

# HP Network Node Manager iSPI Performance for Quality Assurance Software

for the Windows<sup>®</sup>, HP-UX, Linux, and Solaris operating systems

Software Version: 9.10

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## Deployment Reference

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### Acknowledgements

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# Contents

<b>1</b>	<b>About This Guide</b> .....	<b>9</b>
<b>2</b>	<b>Preparation</b> .....	<b>11</b>
<b>3</b>	<b>Deploying NNM iSPI Performance for QA</b> .....	<b>13</b>
	Before Deployment .....	13
	Co-Existence with Network Performance Server .....	14
	Scenario 1: Network Performance Server installed on the NNMi Management Server .....	14
	Scenario 2: Network Performance Server installed on a Separate Server .....	14
	Deploying NNM iSPI Performance for QA with NNM iSPI for MPLS .....	14
	Deploying NNM iSPI Performance for QA with NNM iSPI for IP Telephony .....	15
<b>4</b>	<b>Basic Concepts</b> .....	<b>17</b>
	Understand Basic NNM iSPI Performance for QA Concepts .....	17
	Monitored Services .....	17
	Supported MIBs .....	18
	NNM iSPI Performance for QA Metrics .....	18
	Understand Discovery and Polling .....	18
	Discovery .....	18
	Discovery Filter Configuration .....	19
	Polling .....	19
	Inventory Views .....	20
	Multi-tenancy .....	21
	Impact of Restricting Object Access .....	21
	Understand the Site, Threshold, and Probe Configurations .....	21
	Site Configuration .....	21
	Threshold Configuration .....	22
	Count Based Threshold Configuration .....	23
	Time Based Threshold Configuration .....	23
	Baseline Setting Configuration .....	23
	QA Probes .....	24
	Probe Configuration .....	24
	Basic Steps to Configure Probes .....	25
	Example .....	26
	Probe Maintenance .....	26
<b>5</b>	<b>Best Practices</b> .....	<b>27</b>
	Best Practices Before Discovery and Polling .....	28
	NNM iSPI Performance for QA Administration .....	28

<b>6</b>	<b>Deploying the NNM iSPI Performance for QA in an HA Cluster Environment</b> . . . . .	29
	Configuring NNMi and NNM iSPI Performance for QA in an HA Cluster Environment . . . . .	29
	Configure the NNM iSPI Performance for QA on the Primary Node . . . . .	29
	Configure the NNM iSPI Performance for QA on the Secondary Node . . . . .	30
	Configuring the NNM iSPI Performance for QA in an Existing NNMi HA Cluster Environment . . .	31
	Prerequisites to Configure the NNM iSPI Performance for QA on the Primary Node . . . . .	31
	Prerequisites to Configure the NNM iSPI Performance for QA on the Secondary Node . . . . .	31
	Tuning the Time Out Parameters . . . . .	32
	Removing the Configuration in the NNM iSPI Performance for QA from an HA Cluster Environment .	33
<b>7</b>	<b>Deploying NNM iSPI Performance for QA in Application Failover Environment</b> . . . . .	35
	Deploying the NNM iSPI Performance for QA for Application Failover Using an Oracle Database . . . .	35
	Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is	
	configured on NNMi . . . . .	35
	Scenario 2: The NNM iSPI Performance for QA is Installed after NNMi is Configured for	
	Application Failover. . . . .	36
	Deploying the NNM iSPI Performance for QA for Application Failover Using the Embedded PostgreSQL	
	Database. . . . .	36
	Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is	
	Configured on NNMi . . . . .	36
	Scenario 2: The NNM iSPI Performance for QA is Installed after NNMi is Configured for	
	Application Failover. . . . .	37
<b>8</b>	<b>Deploying NNM iSPI Performance for QA in a Global Network Management Environment</b> . . . . .	39
	Connecting Global Manager to Regional Managers. . . . .	39
	Disconnecting Communication between the Global Manager and Regional Managers . . . . .	40
	Deployment Scenarios . . . . .	40
	Deploying NNMi and NNM iSPI Performance for QA on the Global Manager and Regional Manager .	
	40	
	Deploying only NNMi on the Global Manager and NNMi, NNM iSPI Performance for QA on the	
	Regional Manager. . . . .	41
	Deploying NNMi and NNM iSPI Performance for QA on the Global Manager and NNMi on the	
	Regional Manager. . . . .	42
	Deploying the Global Manager or Regional Manager in an Application Failover Environment . . . . .	43
	Discovery in a GNM Environment. . . . .	43
	Scenario 1. . . . .	44
	Scenario2 . . . . .	44
	Site Configuration in a GNM Environment . . . . .	44
	Threshold Configuration in a GNM Environment . . . . .	45
	Discovery Filter Configuration in a GNM Environment . . . . .	45
	Multi-tenancy and Reporting in a GNM Environment. . . . .	45
<b>A</b>	<b>Troubleshooting</b> . . . . .	47
	Troubleshooting the Error Encountered while Loading Data from the NNMi Management Server .	47
	Problem Statement . . . . .	47
	Resolution. . . . .	47
	Updating the NNM iSPI Performance for QA Configuration when the FQDN on the NNMi	
	Management Server Changes: . . . . .	47
	Problem Statement . . . . .	47

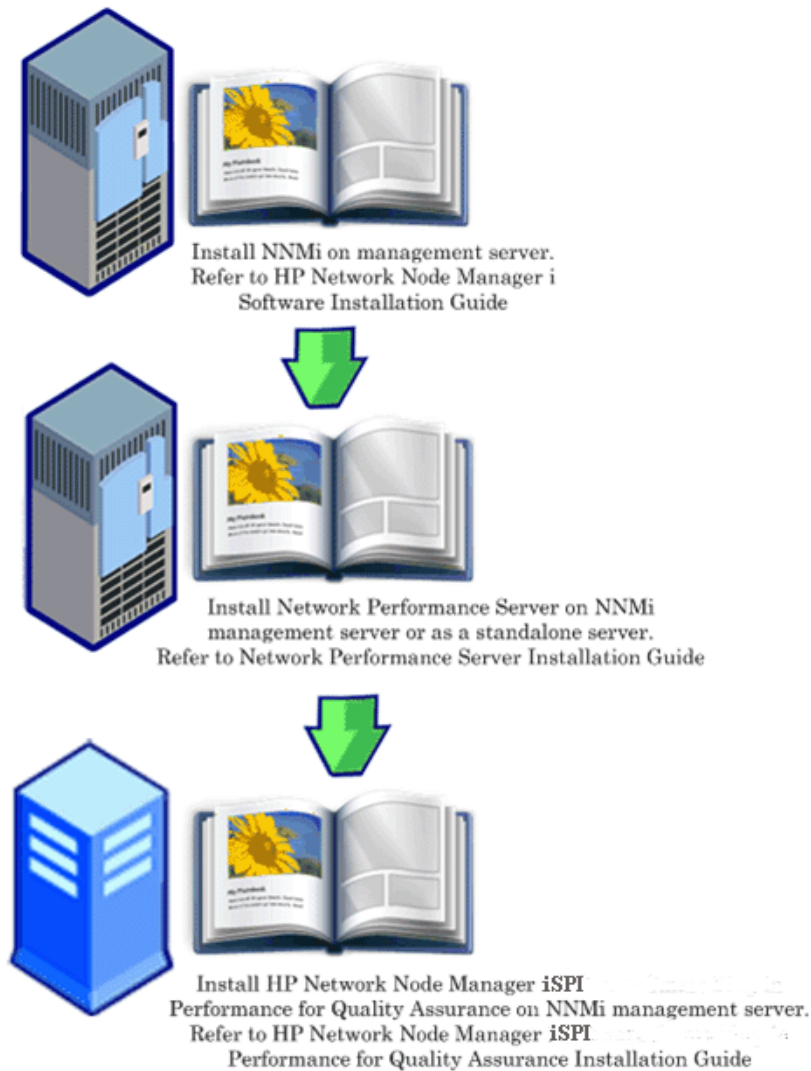






# 1 About This Guide

Typical sequence to deploy NNM iSPI Performance for QA is represented in the following illustration:



This guide contains a collection of information and best practices for deploying HP Network Node Manager i Software Smart Plug-in Performance for Quality Assurance Software (referred to as NNM iSPI Performance for QA in the rest of the document). This guide is targeted to:

- HP Network Node Manager i Software (NNMi) and Network Performance Server (NPS) system administrator
- Network engineer
- HP support

- Engineer with experience in deploying and managing networks in large installations

## 2 Preparation

Before installing NNM iSPI Performance for QA, read the documents described in the following table:

