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.

© NiCE GmbH

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.

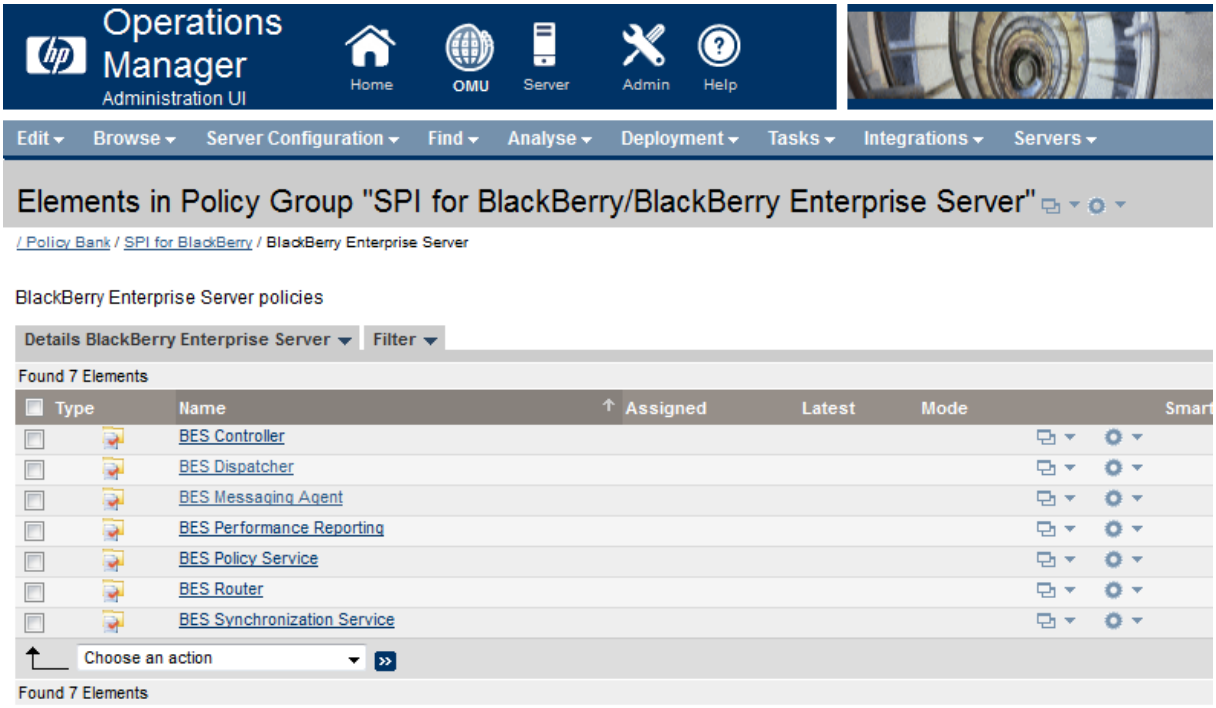
Workaround:

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.

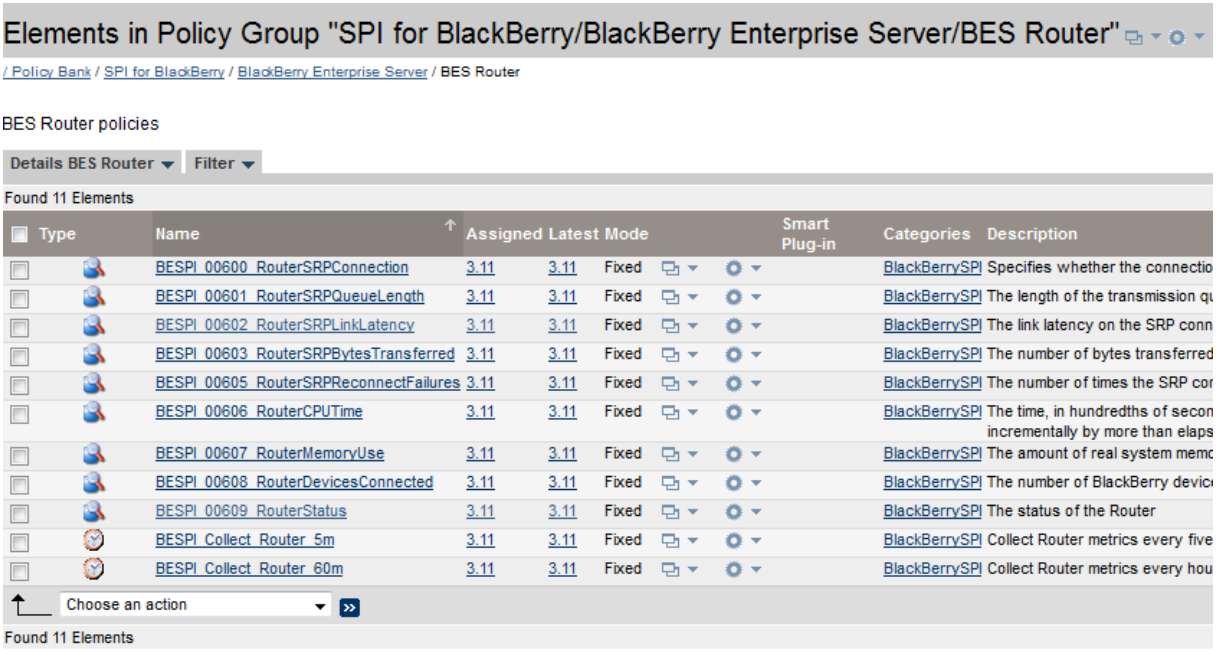
Required steps: (Example given for one policy):

