



**uObserve<sup>®</sup> Version 6.0 Release Notes**  
**Release Notes –03/06/2025**

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## New Features

- **Support for Citrix VDI user sessions**

This new release introduces integration with Citrix Delivery Controller to get VDI user session information. With this release, VDI and Desktop teams in addition to the already powerful end-to-end, automated and agentless Application Dependency Mapping for Citrix VDI and user session analysis for Ommissa Horizon, are now empowered with end-user session information for Citrix clients to pin-point bottlenecks down to the VDI thin-client. With this addition, analyzing user sessions provides desktop teams with deep insights into performance, user behavior, and infrastructure health, enabling proactive management and faster problem resolution.


Uila users can visualize the username, associated virtual desktop VM, session start time, pool or farm information, etc. Also, for the associated virtual Desktop VM, users have full visibility into the associated alarms, conversation, infrastructure resources, applications in use and process level information.

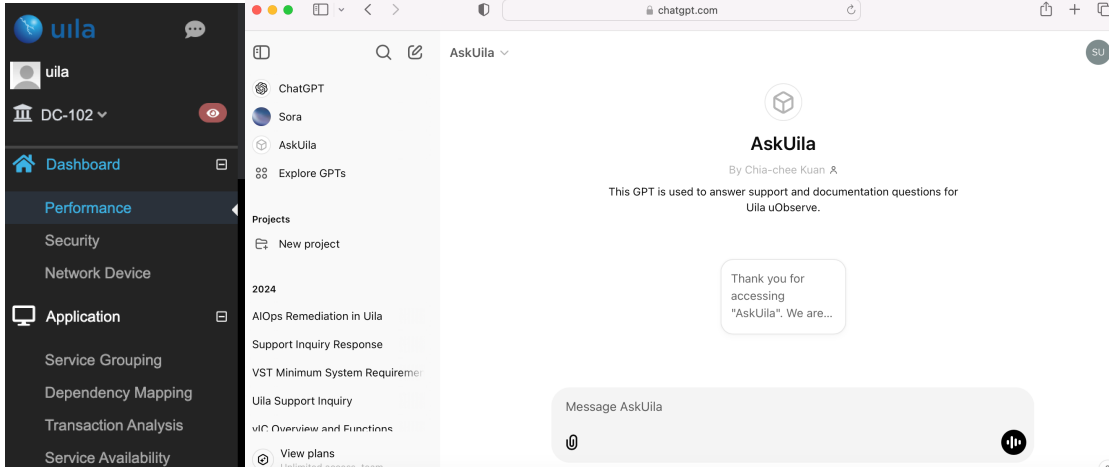


- **Uila uObserve Integrates with ChatGPT to simplify user experience while using the solution**

With this release, users can be empowered with integration of their uObserve solution with ChatGPT, OpenAI’s advanced conversational AI. This collaboration empowers users to seamlessly interact with uObserve, offering instant, accurate, and context-aware support for all their queries. With the integration you can:

- Get Instant Answers to Questions and get top tips on troubleshooting
- Access Comprehensive User Guide Documentation
- Tap into the Uila Knowledgebase

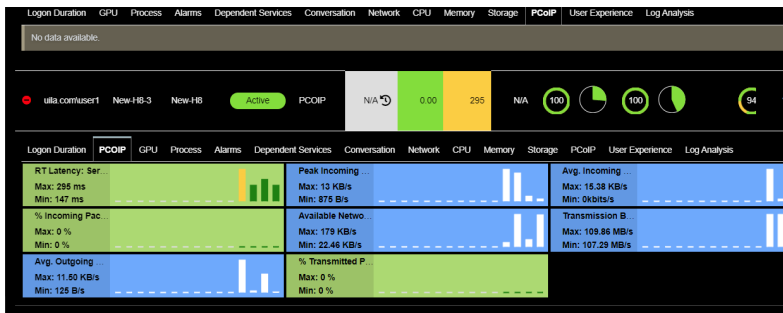
This can be accessed by clicking the following icon in the UI.  This will open up a new browser window, where you can access “AskUila”. You will need to still have your own login details for ChatGPT.



