



Application Release Notes

Nobl9 TechDocs: Application Release Notes

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October 28, 2021 - version 1.19

The following updates were added to Nobl9 in the 1.19 release on October 28, 2021.

Headlines:

- Additions to labels:
 - Customers can add labels to **Alerts Policies**. They are visible in the **Alert Policies** details and the Alert Policies list.
 - Customers can add labels to **Alert Notifications** in all supported **Alert Methods**.
 - SLO Grid shows a list of labels that were added to each service. Customers can also remove labels from this view.
- Drag-to-zoom on charts in the SLO Details
 - Customers can drag to select a specific period in the **SLO Details** charts and zoom it to see the detailed information.
- ThousandEyes
 - ThousandEyes Integration supports additional metric types:
 - Network Loss
 - Page Load
 - DOM Load Time
 - HTTP Server Response
- Error Budget Status Report
 - Customers can see a combined summary of their SLOs and Error Budget Status using the Error Budget Status Report.

Improvements:

- Resource Summary Report is available only for Organization Admins.
- Slack Alerts were updated with a more user-friendly format.
- User ID is now visible in the UI (**Settings > Account** and **Settings > Users**) to enable user management via sLoctL.

October 14, 2021 - version 1.18

The following updates were added to Nobl9 in the 1.18 release on October 14, 2021.

Headlines:

- Account Settings page updates
 - Customers can now change their first and last name and update their password.
 - The page also displays the current pricing tier information where applicable.
- Audit log MVP
 - Nobl9 now logs all operations executed by the users, both through UI and SlocI. Clients interested in reviewing the logs can reach out to Nobl9 support to request them.
- Labels additions
 - The services list in the **Catalog** can display a list of labels that each service is tagged with. Customers can also remove labels from services using this view.
 - Grid view Labels and Project filters are now persisted as part of the Grid view deep link. Customers can copy or bookmark their Grid view URL to save their filtered view for later use.
 - Customers can use Labels to filter their reports. Reports header was extended to list out the filters that were applied.

Improvements:

- Splunk Core does not require a “search” keyword in queries. It enables customers to copy their existing Splunk queries directly to Nobl9.
- YAML update.
 - `kind: Integration` was updated to `kind: AlertMethod`. This change was done to maintain consistency between Nobl9 UI and YAMLS.
- RBAC improvements
 - Organization-level roles cannot be removed from the User.
 - Nobl9 doesn't allow the removal of the last Admin from an organization to prevent issues stemming from having an organization without an *Admin*.

September 30, 2021 - version 1.17

The following updates were added to Nobl9 in the 1.17 release on September 30, 2021.

Headlines:

- Cloudwatch Support
 - Customers can add Cloudwatch as a data source from the Nobl9 UI and set SLOs based on its metrics.
- Grafana Loki support
 - Customers can add Grafana Loki as a data source from the Nobl9 UI and set SLOs based on its metrics.
 - This integration supports the Agent connection method.
- Microsoft Teams alerts
 - Customers can now be notified on the Microsoft Teams channel when an alert is triggered.
- Email alerts
 - Customers can now be notified via email when an alert is triggered.
- RBAC - restrict the ability to view resources

- The visibility of Nobl9 resources within an organization has been further limited and depends on the role & permissions of a user.
- Customers who log into Nobl9 through Single Sign-on by default will be assigned the *Organizational User* role.
- Navigation - New Catalog menu
 - Projects and services, which are used to organize other resources, are now grouped under the **Catalog** tab in the UI.

Improvements

- Invite users to organization
 - While creating a new user, *Admins* can now set the user's organization role before sending the invitation.
- Display personal information
 - Customers can view their personal information in the **Settings > Account** tab.
- Project Details panel improvements
 - Customers can edit and delete resources that belong to a given project directly from the project's **Details** panel.
 - Customers can view the list of all users belonging to their project(s) in the project's **Details > Users** tab.
 - *Project Owners* and *Admins* can also remove users from projects in the **Details** tab.

September 16, 2021 - version 1.16

The following updates were added to Nobl9 in the **1.16** release on September 16, 2021.