1. Browse “SPI for BlackBerry” policy group

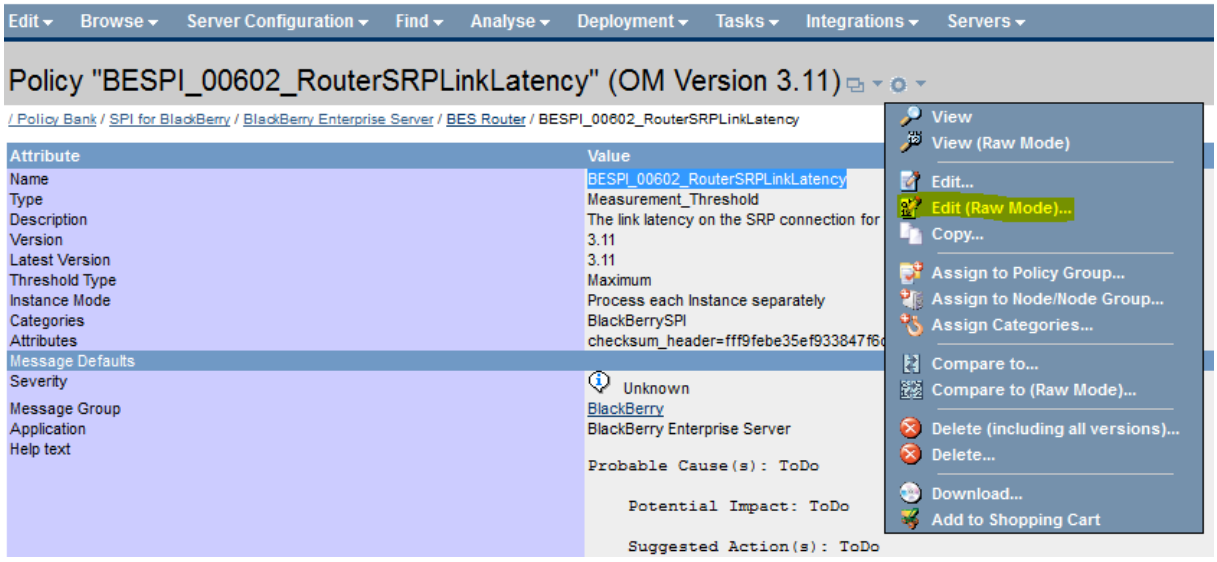


2. Browse for the policies in one of the sub-groups.

© NiCE GmbH

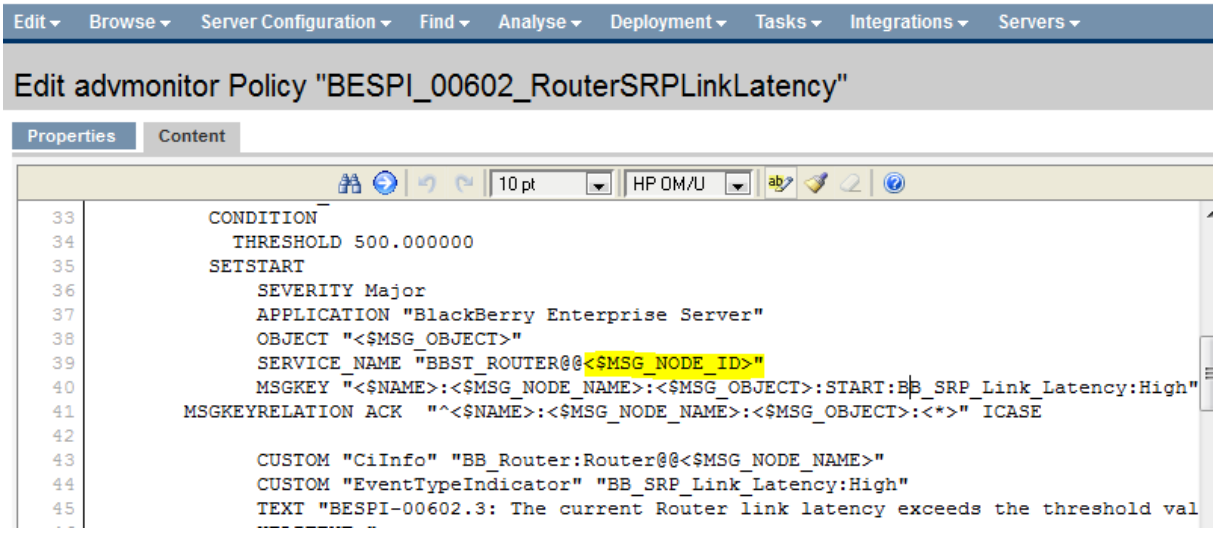


3. Open policy – in this example “BESPI_00602_RouterSRPLinkLatency” and select “Edit (Raw Mode)…”



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

© NiCE GmbH



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.

© NiCE GmbH