

IMS Division Newsletter:

AIOps & Observability Edition

November, 2023

HIGHLIGHTS IN THIS ISSUE

- Events & Webinars
- Blogs & Assets

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EVENTS & WEBINARS

AIOps Office Hours: Join Us and Provide Your Feedback

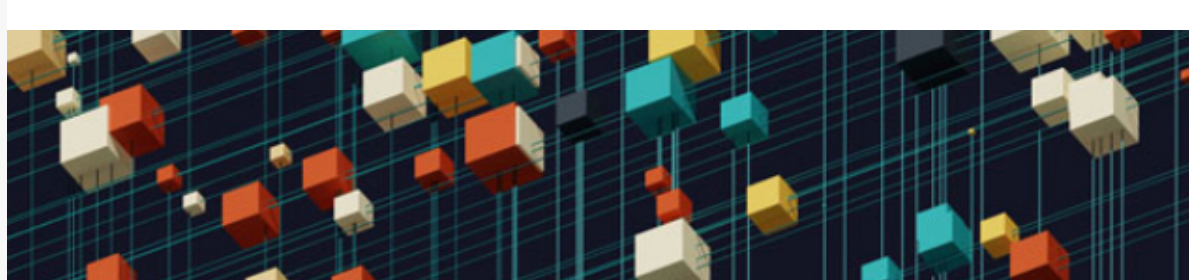
The AIOps and Observability from Broadcom team for our APM, infrastructure monitoring and operational intelligence solutions is continuing a program that creates an open line of communications with our customers. Our regular Voice of the Customer: AIOps Office Hours sessions are popular with customers and useful to us as you provide feedback on specific topics as well as pose random questions. [Register and download calendar invitations.](#)

Road Trips: Customer Events for AIOps and Observability from Broadcom 2023-24

Our teams have been on the road, meeting with customers in small group settings and at larger events. Atlanta, GA; Barcelona, Spain; Mohegan Sun (Uncasville, CT); Orlando, FL with more planned. These half- and full-day sessions cover product roadmaps, demos, how-to's and include post-event entertainment and/or group dinners. Here's one example our product manager Sheenam Gupta's posted [on LinkedIn](#).

We're eager to meet with more of you in-person. Please a) Keep an eye out for invitations in 2024 and b) Help us plan by expressing your interest on an Office Hours call, to your AIOps solution engineer, product manager or to your account team.

BLOGS & ASSETS



Blog: Generative AI and the Reinvigoration of AIOps

Read the latest blog by Clayton Donley, VP and General Manager at Broadcom. Read his blog [here](#).

APMDigest

Articles: In the "Making Better Decisions" and "The Future of AIOps" portions of this multi-part article series on AIOps from APMDigest, Andreas Reiss, Head of Product Management, AIOps and Observability from Broadcom is quoted. Take a look [here](#) and [here!](#)

General Availability Announcement: DX Operational Intelligence 23.3, DX Application Performance Management 23.3 and New Version Release Notes

We are pleased to announce that DX Operational Intelligence 23.3 is now available. Read the detailed announcement [here](#). The announcement for DX APM is posted [here](#). Additionally, Release Notes for individual 23.3 solutions are posted as follows:

- [DX Application Performance Management 23.3](#)
- [DX App Experience Analytics 23.3](#)
- [DX Operational Intelligence 23.3](#)
- [DX Platform 23.3](#)



SKU and Device Calculations for DX UIM Licensing

Learn the entitlements you receive when purchasing or renewing your DX UIM licenses using DXIMGR990, and how to calculate devices with legacy and new-age cloud technologies for full-stack infrastructure observability. [View information.](#)

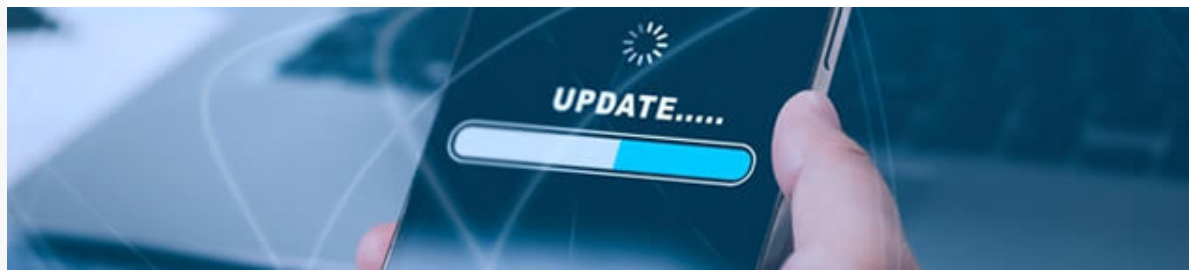


Support for Various Linux Distributions Extends Day 1 Coverage for DX UIM

From DX UIM 20.4 CU4 onward (i.e. robot version 9.36 or above), robots automatically support Linux versions with newer GNU C Library (commonly known as "glibc") versions; previously robots needed certification and a version update to provide support for OSES with a new glibc. [Read blog.](#)

Troubleshooting DX UIM Core Probe Issues with Broadcom Support for Faster MTTR

When DX UIM customers and support partners encounter an issue with a core probe, a new Knowledge Base (KB) article provides clarification on the information that helps Broadcom Support expedite time-to-resolution. [Read KB Article.](#)



Upgrade to DX UIM 20.4 CU9 to Leverage New Features and Security Updates

DX UIM 20.4 CU9 is the latest patch that includes new features, updated capabilities and enhancements for more secure probes and packages. To learn more, view [documentation](#) or [release notes](#). Support offers a program to help ensure a smooth transition; to get started, review DX UIM Upgrade Guide and Pre-Planning Checklist [here](#) . [Read blog.](#)



White Paper: Kubernetes Primer – DX APM

Tapping the technical expertise of Henrik Nissen Ravn, Principal Solution Engineering Architect & APM Champion, and other Broadcom technologists, we've published this white paper which aggregates Kubernetes information and presents it in a context relevant to DX Application Performance Management (DX APM). It covers important terms, techniques, best practices and other helpful information. Whether you are new to Kubernetes or highly proficient, take a look at [this resource](#).



For questions or concerns regarding products or services please visit [Symantec Enterprise Security Support Center at Broadcom](#).

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