Headlines:

- Role-Based Access Control (RBAC)
 - Nobl9 enables granular user permissions and access to the platform's resources.
 - Customers can manage permissions on two levels: (1) the Organization level and (2) the Project level.
 - The Organization roles enable access across the Nobl9 platform. For each Organization, users can be assigned as an *Admin*, *User*, or *Organization Viewer*;
 - The Project roles enable customers to access a Project and its underlying resources, such as services or SLOs. For each project, customers can be assigned as an *Owner*, *Editor*, or *Viewer*.
- Suspend/delete user's account
 - Organization Admins can now suspend and delete the accounts of users in their Organization without the need to contact Nobl9 Support.
- Access Keys management
 - Customers can view their sloc1 Access Keys in the **Settings > Access Keys** tab. They can delete, deactivate (and activate) their keys.
 - The maximum number of access keys per single customer in an organization is 2. We did not remove existing Access Keys, even if a customer exceeded this limit. However, to create a new Access Key, the users must remove the Access Keys that exceed this limit.
- Projects as standalone objects

- Projects, previously used as metadata of resources (e.g., services or SLOs), are now standalone objects. Customers can use Projects to group resources and organize their Organization by teams or functional areas.
- With the introduction of RBAC, when a user creates a new Project, they are automatically assigned to it as a *Project Owner*.

September 2, 2021 - version 1.15

The following updates were added to Nobl9 in the **1.15** release on September 2, 2021.

Headlines

- Signalflow API support for Splunk Observability
 - Signalflow API and syntax are now supported in SLOs created using a Splunk Observability metrics source.**Note:** This solution replaced the support of `/timeserieswindow` API.

Improvements

- SLO Grid deeplink
 - The information about both a selected SLO and an active search phrase is now included in the URL. Users can share the URL with others to direct them to a specific SLO on the Grid view.

September 2, 2021 - version 1.14

The following updates were added to Nobl9 in the **1.14** release on September 2, 2021.

Headlines

- Labels support
 - Customers can tag their SLOs and Services with labels consisting of a `Key:Value` pair.
 - Customers can filter their SLOs on the Grid view. The Grid view is filtered by selecting a specific project or choosing one or more labels.
 - SLO Details view displays a list of labels added to the SLO.
- Splunk Search Processing Language (SPL) support
 - Customers can use the power of Splunk (SPL) to create their queries to retrieve the desired metric in Nobl9.
- OpenTSDB as metrics source
 - Customers can integrate with their OpenTSDB instance and use it as a metrics source for Nobl9.

Improvements

- Added metrics sources
 - Splunk Core Direct support:
Customers can integrate with Splunk Core without the need to set up an Agent.

Bugs

- Fixed charts displaying incorrect data after changing the time window.
- Improved messaging on Grid view when there isn't much data.

- Added SLO objective label names in SLO details.

Minor UI tweaks

- Updates to the naming of table headers.
- Removed the unused/disabled buttons.
- Updates to the Service Health dashboard.

August 11, 2021

The following updates were added to the Nobl9 Web App in the **1.13** release:

Headlines

- Testing Alerts
 - Customers can click a button to immediately test any alert method created to validate their alerts in real-time.
- Quota/organization
 - Quota limits were added to SLO and data sources to protect customers from accidental resource abuse. When you exceed the available quota limit, you can request an upgrade by contacting support@Nobl9.com. Most customers will not be affected by this change.

Improvements

- Resource usage summary
 - Customers can preview the number of resources (SLO objectives and data sources currently used in their organization.
- Projects list (Beta)
 - Customers can view the list of all projects created in their organization.
- Service Health Dashboard sorting
 - Customers can choose to list projects displayed on the Service Health Dashboard by service state or alphabetically.
- Alert conditions
 - The average Error Budget Burn Rate alert condition allows alerting when the condition is under five minutes. Customers will be alerted sooner when the budget is being burned at a high burn rate.
- Alert method details
 - Customers can preview all the alert policies linked to an alert method in the Alert Method details panel.
- Time zone picker improvements
 - Time zone picker automatically displays the browser time of the customer. It also allows for browsing time zones and sorting them by name or UTC offset.

July 29, 2021

The following updates were added to the Nobl9 Web App in the **1.12** release:

Headlines

- Service Health Dashboard (beta)
 - The Service Health Dashboard provides an aggregated view of the current state of an organization. Customers can view a high-level overview of how projects and services perform or drill down into specific SLOs.
- The dashboard can be filtered by projects or services. Customers can also switch between 3 dashboard views to choose the most convenient layout.
- Elasticsearch support in Nobl9 app
 - Customers can add Elasticsearch as a datasource from the Nobl9 UI and set SLOs based on Elasticsearch metrics.
- SLOs list in the Data Source details panel
 - Customers can check which SLOs use which data source in the Data Source details panel. From this view, you can go directly to the details of a selected SLO.
- Alert Method details panel
 - After creating an alert method, customers are directed to the Alert Method Details panel, and can review the newly created alert, edit ,or delete it.