- **Natively analyze PCoIP traffic to provide deeper VDI visibility**

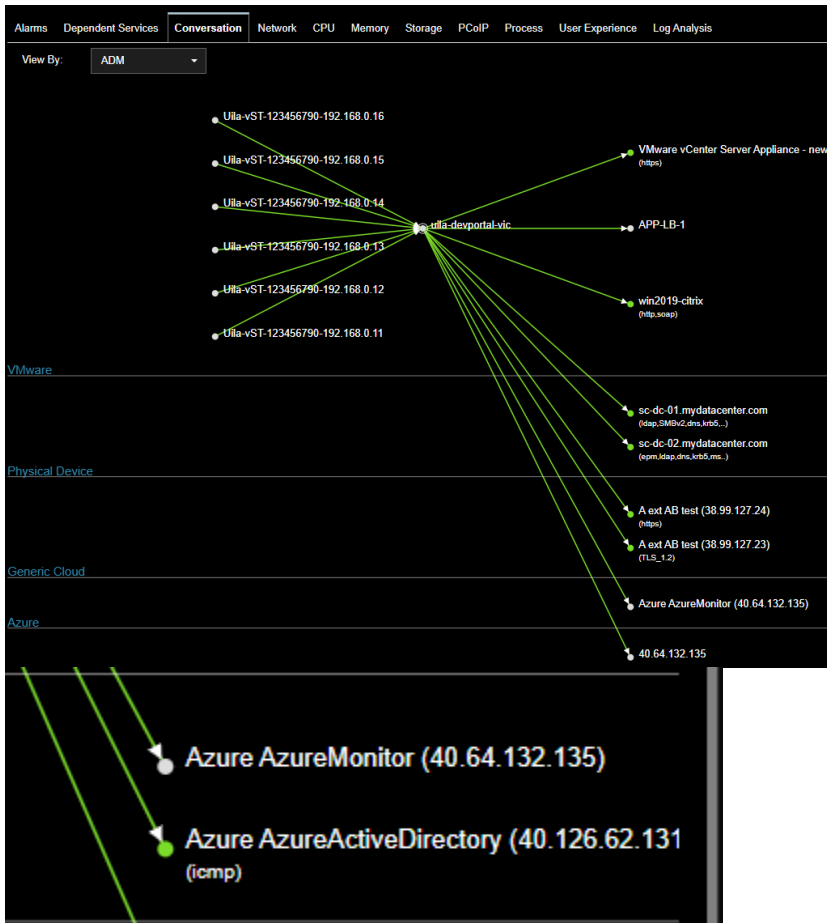
With this new release, Uila uObserve has extended its VDI monitoring and troubleshooting capability, to natively analyze PCoIP traffic to provide deeper VDI visibility and effective troubleshooting for communication between thin-client solutions and the rest of the VDI infrastructure.

PCoIP is a remote display protocol developed by Teradici (support for HP Anywhere, Leostream, etc.), that allows users to securely access virtual desktops, applications, and physical workstations over a network. Uila users now have deeper PCoIP traffic visibility between the thin-client and the VDI infrastructure in the Data Center, including critical statistics such as, session duration, round-trip time, packet transfer, and packet losses. With this capability, users can identify scenarios of higher latencies that can affect user experience, making the remote desktop feel sluggish, as well as optimize their VDI environment for applications with different bandwidth needs.

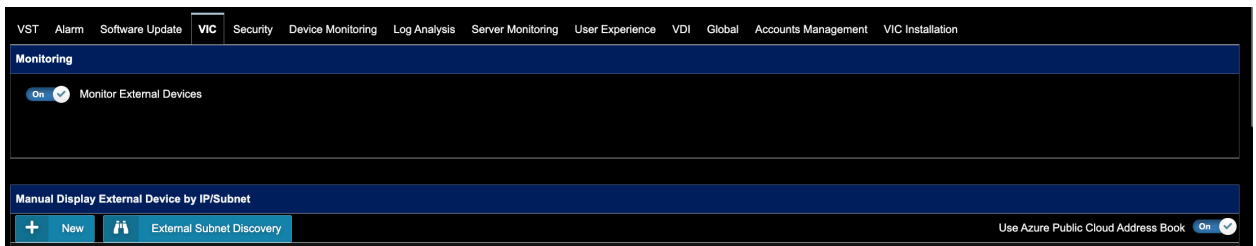


- **Classify Azure Cloud Public SaaS services/IP address**

With this new release, users can classify Azure Cloud’s Public SaaS services/IP address in use, and take advantage of the auto creation of External Devices in the Application Dependency Maps, on those Azure SaaS Internet IP addresses in use as shown below.