**Table 1 List of Documents**

<b>Document Name</b>	<b>Document Path</b>
<i>HP Network Node Manager iSPI Performance for Quality Assurance Software Installation Guide</i>	<b>Filename:</b> nmQASPI_InstallGuide_en.pdf
	<b>Windows Media:</b> DVD main drive (root)
	<b>UNIX Media:</b> Root directory
	<b>NNM iSPI Performance for QA console:</b> Help > NNM iSPI Documentation Library > iSPI Performance for QA Install Guide
<i>HP Network Node Manager iSPI Performance for Quality Assurance Software Release Notes</i>	<b>Filename:</b> nmQAispi_releasenotes_en.html
	<b>Windows Media:</b> DVD main drive (root)
	<b>UNIX Media:</b> Root directory
	<b>NNM iSPI Performance for QA console:</b> Help > NNM iSPI Documentation Library > iSPI Performance for QA Release Notes
<i>HP Network Node Manager iSPI Performance for Quality Assurance Software System and Device Support Matrix</i>	<b>Filename:</b> nmQAispi_supportmatrix_en.html
	<b>Windows Media:</b> DVD main drive (root)
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# 3 Deploying NNM iSPI Performance for QA

To configure the NNMi application failover feature, you must install NNM iSPI Performance for QA on dedicated server. You can install the Network Performance Server (NPS) on the same dedicated server where the NNM iSPI Performance for QA is installed, or you can install NPS on a different NNMi management server. You can install NNM iSPI Performance for QA on primary and backup NNMi servers. The backup server configuration data for NNMi and NNM iSPI Performance for QA gets updated as a result of the application failover replication process. NPS is shipped as one of the components in the NNM iSPI Performance for QA DVD media. NNM iSPI Performance for QA integrates with NPS to display the Quality Assurance reports.

You can integrate NNM iSPI Performance for QA with the following NNM iSPIs that enable you to extend the capability of NNMi to monitor the overall health of the network:

- HP Network Node Manager iSPI for MPLS Software (NNM iSPI for MPLS)
- HP Network Node Manager iSPI for IP Telephony Software (NNM iSPI for IP Telephony)

The integration of the NNM iSPIs with the NNM iSPI Performance for QA enhances the capabilities of these NNM iSPIs in the following ways:

- Enables you to view the quality of performance for the network elements managed by the NNM iSPIs
- Generates quality assurance reports for the health and performance of the network elements managed by the NNM iSPIs

## Before Deployment

Before you deploy the NNM iSPI Performance for QA, you must plan the installation based on your deployment requirements. You must identify the ideal deployment scenario among the supported configurations and ensure that all the prerequisites are met before you begin the installation process.

The following factors impact the deployment of NNM iSPI Performance for QA:

- Type of database configured with NNMi (embedded PostgreSQL or Oracle)
- Size of the network that you want to monitor
- Number of QA probes that you want to configure, monitor, and generate reports in the Network Performance Server (NPS)

See the documents listed in [Preparation](#) to identify your deployment requirements.

## Co-Existence with Network Performance Server

You can deploy NNMi 9.10, the NNM iSPIs, and Network Performance Server on the same NNMi management server. Alternatively, you can deploy NPS on a separate server.

- ▶ The NNMi management server where you have installed NNM iSPI Performance for QA and the NPS must have time synchronization

### Scenario 1: Network Performance Server installed on the NNMi Management Server

This deployment scenario is recommended for development environments. In this scenario:

- NNMi database (embedded PostgreSQL or Oracle) stores information on discovered network nodes, network topology, incidents, and network health information from NNM iSPI Performance for QA
- NNMi shares the collected information with Network Performance Server for generating reports.

### Scenario 2: Network Performance Server installed on a Separate Server

This deployment scenario is recommended for production environments. In this scenario:

- NNMi database (embedded PostgreSQL or Oracle) stores information on discovered network nodes, network topology, incidents, and network health information from NNM iSPI Performance for QA

NNM iSPI Performance for QA shares metrics information in the following directory:

*On Windows:* %NnmDataDir%\shared\perfSpi\datafiles

*On UNIX:* \$NnmDataDir/shared/perfSpi/datafiles

- NNMi and NNM iSPI Performance for QA shares the collected information with NPS through a shared data storage. This data is used by NPS to generate the reports.

## Deploying NNM iSPI Performance for QA with NNM iSPI for MPLS

The integration of the NNM iSPI for MPLS with the NNM iSPI Performance for QA enables you to perform the following:

- View the specific QA probes configured for each VRF
- Generate reports based on the performance of the selected VRF
- Monitor the quality of the connectivity between multiple sites in the context of the selected VRF.
- View the Quality Assurance reports that includes network performance metrics collected by NNM iSPI Performance for QA for MPLS specific probes.

To deploy NNM iSPI Performance for QA with NNM iSPI for MPLS, both the software must be installed on the same NNMi management server.

- ▶ For every 5000 QA probes that are specific to MPLS, you need to increase the `Xmx` value by 500 MB for `qajboss`

## Deploying NNM iSPI Performance for QA with NNM iSPI for IP Telephony

The integration of the NNM iSPI for IP Telephony with the NNM iSPI Performance for QA enables you to do the following:

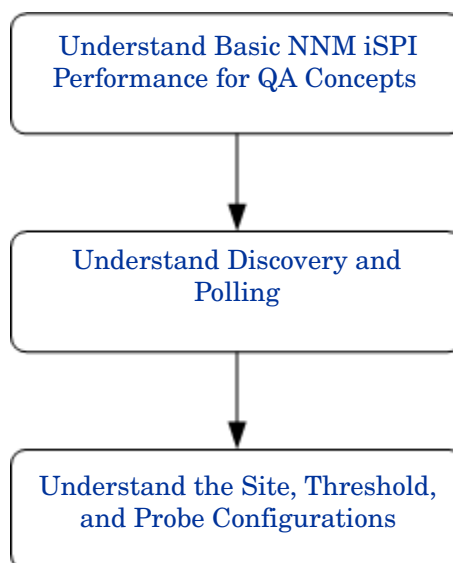
- Launch the Quality Assurance reports to monitor the health and performance of the voice path of Cisco IP Telephony network
- Perform a trend analysis for any persistent performance problems in the Cisco IP Telephony network. For example, if voice calls passing through two IP routers are facing persistent voice quality problems, you can use metrics like Round Trip Time (RTT), Jitter, or Mean Opinion Score (MOS) for the network path between these IP routers to identify the cause of the problem. The integration of NNM iSPI Performance for QA with NNM iSPI for IP Telephony enables you to generate reports in NPS for the QA probes such as IPSLA tests that are configured on the routers where the voice call is routed.
- View the Quality Assurance reports that includes network performance metrics collected by collected by NNM iSPI Performance for QA for IP Telephony specific probes.

To deploy NNM iSPI Performance for QA with NNM iSPI for IP Telephony, both the software must be installed on the same NNMi management server.





## 4 Basic Concepts



### Understand Basic NNM iSPI Performance for QA Concepts

The NNM iSPI Performance for QA enables you to monitor all QA probes that run on the network. QA probes are tests that are configured on the network devices managed by NNMi. You can categorize QA probes based on the vendor-specific technologies as below:

- Cisco IP SLA
- JUNIPER RPM
- Other vendors supporting the DISMAN Ping using RFC 4560

You must configure QA probes on the network devices managed by NNMi for NNM iSPI Performance for QA to discover the QA probe. See the section [Probe Configuration](#) on page 24 to configure probe.

#### Monitored Services

NNM iSPI Performance for QA recognizes the following services:

- UDP Echo
- ICMP Echo

- UDP
- TCP Connect
- VoIP

## Supported MIBs

NNM iSPI Performance for QA loads the network performance information in NNMi using the following MIBs:

- CISCO-RTTMON-MIB
- DISMAN-PING-MIB
- JNX-RPM-MIB

## NNM iSPI Performance for QA Metrics

NNM iSPI Performance for QA measures the network performance using the following metrics:

- RTT (msecs and usecs)  
RTT can either be measured in milliseconds or in micro seconds based on the precision configured for the QA probe.
- Positive Jitter (source to destination, destination to source, two way)
- Negative Jitter (source to destination, destination to source, two way)
- Percentage Packet Loss (source to destination, destination to source, two way)
- Mean Opinion Score (MOS)

# Understand Discovery and Polling

## Discovery

- NNM iSPI Performance for QA discovers the QA probes configured on the nodes managed by NNMi.
- NNM iSPI Performance for QA discovers the shadow routers configured for your Multiprotocol Label Switching (MPLS) network. You can integrate NNM iSPI Performance for QA with NNM iSPI for MPLS to yield more benefits from this feature.



