HP OpenView Network Diagnosis Add-On Module

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Software Release Notes

HP-UX and Sun Solaris

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WHAT'S NEW:

- o Integration with Problem Diagnosis Component embedded in HP OV NNM.
- o Https Agent Support
- o Self-Healing Support

WHAT'S OBSOLETED:

- o Performance data logging and reporting feature of NDAOM
- o Java GUI for provided as an interface to the CLI ovnwlinkmon

FUNCTIONALITY:

The HP OpenView Network Diagnosis Add-On Module (NDAOM) provides detailed information on network performance and how this performance affects the services. Service views help identify network failures in relation to services that rely on those network connections.

Network integration provided by NDAOM is based the "Problem Diagnosis" component embedded in NNM 7.x. Problem Diagnosis is capable of providing on layer-two device information derived from NNM ET with further details being derived from health utilities such as Trace Route.

Both NNM ET and OVO are necessary to use NDAOM's features. Refer to the User's Guide (usersguide.pdf) for instructions on how to install, configure and use the NDAOM.

The Release Notes (this document) provides last-minute information, known problems of the product and troubleshooting help.

Limitations, Known Problems & Solutions:

Problem 1:

Nodes with IP address 0.0.0.0 are not to be specified with ovnwlinkmon. If such nodes are specified an error message will be generated.
The global Tuple database on the Management Server can get locked and further operations might fail. You can verify the lock file in the following location:

/var/opt/OV/share/ndaom/nwlmdb_sv.lock

Solution: In this case, run as root the:

/opt/OV/ndaom/bin/ovnwlinkmon –unlock

command to release the database.

Problem 2:

After the NDAOM instrumentation is deployed to windows nodes the subagent registration files ndaom.reg or ndaom.xml found under the directories <drive>:\usr\OV\bin\OpC\cmds (in case of DCE agents) or <drive>:\Program Files\HP Openview\data\bin\instrumentation (in case of https agents) contains hardcoded path to the startup / stopping scripts to start and stop Netpath Probe.

Solution: Edit these files to contain the exact startup / stop scripts Netpath Probe on the agent node.

Problem 3:

The OVO message browser could be populated with messages "Xml stream has a bad format – for details see: /var/opt/OV/ndaom/log/xml.err. This is due to performance events sent by PD in an incorrect format.

 Solution:
Update the latest patches for NNM7.X, which fixes this problem with problem diagnosis component.

Problem 4:

When NDAOM is uninstalled on the management server, the process ovnwmonitor will continue to run. As a result of this the directory /opt/OV/ndaom/bin is not removed. This would cause problems when NDAOM is re-installed on the same system.

 Solution:
Before uninstalling NDAOM from the management server, the process ovnwmonitor has to be stopped. Perform the following steps to stop ovnwmonitor:

1. ps –ef | grep ovnwmonitor
2. kill –9 <pid-of-ovnwmonitor>

Related Products

•On UNIX, ovspmd has a problem where the ovstop/ovstart pd commands will fail. Ovstatus will report that the stop command failed. The only way to correct this is to do an ovstop of NNM to cause ovspmd to exit.

•In some cases PD will show two L2 nodes with the same name. The problem is with data being returned by ET when the management address does not match any interface and multiple DNS names are used for a device. The first node represents the inbound address of the previous L3 device and the second node represents the outbound address of the previous L3 device.

•The PD configuration window is not very robust. Care must be taken when adding and removing targets. It's best to make small changes, save, then access the configuration window again to continue making changes.

•On some Unix browsers the configuration window won't show the selected probe.

•Only one user can edit configuration at a time, more than one creates a race condition where one user can overwrite the changes of the other.

•The HPUX JVM will periodically cause the database to crash. PD contains code to detect this and restart the database. Because of this, the database should always be external on HPUX

Trouble Shooting

NDAOM

Tracing is centrally controlled by the ndaom.cfg file present under the location /etc/opt/OV/ndaom/conf. Trace areas are defined for bigger modules (like the ovnwlinkmon or the ovnwmonitor). Those modules read the config file, check whether the tracing is enabled and whether the trace area is set.

Trace areas are: ovnwmonitor, ovnwlinkmon, ALL
Trace levels are : 0 – 9 with increasing order of trace information.

NDAOM trace can be enabled by adding the following lines in ndaom.cfg file.

TRACE_AREA=[ovnwmonitor|ovnwlinkmon]
TRACE_LEVEL=[0 – 9]

NDAOM trace information file ndaom.trc can be found on the management server at "/var/opt/OV/ndaom/log".

PD

•If the GUI applet is not working check the java console for exceptions.

•If pd central will not start via ovstart, try using "ovstop pd", then running pd manually via "pdcentral.sh –start" or "pdcentral.bat –start". Also, try an "ovstop" then "ovstart" on unix systems for the ovspmd problem.

•Use "<DEBUG>true</DEBUG>" in the pdconfig.xml file to generate debug output in the pd.log file. This option should only be used briefly because it can generate large amounts of data.

•Use http://probe_name:8067/netpath/netpath.req?destination=sometarget to verify that the probe is up and responding properly.

•Use http://nnmserver:8068/central/central.req?destination=probe_name|sometarget to verify that the central application is up and responding properly

•Use http://nnmserver:7510/topology/NMTopoApi?api=getL2BetweenNodes&begin=ipaddress&end=ipaddress to see the L2 data being returned by ET for an ip address pair

•Use "pdcentral.sh –dbmgr" (or pdcentral.bat –dbmgr) to get a UI that allows SQL queries on the PD database.

Additional Information

Self-Healing Services is an added support benefit included with NDAOM. The Self-Healing Services client software can be downloaded from an HP web site, and once installed, provides web-linked capabilities that allow greater access to relevant trouble shooting data, likely reducing problem resolution time. Please see the HP OpenView Operations for UNIX SPI CD Installation Guide for details.

Self-Healing Info, like Self-Healing Services, collects troubleshooting data on a managed node. The collected data can then be sent to your HP support representative to help quickly resolve the SPI issue.