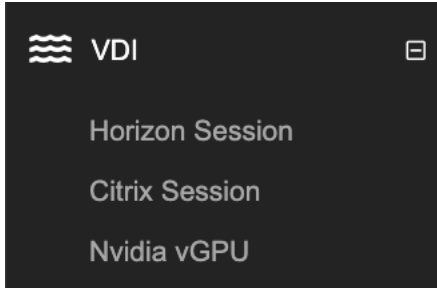


To enable this feature, you must enable the “Use Azure Public Cloud Address Book” button from the VIC settings menu.



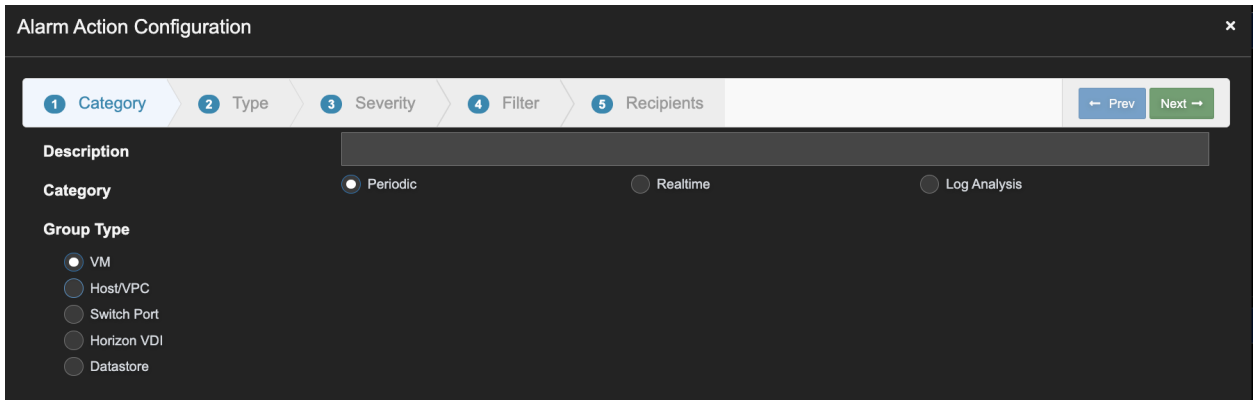
## Enhancements

- Redesigned VDI User Interface**  
 With this new release, the NVIDIA vGPU stats are now available in its own menu, along with Horizon and Citrix VDI sessions.



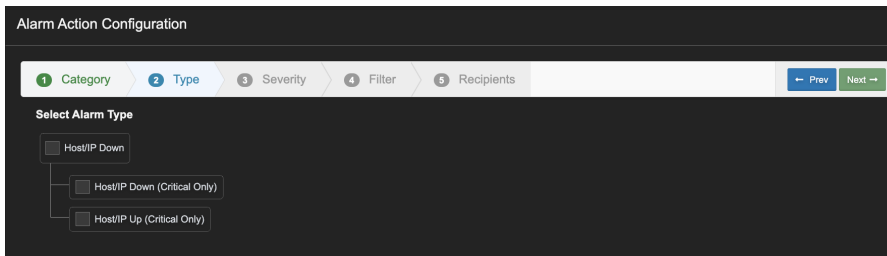
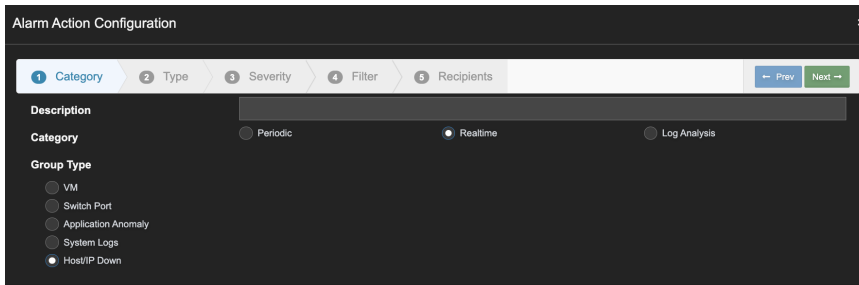
- **Redesigned Alarm configuration User Interface**

With this new release, the alarm configuration interface is redesigned. Users would first select the group or category, before selecting the individual alarm type.