If you want NNM iSPI Performance for QA to discover QA probes that run on shadow routers, it is mandatory to seed the shadow routers in the NNMi topology.

- NNM iSPI Performance for QA discovers the following during each NNMi configuration poll:
  - Discovers the newly added or updated QA probes
  - Updates the destination IP address to hostname and updates the interfaces for the newly added managed nodes

- Resolves the target IP address of a QA probe with the IP address specified for a hostname. If the target IP address is not available in NNMi, NNM iSPI Performance for QA resolves the target address by launching DNS query during discovery.

You can disable DNS lookup to ensure that you resolve the target address of the QA probes accurately. To disable DNS lookup follow these steps:

- a Open the file from the following directory:

For Windows: %NnmDataDir%\shared\qa\conf\nms-qa.jvm.properties

For UNIX: \$NnmDataDir/shared/qa/conf/nms-qa.jvm.properties

- b Set the startup value for the property `com.hp.ov.nms.spi.qa.disco.dns` to **false**.

- You can view the QA probe names resolved during discovery to generate the Quality Assurance reports in the NPS.
- Each on-demand or scheduled NNMi configuration poll re-discovers the QA probes configured on the polled nodes, and these polled nodes are the source nodes for each of these QA probes.

## Discovery Filter Configuration

The NNM iSPI Performance for QA enables you to exclude the QA probes you do not require based on the QA probe owners, IP addresses, and service types. If the NNMi nodes hosting the QA probes are discovered after you configure the QA probe discovery filters, the QA probes that meet the discovery filter criteria are not discovered. Also, the poller stops polling the existing QA probes that meet the discovery filter criteria. Consequently in both these cases, the QA probes that meet the discovery filter criteria does not appear in the QA Probes view. You can set three types of discovery filters in a Global Network Management environment, which are listed below:

- Discovery filter option is selected to exclude the QA probes discovered on the network
- Regional Data Forwarding filter option is selected to exclude the QA probes forwarded to the global manager
- Global Receiver filter option is selected to exclude the QA probes received by the global manager

You can add, edit, delete, export, or import a discovery filter.

## Polling

- NNM iSPI Performance for QA polls the QA probe results every time the QA probes runs. The frequency of the QA Probes discovered in NNM iSPI Performance for QA is equal to the frequency configured for the QA probe on the device.
- The NNM iSPI Performance for QA polls the following MIB objects:
  - **rttMonLatestOper:** The NNM iSPI Performance for QA polls the `rttMonLatestOper` MIB object if the QA probes are configured with a polling frequency greater than 1 minute or 60 seconds. In this case, the SNMP polling frequency is equal to the QA probe polling frequency.
  - **rttMonStats:** The NNM iSPI Performance for QA polls the `rttMonStats` MIB value if the QA probes are configured with a polling frequency lesser than 1 minute or 60 seconds. In this case, the SNMP polling frequency is always set to 2 minutes or 120 seconds.

- The NNM iSPI Performance for QA poller measures the collected metrics against the configured thresholds and calculates the threshold violation state. You can view the threshold violation state using the QA Probes form. In the Analysis pane, you can view the summary, Threshold State, Baseline State, and Latest Polled Values panels. The Latest Polled Values panel displays the last five polled values for the relevant metrics, which may be RTT, two-way jitter, two-way packet loss, and MOS metric. You can also view the last polled time.
- NNM iSPI Performance for QA supports sub-minute polling.  
By default, the SNMP polling interval for the discovered QA probes is equal to the frequency of the IP SLA operations. If the operation frequency is less than 60 seconds for a QA probe, NNM iSPI Performance for QA applies sub-minute polling for that QA probe.  
In the case of sub-minute polling, the QA probe status refreshes every 2 minutes. The QA probe status gets updated based on the average polling value obtained for the last 2 minutes.
- Cisco IOS IP SLA allows to configure a history distribution of statistics to report a statistics distribution of the response time. However, NNM iSPI Performance for QA does not support this feature. You must redefine the IP SLA QA probes on the source router as having no history, or history distribution-of-statistics-kept 1 to generate correct Quality Assurance reports on.
- The state poller may encounter errors while polling. These errors are sent to the Network Performance Server to generate reports. The following are the possible errors encountered while polling:
  - **Unresponsive Target:** This error occurs when the node does not respond to the SNMP request, which results in SNMP time out.
  - **Target Error:** This error occurs when one of the target QA probes of a node is not found. For example, while you reconfigure the probes, one of the QA probes may not be found.
  - **Reboot:** This error occurs when the node restarts in between the polling cycle or the system uptime is reset.
  - **Invalid Data:** This error occurs due to failure of authentication or returns invalid values while polling for data.

In addition, these polling errors are logged into the `qa_spi*.log.*` log file. This log file contains details such as node name that was polled, error state, and the set of UUID of the QA probes.

## Inventory Views

Using the QA Probes view, you can analyze the QA probe status and the threshold states based on these metrics.

Using the Critical Probes view, you can segregate and view only the QA probes whose status is critical.

Using the Threshold Exceptions Probes view, you can view the probes that have violated the configured threshold for any one or more of the metrics of NNM iSPI Performance for QA

Using the Baseline Exceptions Probes view, you can view the QA probes with the baseline state as Abnormal Range, Unavailable, No Policy, or Not Polled for any one or more of the metrics of NNM iSPI Performance for QA

# Multi-tenancy

The NNM iSPI Performance for QA supports multitenant architecture configured in NNMi. Multi-tenancy is useful to customize the views and restricts visibility to parts of the network based on the user's areas of responsibility. In NNMi, a tenant is the top-level organization to which a node belongs. Tenants enable you to partition your network across multiple customers. This feature restricts the access to certain objects such as QA Probes, and Sites in NNM iSPI Performance for QA based on the tenant configuration, security group configuration, and user group configuration in NNMi.

See the topic *Configuring Security* in the *NNMi Online Help* for more information on Tenants and Security Groups.

## Impact of Restricting Object Access

- QA Probe Inventory View: All QA probes cannot be viewed by all users either in a table view or a form view. For example, if a user has access to a set of nodes, the user can view only the QA probes configured on those nodes as source nodes.
- View a Site: A user can view a source site and destination site only if at least one of the QA probes associated with the source site can be accessed by the user.
- Site Map: A user can view the site map only if any one of the QA probes of the site can be accessed by the user.
- Real Time Line Graph: A user can view the Real Time Line graph only if the source node or the QA probe can be accessed by the user.
- Incidents: A user can view only those incidents where the source node or QA probe can be accessed by the user.
- Reports: Multitenancy is also applicable for the Network Performance Server and restricts a user to view only selective QA probes and reports. For example, while generating Top N report, a user can view the report for the probes that can be accessed by the user.

An administrator can create, update, and delete all configurations whereas other users can only view the configuration details, and no multitenancy is required as the configuration is allowed based on the user group.

See the topic *NNMi Security and Multi-Tenancy* in the *HP Network Node Manager i Software Deployment Reference* guide for more information.

# Understand the Site, Threshold, and Probe Configurations

## Site Configuration

- A site is a collection of QA probes configured on the network elements managed by NNMi. A network element can be a node, an interface, a Virtual Routing and Forwarding instance (VRF) in a Virtual Private Network (VPN), and so on. NNM iSPI Performance for QA enables you to create sites when you need to categorize these network elements into groups. For example, a site can be created based on the geographic proximity of the network elements, the similar node groups, or similar node IDs.

- Sites can be created based on NNMi Node Groups, IP Address ranges, Probe Name patterns, or VRFs.
- Sites are identified by their names. A site name must be unique. Site names are case-sensitive.
- NNM iSPI Performance for QA enables you to export the new or updated site configurations in an XML file and import them whenever required. You can specify the location to store the XML file.

You can export the existing site configuration using the following command line utility:

*For UNIX:*

```
$NnmInstallDir/bin/nmsqasiteconfigutil.ovpl -u <username> -p
<password> -export <filename>
```

*For Windows:*

```
%NnmInstallDir%\bin\nmsqasiteconfigutil.ovpl -u <username> -p
<password> -export <filename>
```

See the topic *Exporting a Site* in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help* for more information.

- NNM iSPI Performance for QA associates each QA probe with a specific site. A QA probe can be associated with only one source site.
- The QA probe associations for each site are recomputed during each configuration poll.
- HP Network Node Manager iSPI Performance for Quality Assurance Software associates the QA probes with the respective sites during the configuration poll. However, if there are changes in the site configuration, the probes can be associated to the site by clicking on **Recompute Probes Associations** in the Site Configuration form. The QA probe associations for a newly added or updated site are recomputed during the configuration poll.

