



Release Notes

Release 4.6.0

April 7, 2010



April 2010

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Overview

INETCO Insight™ 4.6.0 is an update from INETCO Insight 4.5.0. It provides the enhancements and fixes described below.

This release affects all INETCO Insight components.

Primary Enhancements

The primary enhancements to INETCO Insight 4.6.0 relate to performance (i.e. the ability to handle higher incoming transaction rate, to retrieve historical data more quickly, and to save data to the Reporting database more rapidly). In these regards, performance has been more than doubled.

Other primary enhancements include:

- An “inquiry” capability has been added to more easily locate and examine transactions stored within INETCO Insight’s 8 day history.
- A new set of sample reports that show a variety of reporting possibilities has been included with INETCO Insight Reporting.
- The resolution of INETCO Insight Event Collector time stamps for TCP messages has been increased from 16 ms to 1 ms.
- The following additional information is now collected for persistent TCP network connections:
 - ✓ Connection and disconnection activity.
 - ✓ Network level acknowledgements.
- Updating message tables in the INETCO Insight Device Type Configuration GUI now takes effect immediately instead of requiring an Event Processor restart.

- * NOTE:**
The Windows 2000 operating system is no longer supported by the INETCO Insight Event Processor and Reporting system.

Decoding and Correlation

The following enhancements have been made with respect to decoding and correlation:

- For non-8583 message types (byte-type decodes), "Primary Account Number" is used for dual-link correlation. "Terminal ID" and/or "Merchant ID" will also be used for correlation if the appropriate correlation fields are set in the message tables.
- The "Primary Account Number" field supports padding of three trailing zero characters for 19-digit PANs when used for dual-link correlation.
- The "Terminal ID", "Merchant ID", and custom correlation fields support differences due to padding (i.e. space) characters when used for dual-link correlation.
- The EBCDIC character set used to decode 8583/2805 type messages has been extended to support more characters (e.g. non-English vowels).

Web Interface

The following enhancements have been made to the web interface:

- The number of transactions that can be displayed in the transaction summary page has been increased to 3,000 transactions from the previously supported 1,000 transactions.

- Filtering capability has been added to transaction history and to the live and historical alert displays.
- The History page now allows drilling down to a minimum time span of 3 minutes, as opposed to the previously supported 30 minutes.
- Numerous small “fit and finish” changes have been made.

Configuration

The following enhancements have been made with respect to the configuration of INETCO Insight:

- Directory service configuration now includes search filter customization.
- The INETCO Insight Event Collector configuration is now backed up when uninstalling, and is reapplied when reinstalling.
- The “Diebold_91x_Std001” message table has been updated. The Consumer Request tables support a greater range of variations. The Operational Command tables support more optional fields (i.e. “CommandCodeData”, StatusFlag”, “DeviceName”). The Function Command (912 mode) tables now support unprintable characters in the “PrinterData” field.
- The new “Diebold_91x_Var001” message table has been added. This table supports a number of Consumer Request message variants that do not follow the Diebold specification.
- The “Triton_Var001” message table has been updated. The Triton Transaction Response tables support messages with a trailing “1C” character, that is not to specification.

- * WARNING:**
Use of the custom configuration parameters described in the “Advanced Configurations” chapter of the “INETCO Insight Configuration Guide” must be done in consultation with INETCO Support.

Custom Configuration

The following custom configuration is now possible.

- * NOTE:**
Custom configuration must be done in consultation with INETCO Support.
- The default transaction correlation timeout of 120 seconds can now be configured with the custom configuration parameter "TransactionCorrelationTimeoutPersistent". This parameter applies to persistent TCP and X.25 links for all transactions types except Diebold 91x. Refer to the "Advanced Configuration" chapter of the "INETCO Insight Configuration Guide".
- Response code values can now be mapped to transaction status categories (e.g. “Approved”, “Declined”, “Failed”, etc.) within each message table definition. This provides greater flexibility over the existing ability to set response code values for global transaction status categories (e.g. Triton or ISO 8583 1987). Refer to the "Advanced Configuration" chapter of the "INETCO Insight Configuration Guide".

- ISO 8583 / AS 2805 (bit type) message tables can now specify data type validation to be turned off. When this is done, the decoding process enforces correct lengths for the decoded messages and fields, but does not enforce the specified data types per field (e.g. numeric, alphanumeric). This is useful when fields may have encrypted data values.
- The Subject line of an alert email can now be customized with the custom configuration parameter "AlertEmailSubject". Refer to the "Advanced Configuration" chapter of the "INETCO Insight Configuration Guide".
- Dual-link correlation can now be customized to use up to any three fields. This customization is done within the message tables.
- The "STX-ETX" link framing type can now be configured to ignore other control characters (i.e. ACK, NAK, ENQ, STX, EOT) within a frame. The custom configuration parameter "StxEtxFramingIgnoreControlCharactersInData" is configured as "Yes" or "No". Refer to the "Advanced Configuration" chapter of the "INETCO Insight Configuration Guide".

Fixes

Following is a small sampling of a wide range of minor fixes and improvements that have been made:

- An idle network will no longer incorrectly trigger the clear rule of a threshold alert (e.g. "% of events is less than ...").
- Concurrent transactions display and statistics no longer shows an incorrect high value under some conditions.
- Editing an alert configuration created by duplicating another alert no longer causes an error popup message.

- The web interface login no longer incorrectly reports that the user account has already logged in.
- Customizations done with the wrench icons in web configuration will now be saved across logins.
- The mouse pointer will no longer freeze within the Alerts Configuration webpage.
- INETCO Insight Event Processor no longer has problems running as a Windows service in certain situations.
- The installation has improved compatibility with active antivirus software and tightened file security permissions.