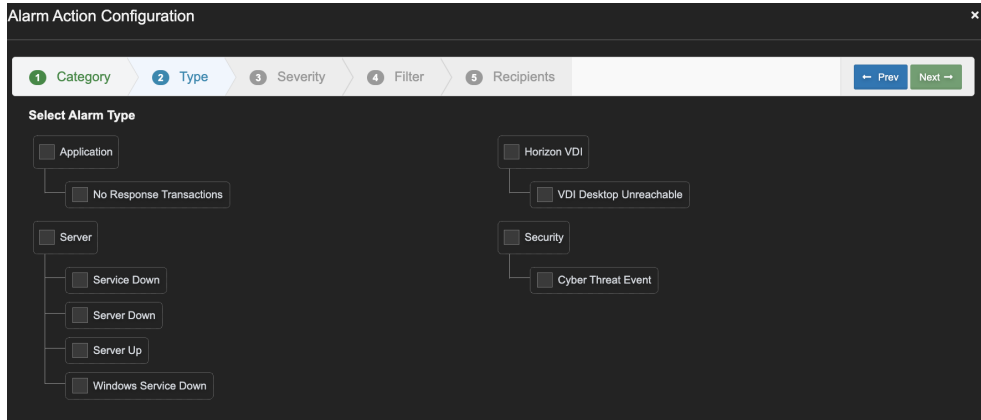
- **Host/ IP Up/Down monitoring**

Users have the ability of monitoring for the up/down status for any Host/IP address.



- **Server Up alarm notification**

Users have the ability of getting notified if a previously DOWN server is now restored.



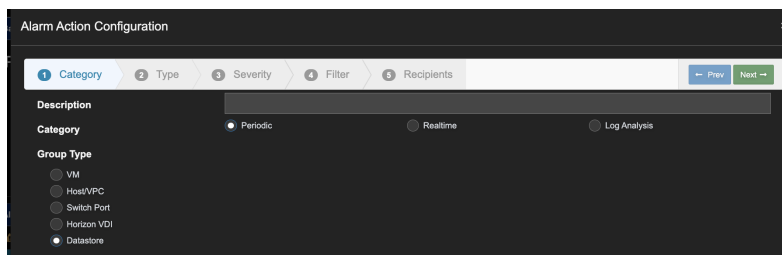
- **Vulnerable services/protocols listing**

With this new release, users can easily visualize vulnerable or deprecated services like SMBv1, NTLM, etc. in the Security Dashboard.

Service	VM	Health	Application Response Time(ms)	Transactions/min	Traffic/s	Packets/s	Action
SMBv1	192.168.0.201	100	0	0	4 B	0	
	cvst (192.168.1.152)	100	997	0	5 B	0	
	dns (192.168.0.5)	100	0	0	4 B	0	

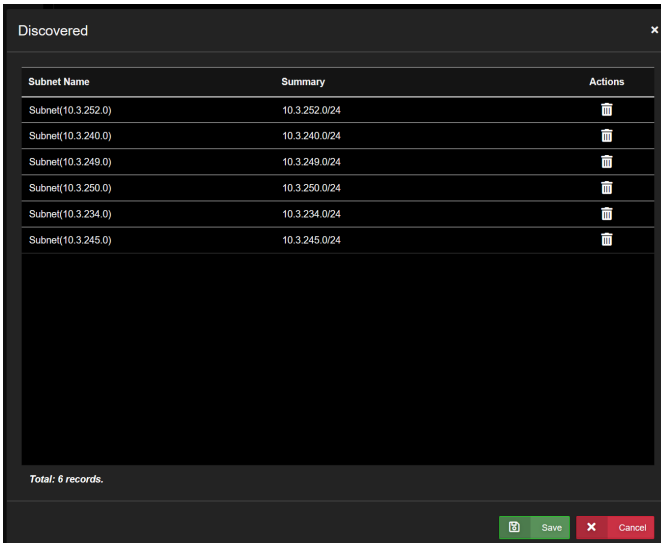
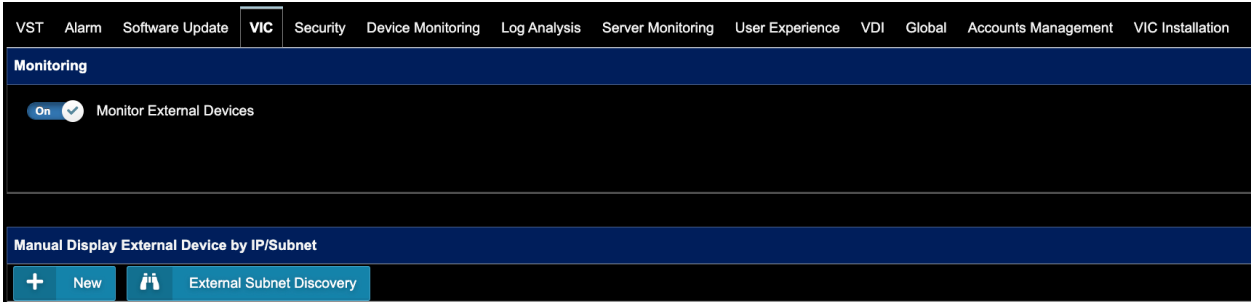
- **Host/Datastore level storage alarms**