NNM iSPI Performance for QA reflects deletion of sites immediately and recomputes the QA probes associations for the deleted sites.

See the topic *Re-Computing Probes Associated to a Site* in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help* for more information.

- The sites configured and exported in the NNM iSPI Performance for QA 9.00 version can be accessed in NNM iSPI Performance for QA 9.10 as well.
- NNM iSPI Performance for QA enables you to configure sites for a global manager or regional manager
  - Local Sites: Sites configured in the local NNMi management server are referred to as Local Sites. The local sites are owned by the Manager on which it is configured.
  - Remote Sites: The sites exported from the regional manager to the global manager are known as Remote Sites.

## Threshold Configuration

- A threshold can be defined on all the metrics available for the QA probes associated with an existing site.

- While defining thresholds for sites, you must define a source site for the threshold, and you can define the destination site, if required.
- A threshold can be defined for the metrics of selective QA probes, which may or may not be associated to a site. This overrides the threshold values defined for the probes associated to a site.
- NNM iSPI Performance for QA calculates the threshold states for the metrics while polling the QA probe information.
- NNM iSPI Performance for QA enables you to generate incidents if a threshold is violated. You can monitor the network performance and generate an incident based on the count based threshold configuration or time based threshold configuration
- You can view the threshold state and incidents generated for each discovered QA probe using the QA Probes form or the Incident Inventory View of NNMi.

## Count Based Threshold Configuration

You can generate an incident based on the count or the consecutive number of times a metric violates the threshold value.

## Time Based Threshold Configuration

Time based threshold configuration is useful when you intend to alert the user when the threshold breached state persists for more than a specific time period. This is derived by specifying X as the duration of time in minutes when the metric is in a threshold breached state within Y number of minutes (X-of-Y) specified in the sliding window.

### Threshold States

The valid threshold states are listed below:

- High
- Nominal
- Low
- Not Polled
- Unavailable
- Threshold Not Set
- None

For more information, see the topic *Accessing the QA Probe Inventory View of the HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

## Baseline Setting Configuration

Apart from the time based and count based threshold configuration, you can also do a baseline monitoring. Baseline monitoring is dynamic and updates the baseline state by comparing the extent of deviation from the average real-time data of the metric with the previous average values in a similar situation.

You can do a baseline deviation setting configuration for the selected site, service, and metric. An incident is generated and the baseline state transitions to Abnormal Range only if it meets all the criteria listed below:

- Exceeds the count or the number of standard deviation that is above the average value for the metric, or exceeds the count or the number of standard deviation that is below the average value for the metric. This count is specified in the Upper Baseline Limit Deviations or Lower Baseline Limit Deviations for the selected metric in the baseline deviation settings configuration.
- Exceeds the duration for which the upper or lower baseline deviation persists in the specified sliding window duration

### Baseline States

Baseline Monitoring sets a new state referred to as Baseline state for the QA probes. The valid baseline states for the QA probes are listed below:

- Normal Range
- Abnormal Range
- Unavailable
- Unset
- Not polled

### QA Probes

QA probes can be categorized as Local QA probes and Remote QA Probes. Local QA probes are QA probes owned by the local NNMi management server. Remote QA Probes are primarily discovered and polled at the regional manager in a Global Network Management environment.

### QA Probe Status

The valid QA probe statuses are listed below:

- No Status
- Normal
- Disabled
- Unknown
- Warning
- Major
- Critical

For more information, click on the [QA Probe Status](#) link in the topic *Accessing the QA Probe Inventory View of the HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

## Probe Configuration

You can configure the QA probes (tests on network such as Cisco IPSLA tests) on the device managed by NNMi using the [Probe Configuration form](#) or the `nmsqaprobeconfig.ovpl` command line utility in NNM iSPI Performance for QA 9.10 version. Alternatively, you can configure probes on the devices by referring to the vendor-specific configuration guides.

The Probe configuration form enables you to do the following:



- Create a probe definition. You can specify the service, duration, and payload details of the probe, and so on.
- Create a template for probe definition that can be reused whenever required
- Deploy the probe, or save the probe details to a file and deploy at a later point of time
- View the Real Time Line graph for the metrics of QA probes that are deployed successfully
- Reconfigure the probes if the deployment for the configured probes fail
- View the probe list and template list
- View the preconfigured probes for a selected source and destination node

## Basic Steps to Configure Probes

The steps to configure probes are as follows:

- 1 You can launch the Probe Configuration form from the Nodes Inventory, Network Overview, Interfaces Inventory, or IP Addresses inventory view.
- 2 Select the node, and click on Actions → Quality Assurance → Probe Configuration
  - ▶ Asterisk "\*" symbol in the Probe Configuration form indicates the field is mandatory
- 3 Enter the source node details in the Source Node Details section:
  - a Select the source hostname for which you want to configure probes
  - b Optionally, enter the IP Address and the Write Community String of the source node
- 4 Enter the destination node details in the Destination Node Details section:
  - a Select the destination hostname. Leave this field blank if the destination node is not managed.
  - b Type the IP address .
- 5 To configure a probe, click on the Probe Definition tab and follow the steps below:
  - a In the Protocol Details section, enter the probe name and select the Service.
  - b After you select the service, you must enter the port number in the Port Number field of the Source Node Details and Destination Node Details section for all the services other than ICMP echo.
  - c Optionally, enter the VRF and ToS.
  - d In the Duration Details section, enter the frequency. For example enter the duration as 5 minutes. All the other fields in this section are optional.
  - e The fields in the Payload Details section appear based on the service selected. All the fields are optional, but Codec Type is mandatory for VoIP service.
    - ▶ You can either deploy the probe or add the probes to the list and deploy all the configured probes later. Also, you can save the probe configuration details to a file and deploy at a later point of time
- 6 To deploy a single probe, click on **Deploy**
- 7 To deploy probes in bulk, click **Add** and the probes gets added to the Probe List below. Click **Select All** in the Probe List, and click on **Deploy**

- 8 To save the probe configuration to a file, click on **Save**, and enter the absolute path of the file
- 9 To view whether the probes are deployed successfully, click **Deploy Status** tab



You can also select a template from the drop-down list to use an existing probe definition.

For more information on configuring probes, see the topic *Configure Probes* in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

## Example

Consider a scenario where you need to configure and deploy probes of UDP service with a frequency of 5 minutes for a node. You can understand the basic probe configuration for such a scenario by following these steps:

- 1 Click on `Actions` → `Quality Assurance` → `Probe Configuration`
- 2 Select the hostname as `ciscope6524.abc.xy.com` in the `Source Node Details` section.
- 3 Select the hostname as `ciscope2851.abc.xy.com` in the `Destination Node Details` section
- 4 Click on the `Probe Definition` tab to configure a probe.
- 5 Enter the following in the `Protocol Details` section:
  - a Enter the probe name as `udptest` and select the `UDP` service from the `Service` drop-down list.
  - b Enter the port number within the range 0 - 65535 in the `Port Number` field of the `Source Node Details` section and the `Destination Node Details` section
- 6 In the `Duration Details` section, enter the following:
  - a Enter the frequency at which the specific QA probe test must be repeated as 5 minutes in the `Frequency` field.
- 7 Click **Deploy** to deploy the probes on the node
- 8 Click **Deploy Status** tab to view the deployment status.

## Probe Maintenance

The probes that are discovered can be enabled, disabled, or deleted using the `Probe Maintenance` form.

To launch the `Probe Maintenance` form:

Select the probes in the `QA Probe Inventory View`, and then select `Actions` → `Quality Assurance` → `Probe Maintenance` in the `NNMi` console.

You can view the enable status, disable status, and deletion status as well.

