

HP OpenView Performance Insight

Troubleshooting Guide

Software Version: 5.1

for the HP-UX, Linux, Solaris, and Windows operating systems



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The support web site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

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Introduction

The purpose of this book is to help you identify error conditions, locate the source of the error conditions, and then specify the actions to take to rectify the error conditions. The troubleshooting process involves the following activities, among others:

- finding information about the problem in the log files
- identifying the symptoms of the problem
- identifying possible solutions

First Things First

Some report-related problems are relatively easy to solve. The following is a list of things to check before you go any further.

- Is trendtimer running?

If trendtimer is not running, start it. See the *Performance Insight Reference Guide* for more information about the trendtimer command.

- Are the appropriate datapipes installed?

Check the User Guide for the relevant report pack to determine which datapipes must be installed.

- If you have a new OVPI installation, and the Interface Reporting reports have no data, make sure that both the IFEntry_Disc_Datapipe and the Interface_Reporting_ifEntry_Datapipe are installed.

Where to Start?

When you begin to troubleshoot an OVPI problem, two steps are essential:

- 1 Describe the problem in terms of the visible symptoms, for example, “The *XYZ* Report has no data in it.” Write down all the symptoms, and be as specific as possible.
- 2 Gather information from the relevant OVPI logs.

This chapter describes the front end and back end logs that may contain important information related to the problem.

About Debugging and OVPI Logs

When everything is working well, you should not need to enable debugging. (In fact, it could reduce performance.) But when there is a problem with an application or the application server, the debugging messages may give you a clue as to where the problem lies.



When sending logs to HP Technical Support or to OVPI Development, always ensure that debugging was enabled in those logs and that you have reproduced the problem so that it shows in the logs.

Debugging with OVPI Commands

For information about debug settings when you are using OVPI commands, see the *Performance Insight Reference Guide*. Refer to the section on the specific command you were using when the problem occurred.

Debugging with OVPI Clients

To turn on debugging when you are using one of the OVPI clients (Management Console, Report Builder, or Report Viewer), do the following:

- 1 From the Edit menu, select **Options**.
- 2 On the Logging tab, click the **Enable Logging** and **Enable debug tracing** check boxes.
- 3 Click **OK**.

Debugging with the Web Access Server

To turn on debugging when you are using the Web Access Server, do the following:

- 1 On the home page of the Web Access Server, click **Administration** on the Links bar.
- 2 In the Administration tree, expand the Service Configuration folder.
- 3 Select Web Access Server.
- 4 Do one of the following:
 - If the Enable Debugging check box is **not** checked, click the box to make a check mark. Then click **Apply**. Go to [Step 5](#).
 - If the Enable Debugging check box is checked, exit this web page. No further action is necessary.
- 5 If you placed a check mark in the Enable Debugging check box, you must stop and restart the Web Access Server for the change to take effect.

For more information about changing settings for services, see the *Performance Insight Administration Guide*.

Debugging Procedure

Follow these steps for best debugging results:

- 1 Start with an empty log file. If the problem is associated with running a client (such as the Management Console), first close the client, then rename the appropriate log file. A new log file will be created when you restart the client.
- 2 Turn on the logging and debug options, as described above in [Debugging with OVPI Clients](#) or in the *Performance Insight Reference Guide* (for OVPI commands).
- 3 Reproduce the problem.
- 4 View the log file to analyze the problem.

Checking Log Files

Check log files for any entries that relate to the problem. All of the log files described in this chapter are located in `$DPIPE_HOME/log/`. You can find more detailed information about viewing and interpreting log files in the *Performance Insight Administration Guide*.

You may want to use an application such as Microsoft® WordPad or Excel to help you sort the output and find the information you want. For example, if you use Excel, follow these steps:

- 1 Save the log file with a name that ends in “.csv”.
- 2 Open the file in Excel.
- 3 Sort on the Status column, searching for the words “ERROR”, “INFO”, and “WARNING”.
- 4 Analyze the problem messages.

Front End (OVPI Client) Logs

Each front end client application has its own log file. The front end log file names are:

- `builder.log`
- `console.log`
- `viewer.log`

Most OVPI front end log files use a common, comma-separated-value (csv) format with the following layout:

timestamp	A fixed format of the time the log entry occurred
time zone	The local system time zone as reported by the OSGMT
offset	The offset from the GMT
application name	The application reporting this message to the log
module	The functional module in the application
severity	INFO, WARNING, ERROR, or DEBUG
process ID	The OS process ID of the application
thread ID	The thread ID (or parent process ID) as reported by the OS
message ID	The internal message identifier, if available
log message	The actual text message of the log incident

builder.log

This log contains informational, warning, error, and debug messages from the Report Builder application.