Improvements

- Inline help text in wizards
 - Help text within the Nobl9 App was updated in all wizards. Customers have additional information to specify which information needs to be provided when creating services, SLOs, alert policies, and integrations.

July 21, 2021

The following updates were added to the Nobl9 Web App in the **1.11** release:

Headlines

- Custom webhook headers
 - Users can customize their webhook headers. Moving forward, webhooks can be used with tools that require authentication information. For example, use of bearer tokens in the header.

Improvements

- Table headers
 - Table headers in main screens are frozen, making them easier to manage when the table contains large amounts of data.
- SLO wizard
 - After creating an SLO and closing the wizard, the SLO grid automatically scrolls to the newly created SLO.
- 0% Error Budget
 - Customers can be alerted when their remaining error budget reaches 0%.

July 12, 2021

The following updates were added to the Nobl9 Web App in the **1.10** release:

Headlines

- BigQuery support in Nobl9 application.
 - Customers can add BigQuery as a datasource from the Nobl9 UI and set SLOs based on BigQuery metrics.
 - BigQuery customers can use a direct integration with BigQuery or set up an agent.
- Data source Details view for direct and agent integrations
 - The data source Details view has updates for agent connections and direct connections. Customers can preview more details of their data source integrations and edit or delete them from the details view.

Improvements

- Secrets in sloctl returned as [hidden].
 - Secrets are now returned as [hidden] when using sloctl. Previously, secrets were excluded in the sloctl output.
 - Customers who edit existing data will not need to pass in the secret when applying the changes using sloctl. When adding a new resource, the secret will need to be added to the yaml.
- Play/Pause buttons in date picker.
 - Play and Pause buttons in the date picker are separated. This change makes it easier for customers to control if the SLOs details and grid views are refreshed automatically.
- Ability to access deep link after login.
 - Customers who aren't logged in when clicking on a deep link are redirected to the deeplinked page after logging in.
- Edit and delete an SLO from SLO details.
 - Customers can edit and delete an SLO from the SLO details view without the need to come back to the SLO grid.
- UI improvements.
 - Unused and inactive fields were removed from the UI.

June 28, 2021

The following updates were added to the Nobl9 Web App in the **1.9** release:

Headlines

- SLO deep linking
 - Customers can copy direct links to their SLOs details. Customers can share the direct links with others or bookmark the direct links for future review. The direct links include all of the filter and timepicker settings that were set before copying the link.
 - SLO links were added to Nobl9 Alert notifications. Customers receiving alerts can quickly navigate to the SLO by clicking or copying the link.
- Graphite metrics support in Nobl9 application.
 - Graphite customers can now ingest metering data into Nobl9 and create SLOs using metrics.

- Jira as an alert method
 - Customers can send an alert to Jira and automatically create an issue when an alert method is triggered.

Improvements

- Metrics Sources
 - ThousandEyes is supported as a Direct integration. Customers can configure the integration directly in the Nobl9 UI without setting up an Agent.
 - The list of data sources appears alphabetically.
- General
 - The organization name is visible in the UI. Customers can select the user icon at the top-right of the Nobl9 screen to view the organization name.

June 15, 2021

The following updates were added to the Nobl9 Web App in the **1.8** release:

Headlines

- Burn Rate calculation improvements

Nobl9 now uses an instantaneous Burn Rate, which is calculated as $\text{bad-to-total-ratio} / (1 - \text{SLO-objective})$. The change provides a reliable and expected experience for Nobl9 customers. Burn Rate calculation improvements affect the following:

 - The SLO grid shows the instantaneous Burn Rate. There are no changes to the Error Budget Remaining
 - Alerting uses the average Burn Rate from the last five minutes
 - Historical Burn Rate data no longer appears in the charts and is unavailable in newly exported data.
 - The Burn Rate chart in the SLO details may look flat even though the error budget is being burned. This happens if the SLO is on a rolling window and the bad events are being dropped at the end of the rolling window. The chart only shows newly calculated burn rates (since the 1.8 release), as we no longer show burn rates calculated from prior versions. This will be resolved when the rolling window completes another cycle.
- ThousandEyes support in the Nobl9 application
 - ThousandEyes customers can now ingest metering data into Nobl9 and create SLOs using metrics