# 5 Best Practices

Some of the best practices for deploying NNM iSPI Performance for QA are listed below:

- Refer to the *HP Network Node Manager iSPI Performance for Quality Assurance Software System and Device Support Matrix* available at <http://h20230.www2.hp.com/selfsolve/manuals> for the hardware sizing guidelines.
- Install NNM iSPI Performance for QA on the NNMi management server.
- Install NNM iSPI Performance for QA and NNM iSPI for MPLS on the same NNMi management server to integrate NNM iSPI Performance for QA with NNM iSPI for MPLS.
- Install NNM iSPI Performance for QA and NNM iSPI for IP Telephony on the same NNMi management server to integrate NNM iSPI Performance for QA with NNM iSPI for IP Telephony.
- Install NNMi on the management server before installing the NNM iSPIs for NNMi.
- Install the Network Performance Server before installing the NNM iSPI Performance for QA.
- Create the Web Server Client user for NNM iSPI Performance for QA in NNMi.
- Use the NNMi database (embedded PostgreSQL or Oracle) for NNM iSPI Performance for QA.
- Do not modify the value for the NNMi Java Naming and Directory Interface (JNDI) port in the Parameters for QA iSPI to NNMi and NNMi to QA iSPI Communication dialog box, while installing the NNM iSPI Performance for QA.
- Use secure mode of transmission. Select **isSecure** for secured communication in the Parameters for QA iSPI to NNMi and NNMi to QA iSPI Communication dialog box.
- You cannot modify the default HTTP and HTTPS ports in NNM iSPI Performance for QA.
- Look at the following file to find the ports you need to open up, if you have firewalls activated:  
For Windows: %NnmDataDir%\shared\qa\conf\nms-qa.ports.properties  
For UNIX: \$NnmDataDir/shared/qa/conf/nms-qa.ports.properties
- Start the QA process using the following command before you start using NNM iSPI Performance for QA:  
**ovstart -c qajboss**

## Best Practices Before Discovery and Polling

- If you have shadow routers configured, seed the shadow routers and set the SNMP community strings for the shadow routers. Do not set up the community strings for the physical routers.
- Configure probes
- Configure sites
- Configure site-wide thresholds or configure thresholds for selective QA probes

You can set up threshold for the following services:

- UDP Echo
- ICMP Echo
- UDP
- TCP Connect
- VoIP

You can set up thresholds for all [NNM iSPI Performance for QA Metrics](#).

- Export the site and threshold configuration before you start discovering QA probes. You can edit the exported XML file manually.  
Import the site and threshold configurations when required.

## NNM iSPI Performance for QA Administration

- NNM iSPI Performance for QA enables you to view the QA probes configured locally. You can also forward incidents from regional managers to global managers and consolidate the QA probes on the global manager.
- Use the following commands to backup and restore configuration information and polled data:
  - Backup: `nnmbackup.ovpl`
  - Restore: `nnmrestore.ovpl`

For information on these commands, see *NNMi Documentation Library > Reference Pages* in the NNMi console.

# 6 Deploying the NNM iSPI Performance for QA in an HA Cluster Environment

You can install NNMi and NNM iSPI Performance for QA in a High Availability (HA) environment to achieve redundancy in your monitoring setup. The prerequisites to configure the NNM iSPI Performance for QA in an HA environment is similar to NNMi. For information, see *NNMi Deployment Reference* guide.

You can configure the NNM iSPI Performance for QA for the following scenarios:

- Configure NNMi and NNM iSPI Performance for QA together in an HA cluster environment
- Configure the NNM iSPI Performance for QA in an existing NNMi HA cluster environment

## Configuring NNMi and NNM iSPI Performance for QA in an HA Cluster Environment

You can configure NNMi and NNM iSPI Performance for QA on the primary node and secondary node in an HA environment. For more information on how to install NNMi in an HA environment, see *NNMi Deployment Reference*.

### Configure the NNM iSPI Performance for QA on the Primary Node

To configure the NNM iSPI Performance for QA on the primary node, follow these steps:

- 1 Install NNMi with NNM iSPI Performance for QA on the primary node. Make sure the primary node has a separate Fully Qualified Domain Names (FQDN) during the installation. See the *NNMi Installation Guide* and the *HP Network Node Manager iSPI Performance for Quality Assurance Software Installation* guide for more information.
- 2 Install the NNM iSPI Performance for QA non production license on the primary node.
- 3 Run the following command to find the virtual hostname:  
**nnmofficialfqdn.ovpl**
- 4 Modify the following files from the `$NnmdataDir/shared/qa/conf/` or `%NnmdataDir%\shared\qa\conf` to replace the host name with the virtual FQDN for the following variables :

File Name	Variable Name
nms-qa.address.properties	jboss.nnm.host
nms-qa.jvm.properties	-Dcom.hp.ov.nms.ssl.KEY_ALIAS
nms-qa.jvm.properties	-Djava.rmi.server.hostname
nnm.extended.properties	com.hp.ov.nms.spi.qa.Nnm.hostname
nnm.extended.properties	com.hp.ov.nms.spi.qa.spi.hostname

- 5 You must modify the relevant files in the following directory with the up-to-date information on both the primary and secondary cluster nodes:

*For UNIX:*

```
$NnmInstallDir/nonOV/qa/jboss/server/nms/conf
$NnmDataDir/shared/qa/conf
```

*For Windows:*

```
%NnmInstallDir%\nonOV\qa\jboss\server\nms\conf
%NnmDataDir%\shared\qa\conf
```

- 6 Run the following command to start the NNMi HA resource group:

- *For Windows:*

```
%NnmInstallDir%\misc\nnm\ha\nnmhastartrg.ovpl NNM <resource_group>
```

- *For UNIX:*

```
$NnmInstallDir/misc/nnm/ha/nnmhastartrg.ovpl NNM <resource_group>
```

For more information, see *NNMi Deployment Reference* guide.

The NNM iSPI Performance for QA and NNMi must start after this step. If NNMi or the NNM iSPI Performance for QA do not start, see *Troubleshooting the HA Configuration from NNMi Deployment Reference*.

- 7 Run the following command to configure the NNM iSPI Performance for QA:

- *For Windows:*

```
%NnmInstallDir%\misc\nnm\ha\nnmhaconfigure.ovpl NNM -addon QASPIHA
```

- *For UNIX:*

```
$NnmInstallDir/ misc/nnm/ha/nnmhaconfigure.ovpl NNM -addon QASPIHA
```

## Configure the NNM iSPI Performance for QA on the Secondary Node

To configure the NNM iSPI Performance for QA on the secondary node, follow these steps:

- 1 Install NNMi with NNM iSPI Performance for QA on the secondary node. Make sure the secondary node has a separate Fully Qualified Domain Names (FQDN) during the installation. See the *NNMi Installation Guide* and the *HP Network Node Manager iSPI Performance for Quality Assurance Software Installation* guide for more information
- 2 Install the NNM iSPI Performance for QA non production license on the secondary node.
- 3 Run the following command to find the virtual hostname:
 

```
nnmofficialfqdn.ovpl
```
- 4 Modify the following files from the `$NnmdataDir/shared/qa/conf/` or `%NnmdataDir%\shared\qa\conf` to replace the host name with the virtual FQDN for the following variables:

File Name	Variable Name
nms-qa.address.properties	jboss.nnm.host
nms-qa.jvm.properties	-Dcom.hp.ov.nms.ssl.KEY_ALIAS

File Name	Variable Name
nms-qa.jvm.properties	-Djava.rmi.server.hostname
nnm.extended.properties	com.hp.ov.nms.spi.qa.Nnm.hostname
nnm.extended.properties	com.hp.ov.nms.spi.qa.spi.hostname

5 Run the following commands to configure the NNM iSPI Performance for QA on the secondary node:

- For Windows:

```
%NnmInstallDir%\misc\nnm\ha\nnmhaconfigure.ovpl NNM -addon QASPIHA
```

- For UNIX:

```
$NnmInstallDir/misc/nnm/ha/nnmhaconfigure.ovpl NNM -addon QASPIHA
```

## Configuring the NNM iSPI Performance for QA in an Existing NNMi HA Cluster Environment

You can configure the NNM iSPI Performance for QA on the primary node and secondary node in an NNMi HA cluster environment. For more information on how to install NNMi in an HA environment, see *NNMi Deployment Reference* guide.

### Prerequisites to Configure the NNM iSPI Performance for QA on the Primary Node

Before you start configuring the NNM iSPI Performance for QA, note the following:

- Make sure that NNMi is running on the primary node in an HA cluster environment
- Update the NNMi into the maintenance mode to prevent failover. Follow the steps documented in the *NNMi Deployment Reference* guide to set NNMi into the maintenance mode.
- To make sure that NNMi (ovjboss) is running, type the following command:

```
ovstatus -c.
```

To configure the NNM iSPI Performance for QA on the primary node, follow these steps:

- 1 Install the NNM iSPI Performance for QA.
- 2 Remove NNMi from maintenance mode. For information, see *Removing an HA Resource Group from Maintenance Mode* topic in the *NNMi Deployment Reference* guide.
- 3 Run the following command to start configuring the NNM iSPI Performance for QA:
  - For Windows:

```
%NnmInstallDir%\misc\nnm\ha\nnmhaconfigure.ovpl NNM -addon QASPIHA
```
  - For UNIX:

```
$NnmInstallDir/misc/nnm/ha/nnmhaconfigure.ovpl NNM -addon QASPIHA
```

### Prerequisites to Configure the NNM iSPI Performance for QA on the Secondary Node

Before you configure the NNM iSPI Performance for QA, note the following:

- Make sure that NNMi runs on the secondary node in an HA cluster environment.