Debugging must be turned on (see [Debugging with OVPI Clients on page 12](#)) for debug messages to appear in the log. Enabling debugging also causes SQL queries and other more detailed information to appear in the log.

console.log

This log contains informational, warning, error, and debug messages from the OVPI Management Console application.

Debugging must be turned on (see [Debugging with OVPI Clients on page 12](#)) for debug messages to appear in the log. Enabling debugging also causes SQL queries and other more detailed information to appear in the log.

viewer.log

This log contains informational, warning, error, and debug messages from the Report Viewer application.

Debugging must be turned on (see [Debugging with OVPI Clients on page 12](#)) for debug messages to appear in the log. Enabling debugging also causes SQL queries and other more detailed information to appear in the log.

Back End Logs

The log file names for the back end applications are:

- `audit.log`
- `dbmaint.log`
- `install.log`
- `metrics.log`
- `report.log`
- `trend.log`
- `website.log`

audit.log

This log contains start/stop information for back end processes. It can provide a good overview of performance.

The log includes 10 comma-delimited fields:

- `dtsys001` or `dtsys002` — 1 = start, 2 = stop
- Executable (or Module) — The actual process that is running
- Process ID — The process ID of the process
- Parent Process ID — Parent of this process
- Start Date

- Start Time
- End Date
- End Time
- Run Time (in seconds)
- Parameters

dbmaint.log

This log contains information pertaining to the **dbmaint** command, which synchronizes the internal tables to the database schema.

install.log

This is the product installation log, which contains output from the installer process. If you see errors in this log, you may need to uninstall OVPI and re-install it. See also [upgrade.log on page 17](#).

metrics.log

This log can be used to give a good assessment of how much data is being collected and how efficiently it is being collected. The log contains 12 comma-delimited fields:

- dtsys003 (at this time, all are 003 in `metrics.log`)
- Process Name (almost always **bcp_gateway**, but sometimes **mw_collect**)
- Process ID
- Parent Process ID
- Start Date
- Start Time
- Total Rows (or Attempted Rows)
- Rows Uploaded
- Min Time to Load 1K Rows
- Max Time to Load 1K Rows
- Average Time
- Name of Table Uploaded

report.log

There is one Package Manager log for each Package Manager session. The log contains output from the Package Manager report pack installation process.

Check `report_YYYYMMDDhhmmss.log` for messages generated during report pack installation.

where:	<i>YYYY</i>	is the 4-digit year from the Package Manager session.
	<i>MM</i>	is the 2-digit month from the Package Manager session.
	<i>DD</i>	is the 2-digit day from the Package Manager session.
	<i>hh</i>	is the 2-digit hour from the Package Manager session.
	<i>mm</i>	is the 2-digit minute from the Package Manager session.
	<i>ss</i>	is the 2-digit second from the Package Manager session.

trend.log

This log file contains critical information from back end processing. Key information found in `trend.log` includes the following:

- Node timeouts, problem nodes, missing collections, etc.
- Aggregation failures, overnight processing information

upgrade.log

This is the product upgrade log, which contains output from the upgrade process. If you see errors in this log, you may need to uninstall OVPI and perform the upgrade again.

website.log

This log contains informational, warning, error, and debug messages from the Web Access Server. It shows when the OVPI HTTP server was stopped and started.

Debugging must be turned on (see [Debugging with the Web Access Server on page 12](#)) for debug messages to appear in the log. Enabling debugging also causes SQL queries and other more detailed information to appear in the log.

Where to Start?

Device Issues

This chapter helps you determine if you have a device problem and, if so, to identify the source of the problem. For each type of device problem, one or more solutions is offered.

