

Service Graph Marking

Smart Plug-in for BlackBerry

Applies to version 3.00 and later

Symptoms:

Elements in the OMU/OML Service Graph are not marked and messages are not correlated to the service elements.

Note: These symptoms have not been observed on OMW

Background:

The issue is observed if the policy variables \$MSG_NODE_ID and \$MSG_NODE_NAME contain the node name with different capitalization.

The \$MSG_NODE_NAME represents the node name known to the managed node's name service while the \$MSG_NODE_ID is only known on the management server.

In most cases the \$MSG_NODE_ID and \$MSG_NODE_NAME are identical on OMU/OML. Still there may be exceptions.

Example: The \$MSG_NODE_ID and the \$MSG_NODE_NAME represent the node name with different capitalization:

```
<$MSG_NODE_NAME>      =w170-BES1.lab04.mylab.de
<$MSG_NODE_ID>        =w170-bes1.lab04.mylab.de
```

The BlackBerry SPI Policies have the service name defined as in the following example:

```
DESCRIPTION "BESPI_00602_RouterSRPLinkLatency -- Major"
CONDITION_ID "b343c294-2490-71d8-01db-c0a800320000"
CONDITION
  THRESHOLD 500.000000
SETSTART
  SEVERITY Major
  APPLICATION "BlackBerry Enterprise Server"
  OBJECT "<$MSG_OBJECT>"
  SERVICE_NAME "BBST ROUTER@@<$MSG_NODE_ID>"
```

The <\$MSG_NODE_ID> is used to create the complete service name in the message.

Note: This is not a bug in the SPI. Both variables are supposed to be equal. If they happen to be different, the SPI suffers the consequences.

Workaround:

All policies which the customer desires to use require a slight adaption.




The `<MSG_NODE_ID>` variable must be replaced with the `<MSG_NODE_NAME>` variable.

Required steps: (Example given for one policy):

1. Browse "SPI for BlackBerry" policy group



The screenshot displays the HP Operations Manager Administration UI. The top navigation bar includes the HP logo, 'Operations Manager Administration UI', and icons for Home, OMU, Server, Admin, and Help. Below this is a secondary navigation bar with menu items: Edit, Browse, Server Configuration, Find, Analyse, Deployment, Tasks, Integrations, and Servers. The main content area shows the breadcrumb path: / Policy Bank / SPI for BlackBerry / BlackBerry Enterprise Server. The title is 'Elements in Policy Group "SPI for BlackBerry/BlackBerry Enterprise Server"'. Below the title, it says 'BlackBerry Enterprise Server policies'. There is a 'Details BlackBerry Enterprise Server' dropdown and a 'Filter' dropdown. A message 'Found 7 Elements' is displayed above a table. The table has columns for Type, Name, Assigned, Latest, Mode, and Smart. The rows list: BES Controller, BES Dispatcher, BES Messaging Agent, BES Performance Reporting, BES Policy Service, BES Router, and BES Synchronization Service. At the bottom of the table, there is an 'Choose an action' dropdown and a '>>' button. Below the table, it says 'Found 7 Elements'.

2. Browse for the policies in one of the sub-groups.














































Elements in Policy Group "SPI for BlackBerry/BlackBerry Enterprise Server/BES Router"   



[/ Policy Bank / SPI for BlackBerry / BlackBerry Enterprise Server / BES Router](#)

BES Router policies

Details BES Router  Filter 










Found 11 Elements




 Type	Name	Assigned	Latest	Mode	Smart Plug-in	Categories	Description
	 BESPI_00600_RouterSRPConnection	3.11	3.11	Fixed	 	BlackBerrySPI	Specifies whether the connectio
	 BESPI_00601_RouterSRPQueueLength	3.11	3.11	Fixed	 	BlackBerrySPI	The length of the transmission qu
	 BESPI_00602_RouterSRPLinkLatency	3.11	3.11	Fixed	 	BlackBerrySPI	The link latency on the SRP conn
	 BESPI_00603_RouterSRPBytesTransferred	3.11	3.11	Fixed	 	BlackBerrySPI	The number of bytes transferred
	 BESPI_00605_RouterSRPReconnectFailures	3.11	3.11	Fixed	 	BlackBerrySPI	The number of times the SRP cor
	 BESPI_00606_RouterCPUTime	3.11	3.11	Fixed	 	BlackBerrySPI	The time, in hundredths of secon incrementally by more than elaps
	 BESPI_00607_RouterMemoryUse	3.11	3.11	Fixed	 	BlackBerrySPI	The amount of real system memc
	 BESPI_00608_RouterDevicesConnected	3.11	3.11	Fixed	 	BlackBerrySPI	The number of BlackBerry devi
	 BESPI_00609_RouterStatus	3.11	3.11	Fixed	 	BlackBerrySPI	The status of the Router
	 BESPI_Collect_Router_5m	3.11	3.11	Fixed	 	BlackBerrySPI	Collect Router metrics every five
	 BESPI_Collect_Router_60m	3.11	3.11	Fixed	 	BlackBerrySPI	Collect Router metrics every hou