Improvements

- Metrics Sources
 - AppDynamics is supported as a Direct integration. Customers can configure the integration directly in Nobl9 UI without setting up an Agent
- General
 - The organization name is now visible in the UI. Customers can select the user icon at the top-right of the Nobl9 screen to view the organization name

June 9, 2021

The following updates were added to the Nobl9 Web App in the **1.7** release:

Headlines

- Dynatrace support in Nobl9 application
 - Dynatrace customers can now ingest metering data into Nobl9 and create SLOs using metrics
- ServiceNow as an Alert Method
 - Customers can send an alert to the ServiceNow Events table when an alert method is triggered, and use the alert to integrate within ServiceNow workflows
- Custom Webhook integration
 - Customers can customize the payload of their webhooks to send custom JSON data to any REST endpoint
 - Customers can select from the following predefined variables under Notification Details:
 - Alert Policy Name
 - Alert Policy Description
 - Alert Conditions list
 - Alert Conditions text
 - Project Name (take the Project Name from the SLO)
 - Service Name
 - Service Level Objective Name
 - Experience Name
 - Severity
 - UTC Time

Improvements

- Direct connection for Splunk Observability data source
 - Splunk Observability customers can use a direct integration with Splunk Observability or continue using an agent
- PagerDuty details
 - PagerDuty alerts improved to include details on why the alert fired, and formatting changes improve the aesthetics of the alert in the PagerDuty UI
- Grid view search improvements
 - Customers can search for SLO Names as space-separated tokens.
For example: "My Super Duper SLO" appears when the customer searches for "My Duper".

May 25, 2021

The following updates were added to the Nobl9 Web App in the **1.6** release:

Headlines

- Splunk Observability support in the Nobl9 application
 - Customers can add Splunk Observability as a datasource from the Nobl9 UI and set SLOs on Splunk Observability metrics
 - Customers must upgrade to the 0.21 version of the Nobl9 Agent to use Splunk Observability.
- Ability to attach URL links to an SLO
 - Customers can attach extra information to SLOs by adding links to external URLs while creating or editing SLOs. The links are visible on the SLO Details view.

- OpsGenie as an Alert Method
 - Customers can now use choose OpsGenie as an Alert Method. When their SLOs match their defined alert conditions, OpsGenie is notified.
- User status is visible in Settings and invitations can be resent
 - Customers who want to invite other users to Nobl9, can see which users did not accept the invitation.
 - Customers have the ability to resend an invitation from Nobl9.

Improvements

- Date/Time picker
 - Allows a raw string to be used as date/time in picker
 - Nobl9 date picker allows users to manually input or change the selected dates and copy+paste the settings.
- SLO Details
 - Updates as to how numbers are displayed on SLO details graphs.
The rules governing when numbers are displayed (plain or scientific notation) were upgraded to make the number more readable.
 - Freeze SLO name while scrolling.
Customers will always know what SLO is being viewed because the name of the SLO is now visible when scrolling in the SLO details view.
- User invites
 - Nobl9 users can now resend an invitation to other users who need a reminder or have lost the original invitation email.
- Data Source
 - Edit data sources
Customers can now update the Data Source settings through Nobl9 UI allowing customers to update the Display Name or connection-specific information.
 - Display Name support for data sources
Data Sources were extended to include a Display Name. Display Names can include spaces, special characters, and can be edited.

May 7, 2021

The following updates were added to the Nobl9 Web App in the **1.5** release:

Headlines

- Splunk Enterprise
 - Support for Splunk Enterprise as a metrics source was added and the integration supports basic queries to retrieve time-series data used in creating SLOs
- Lightstep
 - Support for Lightstep as a metrics source was added and the integration supports leveraging Lightstep streams to use as time-series data for creating SLOs
- Support for direct connections to Data Sources
 - Customers can now directly connect Nobl9 to Datadog and New Relic instances without deploying the agent

- To use the direct connection, customers will need to configure a new Data Source where they share connection credentials (Key, Token or Secret – depending on the integration). The credentials are safely encrypted and secured by Nobl9.
- Export Nobl9 data to Google Cloud Storage (GCS)
 - Enterprise customers can now export SLO data from Nobl9 to GCS. The data is in CSV format and can be imported to any data analysis tool to generate reports tying in business data and SLOs.
 - Customers can configure an export and choose where the data is stored (Amazon S3, Google GCS, or directly to Snowflake)