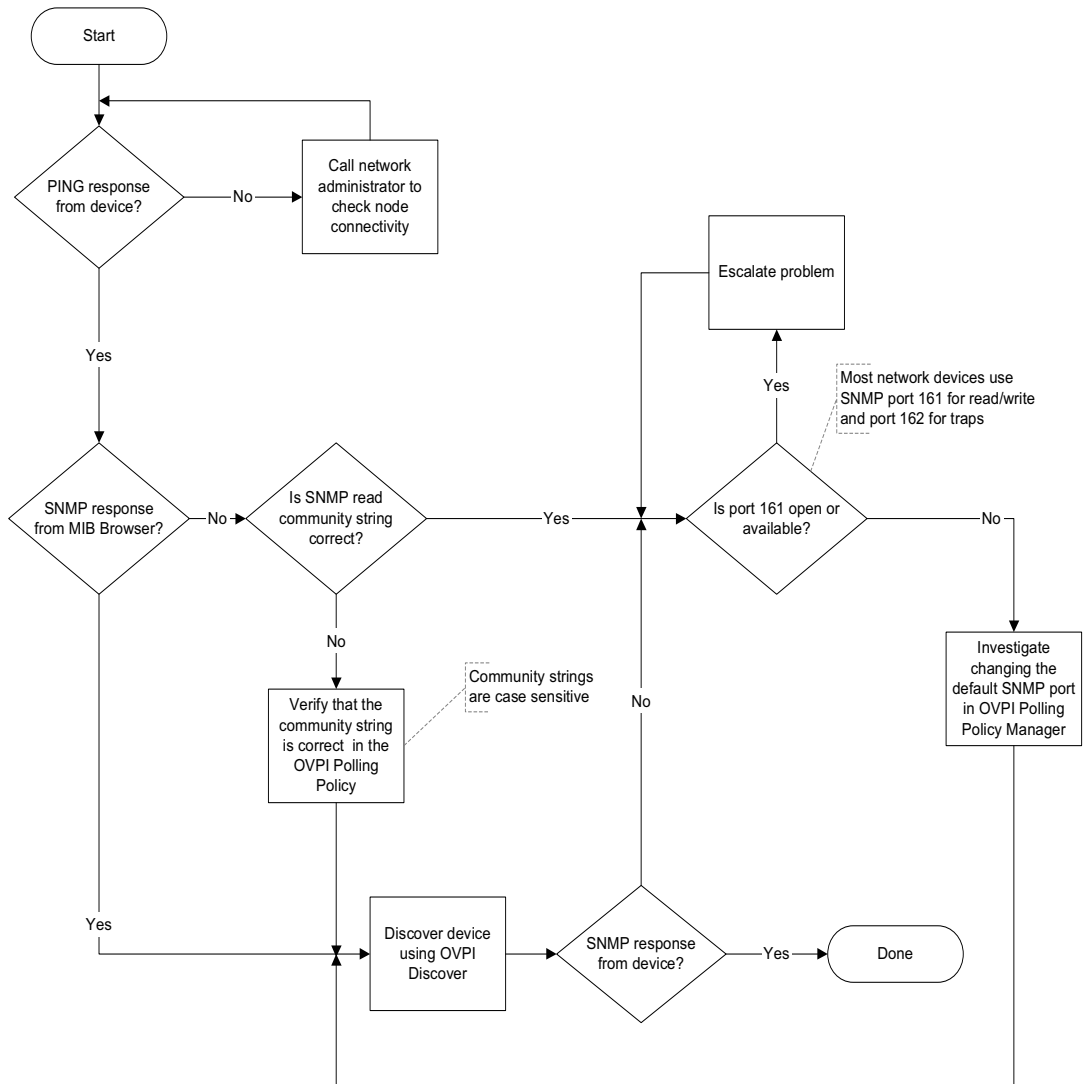
Symptoms

These are the most common symptoms of a device-related problem:

- No data in a report
- SNMP errors in log files

If you have either of these symptoms, use the SNMP flowchart to guide you through the troubleshooting process.

Figure 1 SNMP Troubleshooting Flowchart



For example, as shown in the flowchart, you would first try to ping the device to determine if it is running.

The next sections in this chapter explain how to work your way through the SNMP troubleshooting process.

SNMP Troubleshooting

Ping the Device

Ping the device to see if it is running. If you are polling by node name, ping by the node name and also by the IP address.

- If you cannot ping the device using the node name, but you *can* reach it using the IP address, check the server's hosts file to verify that the name exists.
- If you cannot ping the device at all, contact your network administrator to check node connectivity.
- If you can ping the device, poll the device with OVPI MIB Browser to see if you can get an SNMP response. See [Use MIB Browser to Poll Device on page 22](#).

