

dcTrack® 9.2.4 Release Notes

These release notes contain important information regarding the release of this product, so please read them carefully. We recommend that you read the entire document and upgrade to this release.

Important Notices

Back Up Your System Before You Upgrade

Before you upgrade, **we strongly recommend that you generate a backup of your dcTrack system configuration** and save it to another device, such as your hard drive. We also strongly recommend that you set up remote storage for backup files to automatically push all daily backups to a remote storage location. For more information, see [Manually Back Up Your dcTrack Database](#) in the dcTrack online help.

Applicability

This software release is applicable to dcTrack installations on VMware, Hyper-V, Linux KVM, AWS, and Dell R640/740/840/R650/750/850 hardware.

Note: When you are upgrading a dcTrack system that is integrated with other systems (including Power IQ), disable the integration before beginning the upgrade, then re-enable the integrations after the upgrade.

Upgrade Path

1. If you are on 9.0.2, 9.1.x or 9.2.x you can upgrade with the bin file via the GUI or by ISO installation (using backup/restore)
2. If you are on 8.0.0 up to 9.0.1, you must upgrade first to 9.0.2 and then you can upgrade with the bin file via the GUI or by ISO installation (using backup/restore).
3. If you are running dcTrack 7.2.1 or prior, you must upgrade first to 9.0.2 by ISO installation (using backup/restore)

Changes in Release 9.2.4

Universal Connector Feature

This release provides the following enhancements for the Universal Connector G2.

- A mapping for Location is no longer required in the Universal Connector G2 xml. However, if an Item with the same name exists in different locations, the location mapping will still be required.
- APIs such as VMware, Cisco ACI and possibly others, that return arrays or objects are now supported by the Universal Connector G2.

New v2 public APIs for item ports with support for MPO connections information

dcTrack 9.2.4 provides new /v2/dcimoperations APIs for item ports, with support for MPO connections information. The new APIs all follow the pattern below:

Original v1 API	New /v2/dcimoperations
/v1/items/{itemId}/dataports/{portid}	/v2/dcimoperations/items/{itemId}/dataports/{portid}

Note: The main difference between the v1 and /v2/dcimoperations APIs is that if you integrated with the v1 APIs and you do not use MPO the APIs will continue to work as is. If you want to leverage the MPO features going forward, you will need to integrate with the v2 API.

Please refer to the [dcTrack 9.2.3 API guide](#) for complete API details.

Location Fields Are now optional for CMDB Integration

In dcTrack 9.2.4, location field are not required for CMDB Integration when syncing assets that exist in dcTrack to pull in additional information.

Bug Fixes and Customer-Requested Enhancements

Release 9.2.4 includes the following customer requested enhancements and bug fixes over Release 9.2.3:

Ticket Number	Issue Number	Summary
65230, 66599, 68900, 69438, 69943	DCT-71671	A modal dialog pops up reporting that the system "Cannot find action for uniqueId" on some integration screens
66815, 68156	DCT-70307	After filtering assets based on the CMDB Integration Status column, there is an error when exporting the filtered list
66958	DCT-69142	Enhance the Universal Connector G2 to work with APIs that return either arrays or objects
67481 71072	DCT-70600	No locations are viewable in the data network diagram page
68578	DCT-70681	Adding "CMDB Integration Status" column to the item list causes an error if a dctrack item that is simultaneously integrated with both an service now asset and a service now configuration item
68779	DCT-70642	An error in the process of creating a model on service now prevents pushing integration updates
68850	DCT-70877	Export into import template fails with divide by zero error in some cases when the data is filtered
68907	DCT-70830	An error message is shown when loading the single line diagram page in rare cases
69172	DCT-71041	Export of branch circuit breakers fails with an [object Object] error
69196	DCT-71063	Power Trend Chart - Residual Current Trendline produces an error in details grid under specific conditions
69343	DCT-71142	dcTrack becomes inaccessible after a period of time when users frequently do global quick searches
69608	DCT-71366	Archiving a rack PDU in dcTrack is not allowing the tech refresh of a rack PDU with the same IP to push to Power IQ
69837	DCT-71843	Cabinet live charts outlet level readings are inaccurate in some cases
69913	DCT-71730	The events tab includes unnecessary warnings about "No unique keys found in payload from dcim"
69987	DCT-71694	Poor performance on a floormaps API on a system with more than ten thousand locations

70195	DCT-71898	A user with operator permission for a custom field cannot edit the value for that custom field in the location details screen
70448	DCT-73082	Database restore failing due to inaccurate data integrity check
70809, 72152	DCT-72354	Allow the location field to be an optional field mapping for cmdb integration
70579	DCT-72550	VMware sync shows as completed successfully but does not apply all of the needed changes
71207	DCT-72644	In hotfix 69987, an external cmdb integrated system is attempting to create/insert new records even though the preference to create is set to false
	DCT-73085	Poor performance on a dashboard API on a system with more than ten thousand locations