- Stop the NNMi and NNM iSPI Performance for QA by using the `ovstop -c` command to initiate the failover.
- Update NNMi into the maintenance mode to prevent failover. Follow the steps documented in the *NNMi Deployment Reference* to set NNMi to the maintenance mode.
- To make sure that NNMi (ovjboss) is running, type the following command:

```
ovstatus -c.
```

To configure the NNM iSPI Performance for QA on the secondary node, follow these steps:

- 1 Start installing the NNM iSPI Performance for QA. While installing the NNM iSPI Performance for QA, the following errors appear:
  - Create Database User
  - Create Database

Ignore the error messages, and Click **OK**. The database is created on the primary node while installing the NNM iSPI Performance for QA and exists on the shared disk.
- 2 Remove NNMi from maintenance mode. For information, see *Removing an HA Resource Group from Maintenance Mode* topic in the *NNMi Deployment Reference* guide.
- 3 Run the following command to configure the NNM iSPI Performance for QA:
  - *For Windows:*

```
%NnmInstallDir%\misc\nnm\ha\nnmhaconfigure.ovpl NNM -addon QASPIHA
```
  - *For UNIX:*

```
$NnmInstallDir/misc/nnm/ha/nnmhaconfigure.ovpl NNM - QASPIHA
```

## Tuning the Time Out Parameters

Depending on the type of cluster software used, you must tune the time out parameters for an HA deployment.

The important time out parameters to be tuned for Veritas Cluster Software are listed below:

- OfflineTimeout
- OnlineTimeout
- MonitorTimeout

The important time out parameters to be tuned for Windows Cluster Manager software are listed below:

- PendingTimeout
- Deadlock Timeout parameters

You must modify or tune these parameters specifically when you have installed two or more NNM iSPI products on the same NNMi management server.



# Removing the Configuration in the NNM iSPI Performance for QA from an HA Cluster Environment

To remove the NNM iSPI Performance for QA from an HA cluster environment, first remove the configuration of the NNM iSPI Performance for QA from the secondary node and then from the primary node.

To remove the configuration of the NNM iSPI Performance for QA from an HA cluster environment, follow these steps:

- 1 Run the following command to remove the NNM iSPI Performance for QA:
  - *For Windows:*

```
%NnmInstallDir%\misc\nnm\ha\nnmhaunconfigure.ovpl NNM -addon QASPIHA
```
  - *For UNIX:*

```
$NnmInstallDir/misc/nnm/ha/nnmhaunconfigure.ovpl NNM -addon QASPIHA
```
- 2 Remove NNMi from an HA cluster environment. For information, see *NNMi Deployment Reference* guide.



# 7 Deploying NNM iSPI Performance for QA in Application Failover Environment

Configuration tasks to configure application failover for the NNM iSPI Performance for QA are similar to the configuration tasks to configure NNMi for application failover. Refer to the *NNMi Deployment Reference* guide for information on these configuration tasks.

## Deploying the NNM iSPI Performance for QA for Application Failover Using an Oracle Database

### Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is configured on NNMi

In this scenario, you can make the following assumptions:

- NNMi is installed in the Primary server mode in System1.
- NNMi is installed in the Secondary server mode in System2.
- Oracle is installed with Primary and Secondary server enabled for the application failover environment.

Follow these steps to deploy NNM iSPI Performance for QA in an application failover environment:

- 1 Start NNMi on System1 as Primary server and install the NNM iSPI Performance for QA on System1.
- 2 Install the NNM iSPI Performance for QA with Oracle Database by following the procedure explained in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Installation* guide.
- 3 Merge the keystores on either System1 or System2 and copy them to the other system. For information on how to merge the keystores and copy them to another system, see the contents in the *NNMi Deployment Reference* guide.
- 4 Install the Non Production Licenses available for the NNM iSPI Performance for QA on System1.
- 5 Stop NNMi on System1
- 6 Stop NNMi on System2
- 7 Install the NNM iSPI Performance for QA on System2  
To install the NNM iSPI Performance for QA on the Secondary server (System2) use the same database instance, username, and password used on the Primary server (System1).
- 8 Install the Non Production Licenses available for the NNM iSPI Performance for QA on System2.

Configure the NNM iSPI Performance for QA for application failover between System1 and System2. The steps to configure the NNM iSPI Performance for QA for application failover are similar to the steps to configure NNMi for application failover. For information on how to configure the NNM iSPI Performance for QA for application failover, see the contents in the *NNMi Deployment Reference* guide.

## Scenario 2: The NNM iSPI Performance for QA is Installed after NNMi is Configured for Application Failover

- 1 Remove configuration for application failover from the NNMi Primary and Secondary servers.
- 2 Restore the old keystore and truststore specific to the Primary server and the Secondary server.
- 3 Unconfigure the NNM iSPI Performance for QA for application failover using the following steps:
  - a Disable application failover for the NNM iSPI Performance for QA following the steps discussed in the “*Disabling NNMi for Application Failover*” section in the *NNMi Deployment Reference* guide.
  - b Restore the keystore and the truststore for the systems that you backed up before configuring them for application failover.
- 4 Install the NNM iSPI Performance for QA on both Primary and Secondary servers following the steps discussed in [Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is configured on NNMi](#) on page 35.
- 5 Install the Non Production Licenses available for the NNM iSPI Performance for QA installed on System1 and System2.
- 6 Configure the NNM iSPI Performance for QA for application failover.

The steps to configure the NNM iSPI Performance for QA for application failover are similar to the steps to configure NNMi for application failover. See the section *iSPIs and Application Failover* in the *Configuring NNMi for Application Failover* topic in the *NNMi Deployment Reference* guide.

# Deploying the NNM iSPI Performance for QA for Application Failover Using the Embedded PostgreSQL Database

## Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is Configured on NNMi

In this scenario, you can make the following assumptions:

The NNM iSPI Performance for QA and NNMi are installed on stand-alone systems.

If NNMi is configured for application failover, the NNM iSPI Performance for QA automatically gets configured for application failover.

Ensure to install the Non Production Licenses for the NNM iSPI Performance for QA after installing the NNM iSPI Performance for QA on the Primary and Secondary servers

## Scenario 2: The NNM iSPI Performance for QA is Installed after NNMi is Configured for Application Failover

- 1 Remove configuration for application failover from the NNMi Primary and Secondary servers.
- 2 Restore the old keystore and truststore specific to the Primary server and the Secondary server. See the contents of the *NNMi Deployment Reference* guide for instructions.
- 3 Unconfigure the NNM iSPI Performance for QA for application failover using the following steps:
  - a Disable application failover for the NNM iSPI Performance for QA following the steps discussed in the “*Disabling NNMi for Application Failover*” section in the *NNMi Deployment Reference* guide.
  - b Restore the keystore and the truststore for the systems that you backed up before configuring them for application failover.
- 4 Install the NNM iSPI Performance for QA on both Primary and Secondary servers following the steps discussed in [Scenario 1: The NNM iSPI Performance for QA is Installed with NNMi and Application Failover is configured on NNMi](#) on page 35.
- 5 Install the Non Production Licenses for the NNM iSPI Performance for QA on both Primary and Secondary servers.
- 6 Configure the NNM iSPI Performance for QA for application failover.
- 7 Configure NNMi for application failover. Follow the instructions given in *NNMi Deployment Reference* guide.



## 8 Deploying NNM iSPI Performance for QA in a Global Network Management Environment

The Global Network Management (GNM) feature in NNM iSPI Performance for QA is useful in large scale enterprise networks where you need to monitor the overall network performance. Consider a scenario where the HP Network Node Manager iSPI Performance for Quality Assurance Software is deployed on multiple NNMi management servers in several geographic locations or sites. The QA probes are discovered and monitored in each NNMi management server. However, you may be interested to monitor the QA probes of two or more NNMi management servers in a single QA Probe inventory view. In such instances, you can designate a specific NNMi management server as **global manager** which enables you to monitor the QA probes discovered in other NNMi management servers referred to as **regional managers**. The GNM feature enables you to get a holistic view of all the regional managers in an enterprise network.

The NNM iSPI Performance for QA extends the capabilities of NNMi global manager, and provides a centralized view to monitor multiple regional managers in a distributed network environment. The NNM iSPI Performance for QA enables you to configure the regional manager connections using the *Quality Assurance Global Network Management Configuration* form. After you establish the connection, you can view and monitor the QA probes discovered across the regional managers from the QA Probe view of the global manager.