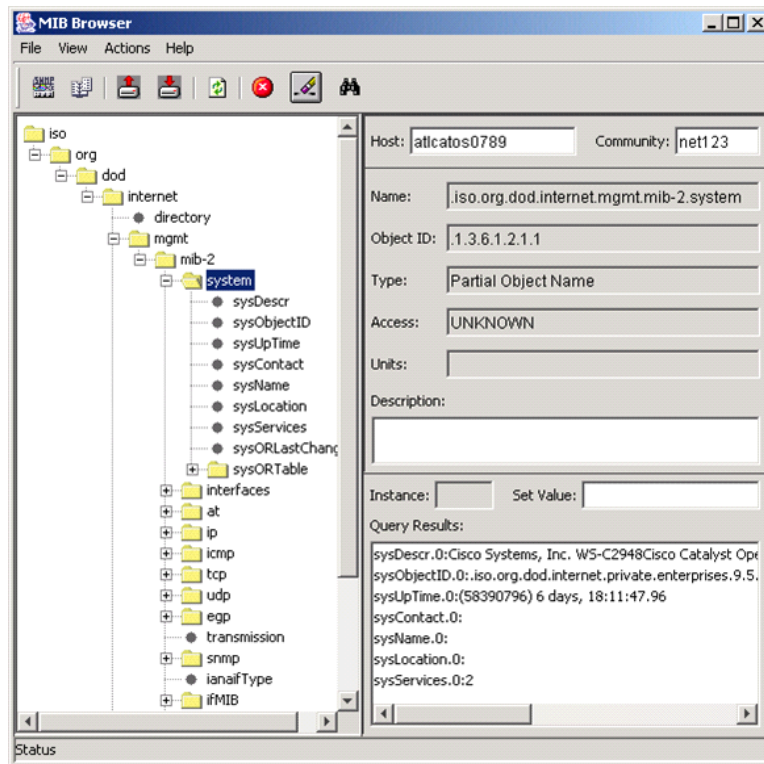
Possible Solutions

These are possible solutions if you cannot ping the device.

- Restart the device.
- Make sure that the route to the device is up.
- If the device is behind a firewall, make sure that the device can be accessed.
- If the device is in a different domain, make sure that the server can access the other domain.

Use MIB Browser to Poll Device

The illustration below shows the MIB Browser.



In the left pane of the MIB Browser you can view the contents of the MIB database. You can select a MIB object (a device in this case) and then issue an SNMP GET to query the device. See the *Performance Insight Administration Guide* for more information about how to use the MIB Browser.

After you issue an SNMP GET to a device, the Query Results area, in the right pane of the MIB Browser window, displays the results. If the GET operation fails to display results, check the following:

- Can the specified **Host** name be resolved to the node's IP address?
- Is the device's SNMP agent down?
- Is the specified community string correct? See [Wrong Community String on page 23](#).

- Is the node configured to respond to SNMP requests from your system? See [Device Does Not Respond to Polling Server](#) on page 23.
- If the server uses a hosts file, check this file for the node name and IP mapping.

Possible Solutions

- Try using the IP address in place of the **Host** name.
- Start the SNMP agent; make sure the agent comes up when the device is started up.

Wrong Community String

In the MIB Browser window, the **Community** field displays the device's community string as it is configured in OVPI. Compare this value to the community string value in the SNMP agent's configuration.

Possible Solution

If the community string values in OVPI and the SNMP agent's configuration do not match, change one of them to match the other.

Device Does Not Respond to Polling Server

Check the SNMP agent configuration on the device to make sure that it is configured to respond to the OVPI poller.

Possible Solution

In the agent's configuration, add the OVPI polling server to the list of acceptable devices.

Polling Times Out

Check `trend.log` for timeout error messages, which look similar to the following:

```
1 SNMP request failed. Device device_name
```

If you find these error messages, run `mw_collect` for this table for this device from the command line with a longer timeout parameter (`-o`). If this solves the problem, use the solution below to make the longer timeout permanent.

Possible Solution

Modify the `mw_collect` command in `trendtimer.sched` to allow a longer timeout (`-o`).

Device Is Overloaded

If the SNMP agent has low priority on the device, it will stop answering SNMP requests when the network load becomes congested. This will result in “gaps” in the data reported from the device.

Possible Solution

Access the SNMP profile in the Polling Policy Manager for that device. Increase the time-out value in the SNMP profile to allow the agent more time to respond to the SNMP request.