Important Notes

The minimum hardware specifications for the Client Workstation have been updated as follows for dcTrack 8.1 and above:

- Processor Core I5 2.6G with 4+ cores
- 8GB RAM
- Graphics Card with minimum 2GB RAM and support at least 1280 x 960 resolution
- For viewing the 3D Visualization, the client workstation should have at least 16GB of RAM

Additional Comments

The table below provides helpful information on issues related to dcTrack Release 9.2.3 and above:

Issues	Comments
Actual Active Power Per Cabinet, Actual Power By Customer's Cabinets, Actual Power By Customer's IT Devices, Actual Power Per Customer's Cabinets, Total Actual Active Power Dashboard Widgets	These widgets are deprecated and will be removed in a future release. Please use the Power Trend Chart widget instead.
For Rack Inverter and Transfer Switch item, the "fed from" field could display "TS ->	After creating a Rack Inverter/Transfer Switch in dcTrack, the Active Inlet will set to Inlet 1 by default, but the "fed from" field may display "TS -> undefined" instead of "TS → Inlet 1" This will be fixed in dcTrack 9.3.0.

undefined" instead of "TS → Inlet 1"

The field isConfigurable is deprecated. In dcTrack 9.3, it will be removed and will no longer be returned in the responses for the following API calls:

- /v2/quicksearch/items/itemListFields
- /v2/quicksearch/circuits/circuitListFields
- /v2/quicksearch/connectors/connectorListFields
- /v2/quicksearch/events/eventListFields
- /v2/quicksearch/models/modelListFields
- /v2/quicksearch/projects/projectListFields
- /v2/quicksearch/locations/locationListFields (public API)
- /v2/quicksearch/auditTrail/auditTrailListFields
- /v2/quicksearch/parts/partModelListFields (public API)
- /v2/quicksearch/parts/partListFields (public API)
- /v2/quicksearch/tickets/ticketListFields (public API)
- /v2/quicksearch/parts/partTransactionListFieldspublic API)

The API field isConfigurable is deprecated and will be removed in dcTrack 9.3

Canceling reports of Cabinet elevations does not work as expected.

When you run a Cabinet Elevations report on the Items list, clicking Cancel does not stop the report or make the progress bar disappear. This will be fixed in dcTrack 9.3.

In the cabinet live charts, labels and legends do not display correctly.

The label of the legends for cabinet power and rack PDU circuit breakers and inlets are not displayed correctly in the cabinet live charts.

The API fields tiRectifiersActualLoadAmps, tiRectifiersActualLoadWatts, tiRectifiersBudgetLoadAmps, tiRectifiersBudgetFreeAmps, tiBattBudgetLoadWatt and tiBattBudgetLoadAmps are deprecated.

These fields are deprecated and will be removed in dcTrack 10.0

GET
api/v2/dcimoperations/search/

This API is deprecated and will be removed in dcTrack 9.3

models/{modelName}/{makeld}

tiDefault in the custom field public APIs.

The Administrator role has been renamed.

tiDefault has been deprecated and is removed from the custom field public APIs in dcTrack 9.2.3.

The Administrator role is renamed System Administrator in dcTrack 9.2

PUT /api/v2/models/{id}

This API performs as a PUT and not a PATCH. For example, if the Request includes the dataPorts list but nothing inside it, the data ports will be removed, or you include a new port in the list, but not the current port on the device, it will remove the port that already exists and create a new port.

The standard grid widget "Item Audit Trail" only returns the most recent 1000 rows

This was done to improve performance. Users with sufficient permissions can modify the widget settings as needed to meet their requirements.

API

/api/v2/dcimoperations/items/{id} is a deprecated endpoint to manage change management requests

A new public API /v2/dcimoperations/requests has been added which includes the existing functionality

API

/api/v1/items/?returnDetails=true/false (POST) was deprecated in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use the Manage Items [v2] API instead. See [https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_\[v2\].htm](https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_[v2].htm)

API

/api/v1/items/<item_id>?returnDetails=true/false (PUT) was deprecate in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use the Manage Items [v2] API instead. See [https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_\[v2\].htm](https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_[v2].htm)

API /api/v1/items/<item_id> (DELETE) was deprecate in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use the Manage Items [v2] API instead. See [https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_\[v2\].htm](https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_[v2].htm)

API

/api/v1/items/<item_id> (GET) was deprecate in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use the Manage Items [v2] API instead. See [https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_\[v2\].htm](https://www.sunbirdcim.com/help/dcTrack/v920/API/en/Default.htm#APIGuide/Using_the_REST_API_to_Manage_Items_[v2].htm)

Field relationshipTypeid is deprecated from the API /api/v2/relationship

Please see the online API documentation for more details

API

/api/v2/dcimoperations/search/list/models (POST) was deprecated in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use /api/v2/quicksearch/models instead for better performance and additional capabilities. See the online API documentation for more details.