For more information on how to configure the NNM iSPI Performance for QA regional managers, see the topic *NNM iSPI Performance for QA Global Network Management Configuration* in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

### Connecting Global Manager to Regional Managers

You can add regional manager connections to the global manager. A regional manager connection must be established in NNMi before configuring the connection in NNM iSPI Performance for QA. Make sure that all NNMi management servers in your network environment that participate in global network management (global managers and regional managers) have their internal time clocks synchronized in universal time. The global manager and regional managers configured in NNMi must be the same in NNM iSPI Performance for QA. For example, a regional manager in NNMi cannot be a global manager in NNM iSPI Performance for QA. Also, you must make sure that the regional manager connection name specified in NNM iSPI Performance for QA is the same as the connection name specified in NNMi. For more information, to add a regional manager connection, see the *Adding a Regional Manager Connection* topic in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

While you add the regional manager connection, you must also decide the connection sequence for monitoring the common QA probes across regional managers. The global manager considers the common QA probes of the regional manager that is first connected and ignores the common QA probes of the regional managers configured later.

# Disconnecting Communication between the Global Manager and Regional Managers

Typically, you shut down the global manager when you do not intend to use the global manager permanently or stop the usage of global manager for a long period. In such instances, you must check if the global manager has any active subscriptions to the regional managers. You must disconnect the associated regional managers before you shut down the global manager. For more information, to delete a Regional Manager Connection, see the *Deleting an Existing Regional Manager* topic in the *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*.

## Deployment Scenarios

You can deploy NNMi and NNM iSPI Performance for QA in a GNM environment for the following possible scenarios:

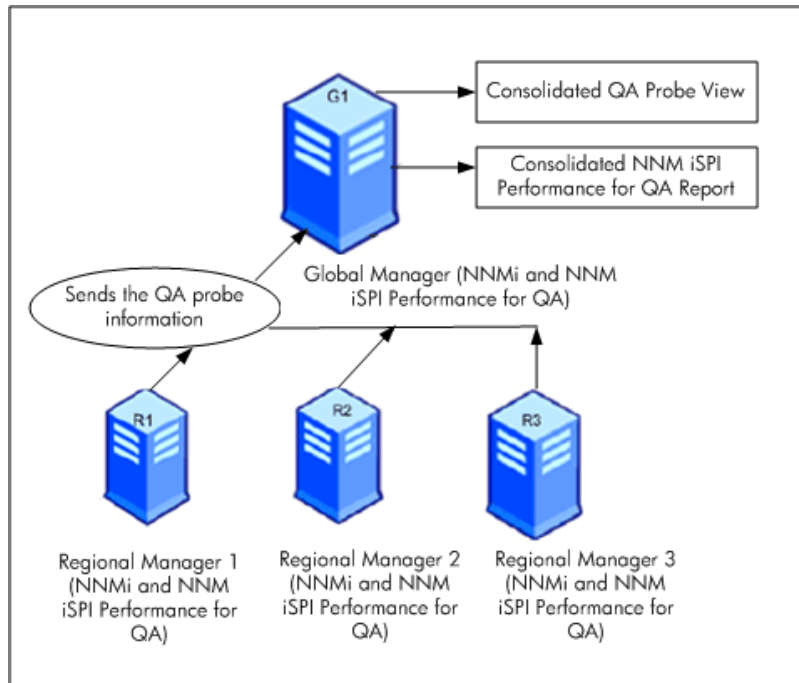
- Deploy NNMi and NNM iSPI Performance for QA on the global manager and regional manager
- Deploy only NNMi on the global manager, and deploy NNMi and NNM iSPI Performance for QA on the regional manager
- Deploy NNMi and NNM iSPI Performance for QA on the global manager and deploy only NNMi on the regional manager
- Deploy global manager or regional manager in an Application Failover environment

For more information on the deployment in a Global Network Management environment, see the topic *Global Network Management* in the *HP Network Node Manager i Software Deployment Reference* guide.

## Deploying NNMi and NNM iSPI Performance for QA on the Global Manager and Regional Manager

You can install and configure NNMi and the NNM iSPI Performance for QA on the global manager and regional managers. For information on the configuration steps, see *NNMi Online Help* and *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*. The following figure represents a deployment scenario, where NNMi and NNM iSPI Performance for QA are configured on the global manager (G1) and regional managers (R1, R2, and R3). In this deployment scenario, all the regional managers (R1, R2, and R3) send the QA probe information to the global manager (G1). You can view the following information from G1:



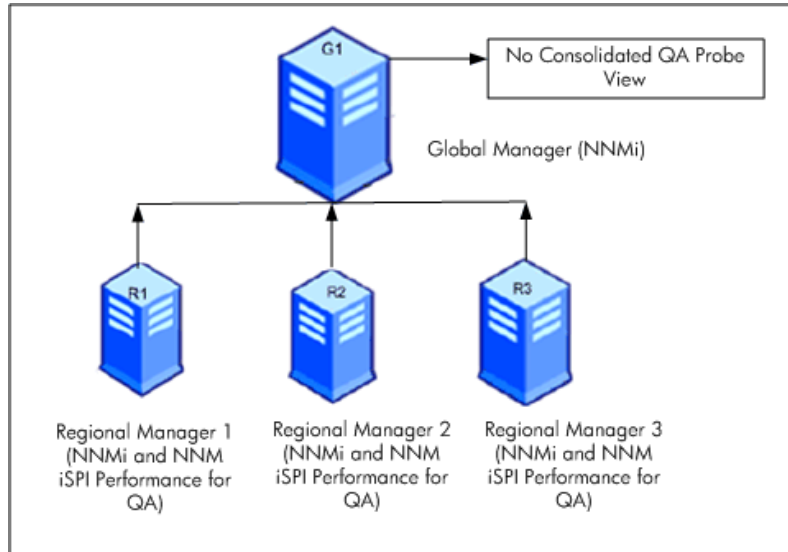


Consolidated NNM iSPI Performance for QA topology: All the regional managers (R1, R2, and R3) send the QA probe information to the global manager (G1).

Consolidated NNM iSPI Performance for QA Report: You can view the consolidated NNM iSPI Performance for QA reports.

## Deploying only NNMi on the Global Manager and NNMi, NNM iSPI Performance for QA on the Regional Manager

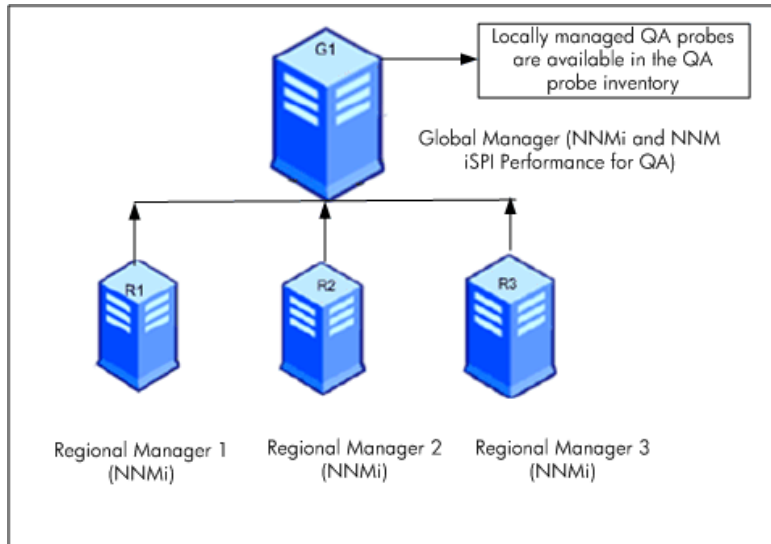
You can install and configure NNMi on the global manager and NNMi, NNM iSPI Performance for QA on the regional managers. For information on the configuration steps, see the *HP Network Node Manager i Software Online Help* and *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*. The following figure represents a deployment scenario where NNMi is configured on the global manager (G1), and NNMi, NNM iSPI Performance for QA are configured on the regional managers (R1, R2, and R3):



In this deployment scenario, all the regional managers (R1, R2, and R3) discover the QA probes configured in the network managed by the regional managers (R1, R2 and R3). The NNM iSPI Performance for QA is not available on G1, so there is no communication established between G1 and regional managers. Thus, the NNM iSPI Performance for QA nodes from the regional managers are not available in the G1 inventory. In addition, no aggregated NNM iSPI Performance for QA reports are available in the global manager inventory.