Next Step

If you have tried all the solutions in this chapter and the problem is not resolved, proceed to [Chapter 4, Report Issues](#).

Report Issues

If you are having problems with your reports, this chapter will help you identify the source of the problem. For each type of report problem, one or more diagnostics and solutions are offered.

This chapter covers the following types of report problems:

- [Reports Are Not Generated on page 26](#)
- [Report Is Empty on page 29](#)
- [Device Not in a Report on page 40](#)

Reports Are Not Generated

If no reports appear in the batch mode output directories, there are several possible causes, which are listed below and discussed later in this chapter. You can investigate the causes in any order. If the suggested solution does not resolve the problem, keep trying other causes until you find the source of the problem.

- The application server is not running. See [page 26](#).
- The desired report has not been scheduled for timed generation. See [page 27](#).
- The report was not run in the deploy directory. See [page 28](#).
- The report was not generated for other reasons. See [page 28](#).

Application Server Is Not Running

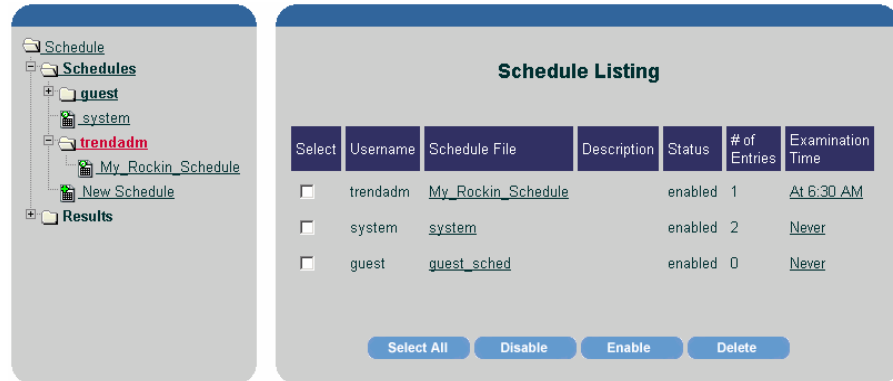
Follow these steps to determine if this is the cause of the problem:

- 1 Open a web browser.
- 2 In the URL address area, type **http://servername:portnumber**, where *servername* is the name of the application server where OVPI is installed and *portnumber* is the port where the application server is installed. Then press **Enter**.
 - If the OVPI login page appears, the server is running. Try restarting the application server anyway. If that doesn't solve the problem, try one of the other solutions in this chapter.
 - If another application home page (other than OVPI) appears, shut down the other application and restart the OVPI application server. (If you want both applications to run simultaneously, you must change the port number for one or the other. See the section on Changing Web Access Server Settings in the *Performance Insight Administration Guide*.)
 - If an error page appears, the server is not running. Start the application server and run the report again.

Report Is Not Scheduled

Possibly the desired report has not been scheduled for timed generation. Follow these steps to determine if this is the cause of the problem:

- 1 From the Web Access Server home page, select **Schedule > Schedules > username**.

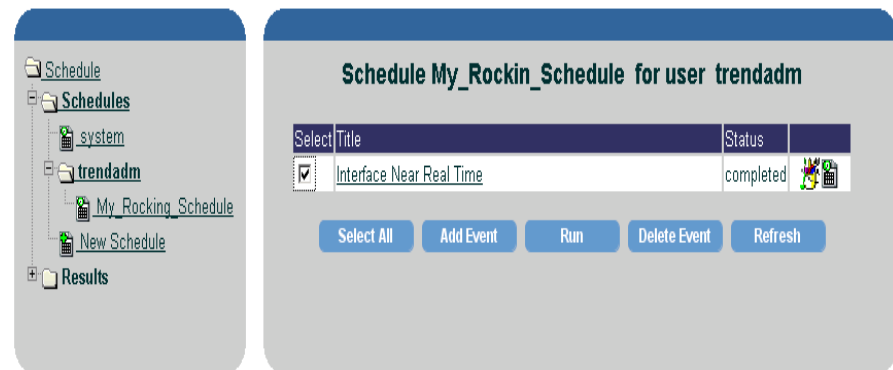


Schedule Listing

Select	Username	Schedule File	Description	Status	# of Entries	Examination Time
<input type="checkbox"/>	trendadm	My_Rockin_Schedule		enabled	1	At 6:30 AM
<input type="checkbox"/>	system	system		enabled	2	Never
<input type="checkbox"/>	guest	guest_sched		enabled	0	Never

Buttons: [Select All](#) [Disable](#) [Enable](#) [Delete](#)

- 2 Make sure that the desired report is included in the schedule file by clicking the file name in the Schedule File column.