With this new release, users can now setup alarms for Read/Write latency at the Host and Datastore levels.



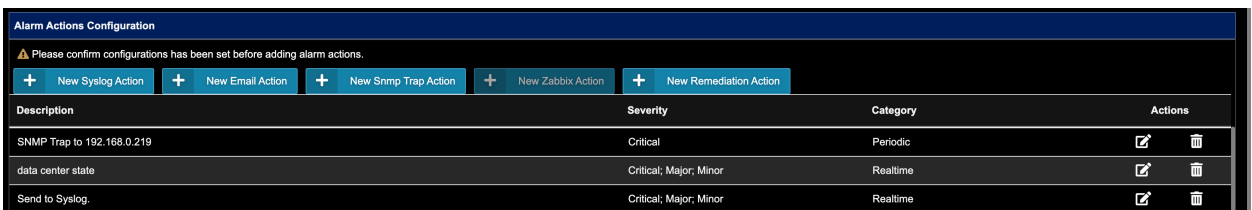
- **External Subnet Discovery for easy configuration of Site level EUE and Subnet Analysis**

With this new release, users can now easily discover subnets in their environment automatically for easier configuration of site level end user experience and subnet analysis. This can be done from the VIC settings menu. Select the “External Subnet Discovery” button, and then select a date range to use for the discovery process.



- **Email Notification description**

With this new release, the email notification will use the Alarm Description as the Email Subject.



## Fixed Issues

1. Uila vST Auto Deployment for Nutanix AHV environments.
2. Storage statistics support for SCSI disk.
3. Network function chain issues when user changes the Nutanix Prism Central username.
4. Certain reports may not get generated, where the % processed disappears at the end.
5. Cluster names that include the “#” sign, may run into monitoring issues.
6. After rebooting the VM, process monitoring may not resume for some VMs.

## Known Issues

1. Subnet Analysis: Usage Trending chart and the Conversation table data may not match under certain conditions.
2. Bookmark may not display the image.
3. Root Cause analysis screen may lose process bar chart under certain conditions.

## Contact Uila Support

Uila software solutions are designed with ease of installation and simplified maintenance in mind. The Uila team is dedicated to exceeding your expectations and knows that any downtime is too much in today's competitive world. Our goal is to keep your applications running 24 X 7. We offer a simple and effective support program to meet your needs.

Customers who purchased Uila products and under support contract will receive the following benefits:

- 24 X 7 support
- Unlimited support via email or phone call
- Free software minor release update
- Free software major release upgrade

Email: [support@uila.com](mailto:support@uila.com)

Phone: +1-(408) 400-3706

## About Uila

Uila resolves Complex IT Disruptions for Enterprise Organizations with its Intelligent Full-Stack Observability Platform, that correlates Application and Infrastructure Performance to isolate and remediate issues before business impact. With Uila, IT teams can visualize application workload dependencies across cloud platforms, rightsize infrastructure resources, troubleshoot disruptions for any onsite or remote VDI user due to application/network/infrastructure challenges, plan workload migration strategies for Cloud deployments and use AIOps to streamline troubleshooting and reduce MTTR with remediation actions. And most importantly, this is done WITHOUT any agents. Uila also allows security teams to combat advanced cyber threats, by providing comprehensive application anomaly insights, cyber threats & Data Exfiltration activities. Organizations use Uila to align themselves with their IT teams and cut MTTR from days to minutes to always keep End-User Experience at peak performance & secure, across cloud boundaries.