Choose an action  


Found 11 Elements















3. Open policy – in this example “BESPI_00602_RouterSRPLinkLatency” and select “Edit (Raw Mode)...”

Edit  Browse  Server Configuration  Find  Analyse  Deployment  Tasks  Integrations  Servers 

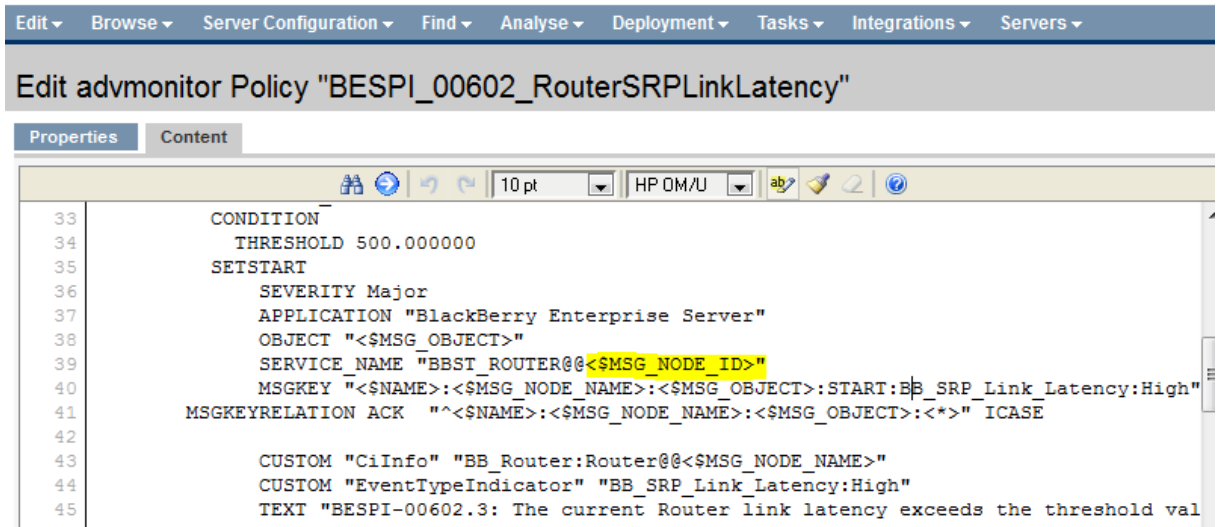
Policy "BESPI_00602_RouterSRPLinkLatency" (OM Version 3.11)   

[/ Policy Bank / SPI for BlackBerry / BlackBerry Enterprise Server / BES Router / BESPI_00602_RouterSRPLinkLatency](#)

Attribute	Value
Name	BESPI_00602_RouterSRPLinkLatency
Type	Measurement_Threshold
Description	The link latency on the SRP connection for
Version	3.11
Latest Version	3.11
Threshold Type	Maximum
Instance Mode	Process each instance separately
Categories	BlackBerrySPI
Attributes	checksum_header=fff9febe35ef933847f6c
Message Defaults	
Severity	 Unknown
Message Group	BlackBerry
Application	BlackBerry Enterprise Server
Help text	Probable Cause(s): ToDo
	Potential Impact: ToDo
	Suggested Action(s): ToDo

-  View
-  View (Raw Mode)
-  Edit...
-  **Edit (Raw Mode)...**
-  Copy...
-  Assign to Policy Group...
-  Assign to Node/Node Group...
-  Assign Categories...
-  Compare to...
-  Compare to (Raw Mode)...
-  Delete (including all versions)...
-  Delete...
-  Download...
-  Add to Shopping Cart

4. Click on the “Content” tab and replace all <\$MSG_NODE_ID> variables by <\$MSG_NODE_NAME>.



Note: There might be more than one \$MSG_NODE_ID in each policy.

5. Save policy, reassign and deploy.

6. All new arriving messages from this policy should now color the service graph correctly.