The field CoolingUntilItemID is deprecated in ODBC view

The field has been replaced with CoolingUnitItemID

dcCoolingUnitsToZones

API /v2/subLocations/labels was deprecated in dcTrack 9.0.0 and is removed in dcTrack 9.2

There is no replacement for this API, which was never leveraged by the application.

API

/v2/dcimoperations/search/list/items was deprecated in dcTrack 9.0.0 and is removed in dcTrack 9.2

Use /api/v2/quicksearch/items instead for better performance and additional capabilities. See the online API documentation for more details.

API

/v2/settings/connectors/quicksearch was deprecated in dcTrack 9.1.1 and will be removed in dcTrack 9.2.3.

API /v2/quicksearch/connectors should be used instead for better performance and additional capabilities. See the online API documentation for more details.

The fields chkApplyToModel, chkHidden and chkRequired have been deprecated from all APIs

chkHidden and chkRequired had no functional effect and were a source of confusion. Use cmbAppliedTo instead of chkApplyToModel going forward. Please see the online API documentation for more details

Changes to the tile server or geocoding server are not reflected in the Content-Security-Policy response header.

After making changes to the settings for the world map, a reboot of the appliance is needed for the new Content-Security-Policy to be returned by the server. In later releases, such a reboot will not be needed.

Changes to whether HTML widgets are allowed or not are not reflected in the Content-Security-Policy response header.

After changing this setting, a reboot of the appliance is needed for the new Content-Security-Policy to be returned by the server. In later releases, such a reboot will not be needed.

Chassis on a suspended cabinets aligned with free-standing cabinets

A chassis on a suspended cabinets aligned with free-standing cabinets does not render

CMDB configuration XML should no longer refer to date time fields that begin "dt"

On upgrade, dcTrack will automatically replace deprecated field names with their replacement. However, if a customer had saved an XML configuration from an older release and tried to apply to apply it in 9.1.0, it would no longer be valid if it contains the deprecated field names.

Field CRACGroupItemID in odbc view "dcAllItems"

The CRACGroupItemID column was deprecated in dcTrack 9.1 and will be removed in version 9.3.0 Use "dcCoolingUnitsToZones" going forward . See the online documentation for more details.

Custom fields definitions for locations and models

Custom field definitions are not exported for locations and models

Data panel item details circuit trace.

A user cannot connect a right partial circuit into a full circuit from a data panel's item details page. The circuit can be connected from the Circuits List.

Audit trail units measurements.

The audit trail records measurements in "units" in US units regardless of the user's preferences. For example, when SI (Metric) is selected in the user's Unit System preference in the user profile, the value displayed is not calculated/converted correctly.

SAML, XML parsing error using metadata fetched with Firefox browser	A Jetty server does not start correctly when a SAML server is configured with metadata copied from a Firefox browser because Firefox does not parse and render the XML correctly. Do not use Firefox to get the metadata, instead use Edge or Chrome.
Special characters not supported in custom fields labels	The following characters are not supported in custom field labels: a period "." and a single quote "' ". Using these characters in your custom fields labels may result in errors or missing information when using the APIs.
/link/search/{fieldName}/{value}	This syntax for providing external links based on user specified search criteria is deprecated in dcTrack 9.1.0.
Model Library updates on devices and network items can result in too many ports if there are "is_customer" ports.	When a user uploads a Models Library Update file (.mlu) to dcTrack, if a standard or network device model in the file matches a model in the user's library and the "Do Not Update" option for the model is false, the ports in the MLU file will overwrite the ports in the user's library regardless of whether the ports were modified by the user. Note: For Rack PDU power ports, if the user modified any port, all power ports will be considered modified and no ports will be added from the MLU file.
tiPartNumber field in the /v2/quicksearch/ API	This field is deprecated in dcTrack 9.1.0
tiAddressFloor field in the /v1/locations API	This field is deprecated in dcTrack 9.1.0
An API call with a trailing slash (/) at the end of the URL does not work.	An API call with a trailing slash (/) at the end of the URL does not work. If the user calls a URL with a trailing slash, it will not work, for example: - Working in 9.1.0: POST /api/v1/items - No longer working in 9.1.0 or later: POST /api/v1/items/, or api/v1//items
Saving an Item with SNMP3 enabled	Users may receive the message "SNMP V3 Authorization Level is invalid" when saving an Item with SNMP3 enabled even if the settings have not changed. To correct the problem, select a different Authorization Level from the dropdown then select the original option again and the record will successfully save.
Importing Busways	Busway Outlets can no longer be created when importing Busway Breakers. The Power Outlet column in the file must refer to an existing column. Additionally, when creating Power Outlets for Busways, the Busway column is required. As a result, the Busway must be created prior to importing their Power Outlets.