Schedule My_Rockin_Schedule for user trendadm

Select	Title	Status
<input checked="" type="checkbox"/>	Interface Near Real Time	completed

Buttons: [Select All](#) [Add Event](#) [Run](#) [Delete Event](#) [Refresh](#)

- 3 To make sure that you can run the report manually, select the desired report and click **Run**.
 - If this is successful, go to [Step 4](#).
 - If the report is not generated, this is probably not a schedule problem. Try one of the other causes/solutions in this chapter.

- 4 Return to the previous web page and check the schedule file as follows:
 - Make sure that the schedule file Status is “enabled.” If it is “disabled,” select the schedule file name and click **Enable**.
 - If the Examination Time is set to Never, do the following:
 - Click the word “Never.”
 - On the next web page, click to place a check mark in the box next to Add to Generator Timer.
 - Click **Apply**.
- 5 The next time the report is scheduled to run, check to see if it was generated.

Report Does Not Exist in the Deploy Directory

Make sure that the report has not been deleted from the relevant deploy directory:

- `{DPIPE_HOME}/reports/deploy/system/report_pack_name`
- `{DPIPE_HOME}/reports/deploy/users/user_name`

Other Reasons Reports Were Not Generated

If no reports have been generated, this log file will not exist:

```
{DPIPE_HOME}/log/generate.log
```

Check these log files for error messages regarding report generation:

```
{DPIPE_HOME}/log/website.log
```

```
{DPIPE_HOME}/log/generate.log
```

Research the error messages in the log file. If necessary, increase the OVPI application server’s heap size. See the section on Changing Java Settings in the *Performance Insight Administration Guide*.

Next Step

If you have tried all the solutions in this section and you still cannot generate the report, see [Chapter 5, Additional Resources and Problem Reporting](#).

Report Is Empty

If the desired report is generated but there is no data in it, there are several possible causes, which are listed below and discussed later in this chapter. You can investigate the causes in any order. If the suggested solution does not resolve the problem, keep trying other causes until you find the source of the problem.

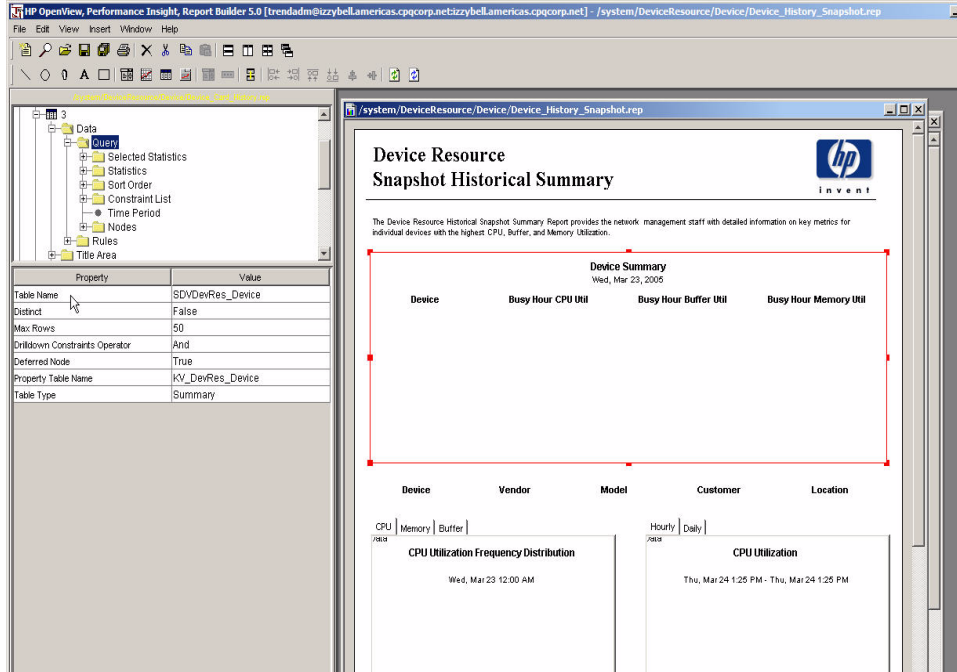
- There is actually no data for the selected element. See [page 29](#).
- There is no data for the selected time range. See [page 35](#).
- A graph on a report appears to have no data. See [page 36](#).
- The report was run before rolled-up data was ready. See [page 37](#).
- The database was full when OVPI attempted to collect data for the report. See [page 38](#).
- The disk was full when OVPI attempted to store collected data. See [page 39](#).
- Filtering is enabled. See [page 40](#).