Improvements

- Default Webhook payload update
 - The Webhook JSON payload update includes additional information for the Alert. The new format includes: a summary, timestamp, severity, SLO name, project, organization, service name, alert policy, and alert conditions.
- Confirmation when navigating away from a wizard
 - A confirmation prompt appears when you click outside of a window, preventing the loss of added or edited information when navigating away from the wizard
- Nobl9 app version information and links added
 - Customers can view the Nobl9 app version information, *Privacy Policy*, or *Terms of Use* links by navigating to and selecting the user icon located in the top-right section of the Nobl9 app
- Sources list auto-refreshes
 - The Sources list auto-refreshes in two-minute intervals, allowing a customer to monitor the Agent connection status
- Improvements to the SLO Details screen
 - The SLO name is static when you scroll the graphs
 - The Timepicker settings are preserved from the Grid view and display the same time window
 - Customers can edit the SLO Name in the user interface
- SLO Wizard user interface improvements
 - All input and search fields were trimmed
 - Good & Total metrics validation was added
 - The user interface was updated with button colors, labels, and step indicators
 - The Query windows were stretched to provide more space when entering queries
 - Scroll bars were eliminated
- Trimming was added to all input and search fields, eliminating leading and trailing spaces
- The Data Export feature now includes a checksum validation to ensure that exported files were not modified.

Known limitations/known issues

- The Splunk Enterprise integration currently enables search commands allowing customers to read metrics that exist as numeric fields in search events. Currently, additional support for other SPL queries is not supported, but is planned in a future release.

April 8, 2021

The following updates were added to Nobl9 in the **1.4** release:

Headlines

- AppDynamics support in the Nobl9 App
 - Customers can add AppDynamics as a data source from the Nobl9 UI and set SLOs on AppDynamics metrics
 - You must upgrade to the 0.18 version of the Nobl9 Agent to use AppDynamics
- Sloctl update from version 0.0.48 to 0.0.49
- Export Nobl9 data to Snowflake and Amazon S3
 - Premium customers are able to export their data as a CSV to an Amazon S3 bucket or directly to Snowflake. This enables customers to merge their business metrics and SLO data in a single source to generate business reports from their preferred BI tools

Improvements

- Filtering Reports
 - Customers can filter reports by project enabling another level of reporting
- SLO Display Name
 - Customers can now use the Display Name metadata in their SLOs to be able to specify a user-friendly name for their SLOs
- Query textbox expands
 - Customers can expand the query text box to view their long queries without being restricted to the smaller text box in the SLO Wizard
- Report time ranges and date picker
 - The time range for reports now include 7- and 14-day ranges
 - The data picker for reports was updated to provide easier selection of time frames
- Sloctl 0.0.49 updates
 - `sloctl get projects` returns a list of projects
 - `sloctl get dataexport` retrieves the dataexport configuration

March 23, 2021

The following updates were added to Nobl9 in the version **1.3** release:

Headlines

- Slack integration

- If your SLOs have exceeded predefined thresholds, alerts can now be sent to Slack to alert your on-call engineer

Improvements

- Navigation Changes
 - To ease navigation for integrations with Nobl9, a new Integration menu has been added which now includes the integrations for Data Sources and Alert Methods (Alerting Tools)
- Alert Policy Details
 - Alert Policies details can now be viewed and modified to provide customers with more flexibility around defining their Alert Policies
- Percentile filters
 - Percentile filters have been updated to make it easy to enable and disable the percentages in the chart
- Editing SLOs and Alert Policy
 - When editing an SLO or Alert Policy, customers can navigate to any step of the wizard, instead of navigating through the wizard steps one by one. This enables a quicker edit experience
- Nobl9 Agent
 - Please update to the newest version 0.17.0
 - The Nobl9 agent can now optionally output metrics to provide more details for customers who want to capture the data collected by the agent

February 25, 2021

The following updates were added to Nobl9 in the version **1.2** release:

Headlines

- PagerDuty support for Alert Policy
 - Alerts can now be sent to PagerDuty to alert your on-call engineer if your SLOs have exceeded predefined thresholds
- UI support to define Webhook alerts
 - Webhooks can now be created and edited in the UI instead of just directly in the yaml

Improvements

- Changes to user interface
 - Disabled the ability to change data source for existing SLOs to prevent potential issues
 - Updated tooltips for Count Metrics SLI chart to improve help context
 - Crosshairs snap to nearest datapoint in charts to improve readability
 - Enabled edit functionality for alert policies in the UI so customers won't need to update yaml directly

Validation

- Additional validation and operator limits for alert conditions to avoid non-valid conditions
-