLE-3660	Stopping and Starting an HA Controller creates passive running Appserver
ECONSOLE-3664	Fix for NUMA configurations issues with the Enterprise Console
ECONSOLE-3698	Enterprise Console is unable to query the state of the process running state when symlinks are created

Version 4.5.2.25039 – October 15, 2018

EUM Server

Resolved Issues

Key	Summary
MRUM-3514	Error updating crash group name because the name is too long for an SQL column

4.5.1 Updates

Version 4.5.1.12922 – September 5, 2018

Enterprise Console / Events Service

Enhancements

- When using the Enterprise Console to install the Events Service on a Windows host, you can specify an Events Service directory path that includes use either forward slashes (/) or backslashes (\). You can also choose to not specify a path.
- The `controller.sh start-events-service` and `stop-events-service` commands are no longer valid. You must use the Enterprise Console commands `platform-admin.sh start-events-service` and `stop-events-service` instead.

Known Issues

- Upgrading the Controller may fail when using customized keystore and truststore passwords. Customized passwords and CA-signed certificates are not retained after a failed upgrade.

Controller

Resolved Issues

Key	Summary
METADATA4194	User with Configure Transaction Detection permission is unable to update or delete a Scope
METADATA-4666	Slow permission check when filtering dashboards when calls initiated from DashboardManagerBean. <code>getAllDashboardSummaries</code>
METADATA-4808	Controller upgrade failure due to lack of permission to execute <code>create_default_roles</code>
METADATA-4907	Unable to create API Client due to failed permission check on create of Entity
METRICSV2045	Modify baseline calculation based on passed timezone instead of UTC
PLATCPS-5766	SAML requests are getting encoded

Enterprise Console

Resolved Issues

Key	Summary
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ECONSOLE1993	Discover/upgrade fails when http port (8090) is disabled on Controller
ECONSOLE-3073	Events Service install fails with exit code 127 through Enterprise Console 4.4.2.7140
ECONSOLE-3097	Enterprise Console takes longer than HA Auto Failover Interval to trigger a failover
ECONSOLE-3140	HA failure job keeps triggering after upgrading the Enterprise Console from 4.4.x to 4.4.3 HF build
ECONSOLE-3196	Enterprise Console UI fails - Retry button for Job or Discover Controller screen is inoperable
ECONSOLE-3205	'platform-admin.sh update-certificate -h' help output fails to define acceptable input file formats
ECONSOLE-3213	Enterprise Console Events Service Installer doesn't respect windows directory structure (backslashes)
ECONSOLE-3220	Secondary MySQL does not start due to space ID collisions
ECONSOLE-3265	Enterprise Console upgrade from 4.4.2 to 4.4.3 for Windows Controller failed
ECONSOLE-3270	Enterprise Console is unable to remove stanzas from a domain network listener configuration
ECONSOLE-3274	Controller stop operation fails when service is in STOP_PENDING
ECONSOLE-3279	Enterprise Console should validate all Controller passwords before upgrading
ECONSOLE-3313	controller.sh does not work with long Controller home path prefixes
ECONSOLE-3326	Enterprise Console upgrade fails when correct passwords are provided on the second time
ECONSOLE-3357	bin/controller.sh stop-events-service does not work
ECONSOLE-3372	Add secondary fails when primary Controller was previously part of an HA pair
ECONSOLE-3465	Fix to prevent HA pair upgrade if both Controllers are in a primary state prior to the upgrade
ECONSOLE-3470	Incremental replicate susceptible to space ID collisions when running on older Linuxes
ECONSOLE-3473	Controller Upgrade from 4.4.3 to 4.5.1 fails for new versions of Ubuntu due to undocumented dependency on tzdata package
ECONSOLE-3350	Adding a secondary Controller fails if the external URL is the same as the Controller URL
ECONSOLE-3508	Controller upgrade to 4.5 requires massive amounts of free disk

4.5.0 Updates

July 11, 2018

Enhancements

Controller / Events Service


- The JRE of the Controller and Events Service has been upgraded to version 8u162.