The url for external links
https://<dcTrackIPAddress>/link/search/{fieldname}/{value}
has been deprecated.

The new format is:

https://<dcTrackIPAddress>/link/search/items?field=XXX&value=YYY

HA Email configuration is initially disabled.

To enable the configuration: Toggle the “Enable High Availability” check box checked > unchecked > checked.

dcTrack in Multiple tabs

If you have dcTrack open in multiple tabs, closing one or more of those tabs may cause your session to end in all the remaining open tabs.

ODBC access may require new drivers

The version of the database has been upgraded from PostgreSQL 9.6 to PostgreSQL 12.1. Customers who access the database via ODBC may need to update the database drivers used.

Import over 100k rows

Importing files in excel format having more than 100K rows may cause an issue and import will fail. Use csv format when importing files over 100k rows.

ODBC Query Timeout

To change the ODBC Query Timeout setting, you must restart the dcTrack appliance. Otherwise, the setting will remain unchanged until the next time the dcTrack appliance is restarted.

Rendering 3D Floor Maps on a Mobile Device

The mobile browser may fail to load the 3D Visualization. To get around this issue, from a desktop browser, set the Contents Selector in the 3D Settings tab under the Floor Map Settings section to Auto rather than Always. This setting will only affect your user account.

Alternatively, you may login to dcTrack by requesting the Visualization directly by typing this URL into your mobile browser: <dcTrack hostname>/dcim/#/visualization

API Move Requests on Cabinets

When using API move requests on cabinets and manipulating the rows of the original item or the ^when moved item, there may be a leftover system row with a name ending in ^MOV, after completing the move. This is a known issue, and the row can be safely deleted.

Custom Date fields do not work in the color-code feature on the floor map.

On the floor map, for the color-code feature, colors are not grouped by month for date type fields.

A facility item's Input Rating (Vac) does not update when its Input Item's Rating (Vac) value is updated.

After creating a Utility Feed and specifying its Rating (Vac) value and setting it as the Input item for a transformer, users may find that the Transformer Input Rating (Vac) does not change when the Input item's Rating (Vac) value is updated. To fix: Delete the Fed-From item field in the Transformer and save your change. Then add the Fed-From Item back to the Transformer and save your changes.

A UPS is not displayed in the "UPS Units in Bank grid on the Configuration sub-tab. Units in Bank YYY" grid of a UPS Bank if the UPS is placed in a different location

When a UPS is placed in one location, and the UPS bank and its load device are placed in another location, the UPS does not display in the UPS Units in Bank grid of the UPS bank.

A Power Panel's Breaker Voltage does not update when the Fed-From item's Rating (Vac) value is updated.

After creating a Utility Feed and specifying its Rating (Vac) value, then setting it as the Fed-From item for a Power Panel, users may find that the voltages of breakers added to the Power Panel do not change when the Fed-From item's Rating (Vac) value is updated. To address this issue: Delete the Fed-From Item field in the Power Panel and save your change. Then add the Fed-From Item back to the Power Panel and save your changes.

Where to Find the Software Files and Obtain Help

- Find Software: <https://support.sunbirddcim.com/>
- Get Help: tech@sunbirddcim.com
- Sign Up for a Maintenance Contract: Contact your reseller or sales@sunbirddcim.com

Hardware Compatibility

- Dell R640/740/840
- Dell R650/750/850

Browser Compatibility

- Microsoft Edge - Version 138.0 (Official build) (64-bit)
- Firefox – 141.0 (64-bit)
- Google Chrome - Version 139.0 (Official Build) (64-bit)
- Google Chrome on Mac - Version 139.0 (Official Build) (arm64)
- Apple Safari – 18.2 (20620.1.16.11.8)

Power IQ® Compatibility

dcTrack 9.2.4 is compatible with Power IQ versions 9.2.1, 9.2.0, 9.1.2, and 9.0.1

About

August 12, 2025

Sunbird®, dcTrack® and Power IQ® are registered trademarks of Sunbird Software. All others are registered trademarks or trademarks of their respective owners. These notes are intended for Sunbird customers only; their use, in whole or part, for any other purpose, without the express written permission from Sunbird Software is prohibited.

© 2025 Sunbird Software, Inc. All rights reserved.