## Deploying NNMi and NNM iSPI Performance for QA on the Global Manager and NNMi on the Regional Manager

You can install and configure NNMi and the NNM iSPI Performance for QA on the global manager and only NNMi on the regional managers. For information on the configuration steps, see in the *NNMi Online Help* and *HP Network Node Manager iSPI Performance for Quality Assurance Software Online Help*. The following figure represents a deployment scenario, where NNMi and NNM iSPI Performance for QA are configured on the global manager (G1) and NNMi on the regional managers (R1, R2, and R3):



In this deployment scenario, only the locally managed QA probes are available in the QA probe inventory.

## Deploying the Global Manager or Regional Manager in an Application Failover Environment

When the NNM iSPI Performance for QA regional manager is in the Application failover environment, use the `ORDERING` parameter to decide the priority to establish the connection. For example, during Application Failover, the regional manager connection with the `ORDERING` parameter value as 1 is given higher priority to establish connection than a regional manager with the `ORDERING` parameter as 2, and so on.

To deploy NNM iSPI Performance for QA in an application failover environment, follow these steps:

- 1 Configure the Regional Manager connection using *Quality Assurance Global Network Management Configuration* form
- 2 Add the two regional manager connections and provide the two hostnames.
- 3 Use the `ORDERING` parameter to give different values to the two Regional Managers.

Whenever there is an application fail-over on the regional manager, the global manager always use the lowest ordering value to establish the next connection.

You can configure the regional manager in the application failover environment by using the steps documented in the [Deploying the NNM iSPI Performance for QA for Application Failover Using an Oracle Database](#) on page 35 and [Deploying the NNM iSPI Performance for QA for Application Failover Using the Embedded PostgreSQL Database](#) on page 36.

## Discovery in a GNM Environment

Discovery in a GNM environment triggers based on the sequence that you follow to discover probes. The two possible scenarios of deployment are listed below:

## Scenario 1

Create regional manager connections to the global manager, and then seed the nodes at the regional managers. In this case, the probes that are discovered at the regional managers are automatically propagated to the global manager.

## Scenario2

You can discover the probes at the NNMi management server, and then connect the NNMi management server as the regional manager to the global manager. The probes of regional manager will be available at the global manager only after one discovery cycle. However, if you intend to manage QA probes of regional manager immediately at the global manager, you must run the following command at the regional manager:

```
nnmnodediscover.ovpl -u <username> -p <password> -all
```

Alternatively, you can run the following command at the regional manager:

```
nmsqadiscover.ovpl -u <username> -p <password> - node <nodename>
```

You can run the commands from the following directory:

*For UNIX:* \$NnmInstallDir/bin

*For Windows:* %NnmInstallDir%\bin

## Site Configuration in a GNM Environment

In a GNM environment, you can configure sites on a global manager or a regional manager. Based on this configuration, sites can be categorized as follows:

**Local Sites:** Sites configured in the local NNMi management server are referred to as Local Sites. The local sites are owned by the manager on which it is configured.

**Remote Sites:** The sites exported from the regional manager to the global manager are known as Remote Sites.

Whenever you create, edit, or delete a site in the regional manager, the changes are propagated to the global manager. You can export local sites, but you cannot export or delete remote sites.

### QA Probes Association

QA probes can be associated with either a local site or a remote site. Probes can be categorized as follows:

**Local QA Probes:** Local QA probes are QA probes owned by the local manager.

**Remote QA Probes:** Remote QA probes are primarily discovered and polled at the regional manager

If a QA probe associated with the remote site matches the local site, the QA probes of the local site overrides the remote site QA probes. In such instances, NNMI iSPI Performance for QA overrides the site configuration and not the thresholds configured for the site. However, if there is no local site that matches the remote site, the QA probes are associated with the remote site.

### Example:

Consider a network managed in a GNM environment with branch offices 1 and 2 monitored by regional managers R1 and R2 with the global manager as G1. Consider a set of sites configured in R1 and R2, which are exported to G1. The probes obtained from R1 and R2 are consolidated in G1.

If the sites matching the remote probes are configured in G1, the QA probes of G1 override the remote site QA probes. If there is no match, the remote QA probes are available in G1.

## Threshold Configuration in a GNM Environment

In a GNM environment, the global manager receives the threshold states from the regional managers. You cannot configure thresholds for remote sites. The thresholds configured for the sites of the global managers are not applicable for the sites of regional managers.

## Discovery Filter Configuration in a GNM Environment

You can set three types of discovery filters in a GNM environment, which are as follows:

- Discovery filter is selected to exclude the QA probes discovered on the network
- Regional Data Forwarding filter is configured in the regional manager and excludes the QA probes forwarded to the global manager
- Global Receiver filter is configured in the global manager and excludes the QA probes received by the global manager

If you add a Regional Data Forwarding filter and a Global Receiver filter, both the discovery filters will be applied on the QA probes in the global manager.

## Multi-tenancy and Reporting in a GNM Environment

Multitenancy in a GNM environment is based on the user group, security group, and tenant configuration in NNMi.

The user group configuration for the users in a regional manager and the global manager are independent. The users for a regional manager are determined based on the user group configuration in NNMi for the regional manager. Likewise, the users for a global manager are determined based on the user group configuration in NNMi for the global manager.

If a user has access to a set of probes in a regional manager, the user can access only those probes. Also, a user can view the reports in the regional manager only if the user has access to the set of probes.

Likewise, in a global manager if a user has access to a set of probes, the user can access only those probes. Also, a user can view the reports in the global manager only if the user has access to the set of probes.



# A Troubleshooting

## Troubleshooting the Error Encountered while Loading Data from the NNMi Management Server

### Problem Statement

While working with the NNM iSPI Performance for QA views, the following error message appears:

```
A problem occurred while loading the data from the NNMi management server for this component. Additional error information: Service Unavailable.
```

### Resolution

If NNM iSPI Performance for QA and NNMi are using a remote Oracle database, this error occurs when you restart the Oracle server. Follow these steps to resolve this error:

- 1 Stop the QA process using the following command:

```
ovstop -c qajboss
```

- 2 Start the QA process using the following command:

```
ovstart -c qajboss
```

## Updating the NNM iSPI Performance for QA Configuration when the FQDN on the NNMi Management Server Changes:

### Problem Statement

After deploying NNM iSPI Performance for QA, if you change the hostname on the NNMi server, NNM iSPI Performance for QA stops working.

### Resolution

Follow these steps if FQDN on the NNMi server changes:

- 1 Run the following command to apply the hostname changes on NNMi management server:

```
nnmsetofficialfqdn.ovpl
```

- 2 Go to the following directory:

UNIX:

```
$NnmDataDir/shared/qa/conf/
```

Windows:

**%NnmDataDir%\shared\qa\conf/**

- a Check the `ovspmd.auth` file contents, and make sure that the last two lines of this file contains the correct hostname.
  - b Check the `lwssofmconf.xml` file contents, and make sure that the file contains the correct domain name.
- 3 Stop the NNM iSPI Performance for QA process by using the following command:
- ```
ovstop -c <spijboss>
```
- 4 Go to the following directory:
- UNIX:
- ```
$NnmDataDir/shared/qa/conf/
```
- Windows:
- ```
%NnmDataDir%\shared\qa\conf/
```
- 5 Edit the file `nms-<spi>.address.properties`, and change the hostname value for the field `jboss.nnm.host`.
- 6 Edit the file `nms-<spi>-jvm.properties`, and change the hostname values for the following fields:
- `-Dcom.hp.ov.nms.ssl.KEY_ALIAS`
  - `-Djava.rmi.server.hostname`
- 7 Edit the file `nnm.extended.properties`, and change the values for the following fields:
- `com.hp.ov.nms.spi.qa.spi.hostname`
  - `com.hp.ov.nms.spi.qa.Nnm.hostname`.
- 8 Start the NNM iSPI Performance for QA process using the following command:
- ```
SPI jboss (ovstart -c qajboss).
```

The following example shows the directory of the data file path:

```
nms-qa.address.properties:jboss.nnm.host=QAispiwin66.abc.xyz.com
```

```
nms-qa.jvm.properties:-Dcom.hp.ov.nms.ssl.KEY_ALIAS=QAispiwin66.abc.xyz.com.selfsigned
```

```
nms-qa.jvm.properties:-Djava.rmi.server.hostname=QAispiwin66.abc.xyz.com
```

```
nnm.extended.properties:com.hp.ov.nms.spi.qa.spi.hostname=QAispiwin66.abc.xyz.com
```

```
nnm.extended.properties:com.hp.ov.nms.spi.qa.Nnm.hostname=QAispiwin66.abc.xyz.com
```



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