Enterprise Console

- There is support for major-version upgrades for the Enterprise Console application. This means you can install, upgrade, and manage multiple versions of Controllers and Event Services.
You can choose which version you would like to install/upgrade the Controller/Events Service to as long as the Enterprise Console is aware of that version. This means that you can upgrade the components to any intermediate version or to the latest version as long as the Enterprise Console installer has been run for those versions.
- Starting in 4.5, during a Controller discover and upgrade scenario, the Enterprise Console expects a .passwordfile to be present in the Controller home directory. The Enterprise Console reads this password and validates it against the Controller. Once the upgrade is complete, the Enterprise Console removes the file, and stores the password in its encrypted database.
Note: If you change the Glassfish Admin Password manually, you also need to update it in the Enterprise Console Controller Settings.
- The Enterprise Console installer now uses version 6 of i4j. This resolves issues with warnings seen when installing in console mode.
- When adding the Enterprise Console host machine, you should stop using the alias, 'platformadmin', and instead start using the following:
 - On the CLI, you should use 'localhost', the loopback address '127.0.0.1', or the machine's actual hostname.
 - From the UI, you should use the **Add Enterprise Console Host** button, which will automatically populate the text field with the hostname of the Enterprise Console machine.
- You can edit credentials from Custom Installation.
- You can manage your Controller SSL certificate on the Enterprise Console UI under Configurations.
- The Enterprise Console CLI commands now consistently use hyphens (-) instead of underscores (_). For example, the job discover_upgrade is now discover-upgrade.
- The Enterprise Console supports up to 20 platforms at a time by default.

Upgrade Notes

Ubuntu version 16 and higher requires the tzdata package in order to install the 4.5 Enterprise Console and Controller.

 The tzdata package is also required by the MySQL connector.

Resolved Issues

Key	Summary
ECONSOLE-1529	Windows Controller installation fails when special characters are used in the Controller admin password
ECONSOLE-1923	Enterprise Console UI does not show where to upgrade an existing Controller
ECONSOLE-1924	Enterprise Console upgrade procedure shows Install instead of Upgrade at the bottom
ECONSOLE-1951	Service name is not displayed in the error message when the Windows service registration fails
ECONSOLE-1978	Enterprise Console startup script should unset CDPATH
ECONSOLE-1992	Enterprise Console does not back up configuration files when any configuration is updated
ECONSOLE-2068	Internal app agent does not report to internal monitoring Controller automatically after Controller installation on Windows
ECONSOLE-2087	Enterprise Console should check available disk space before taking controller backup
ECONSOLE-2563	Verify SSH connection fails due to incorrect SSH setup
ECONSOLE-2608	Upgrading MySQL task does not update the database version correctly if the job fails halfway
ECONSOLE-2656	Enterprise Console fails on SuSE
ECONSOLE-2693	Enable edit of platform path within Enterprise Console UI
ECONSOLE-2712	orcha-modules.log contains no dates
ECONSOLE-2796	Misleading Enterprise Console error message in platform-admin-server.log - attempted to reach unknown host

ECONSOLE2806	db/lib backup does not cope well with Linux symbolic links
ECONSOLE-2851	Add current Linux effective user name to rsync/ssh UI error messages
ECONSOLE-2936	Intermittent HA primary Glassfish availability leads to two active controllers running
ECONSOLE-2938	Glassfish server.log file size reduced by 60%
ECONSOLE-3220	Secondary MySQL does not start due to space ID collisions
ECONSOLE-3238	Failover Job does not trigger
ECONSOLE-3274	Controller stop operation fails when service is in STOP_PENDING
METADATA-1843	User login exception when using old password format
METADATA-2198	Description of audit.log.file.size property in admin.jsp does not mention units
METADATA3606	Controller startup failure due to login audit failure in 4.4.1
METADATA-4242	Upgrade fails if dropping mds database fails in execute setup.xml ant tasks

Known Issues

Controller audit reports do not work immediately after upgrading the controller to 4.5. Audit table migration messages are logged in the server.log file when audit reports are run before completing the audit database table migration process. Try running the audit reports again at least an hour after the upgrade.