No Data for Selected Element

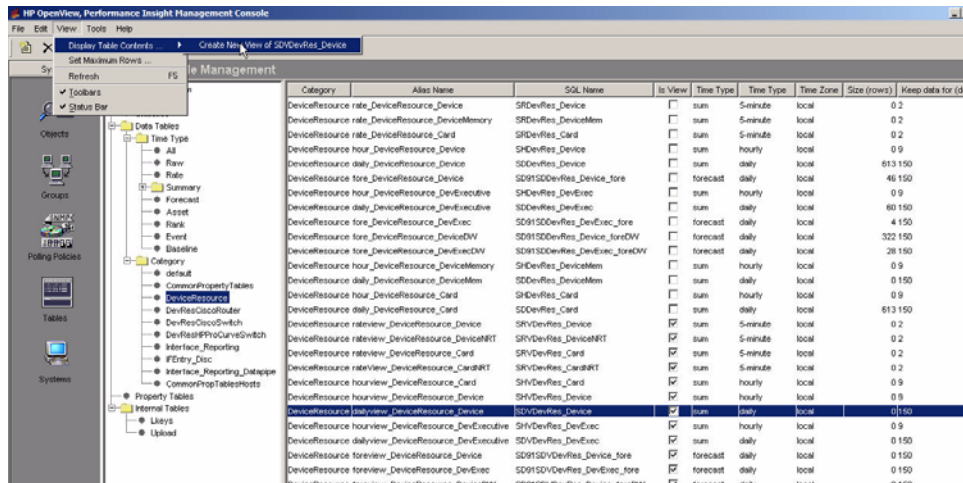
Follow these steps to determine if this is the cause of the problem:

- 1 Open the problem report in Report Builder.
- 2 Click on any row in the report to display information about the table in the left pane.

This shows you the name of the table to check to see if data exists for the element in question. In this example, the table name is SDVDevRes_Device.



- 3 Start the Management Console, and select **Tables** from the System pane.
- 4 Locate the name of the table in the tree, under Data Tables, and click on it.





To help you find the name of the table, you can do the following: in the tree, expand Time Type and select All. Then, in the right pane, sort the table names by the SQL Name column.

- From the View menu, select **Display Table Contents > Create New View of SDVDevRes_Device**.

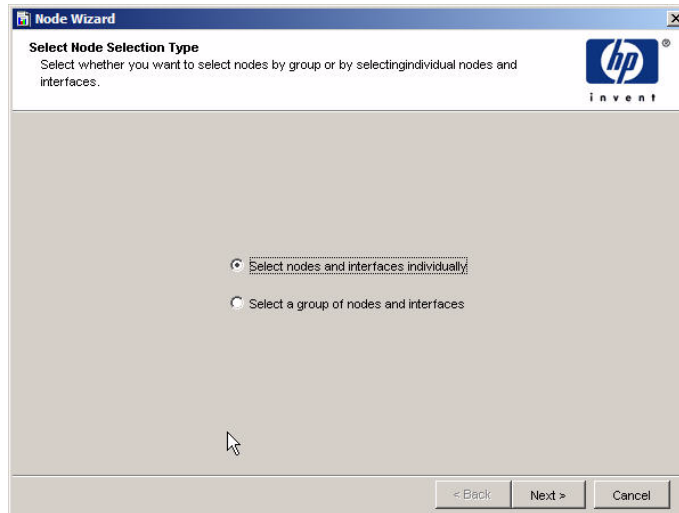
One of the following will happen:

- The displayed table will have no data, which means that there is no data for any device. There are many reasons that could account for this situation, for example, the correct datapipe may not be installed. See the User Guide for the appropriate report pack, that is, the report pack of which this report is a part.
- The table will display data, which you must now filter to show only data for the device that you are troubleshooting. Continue with [Step 6](#).

- From the Query menu, select **Select Nodes/Interfaces**.

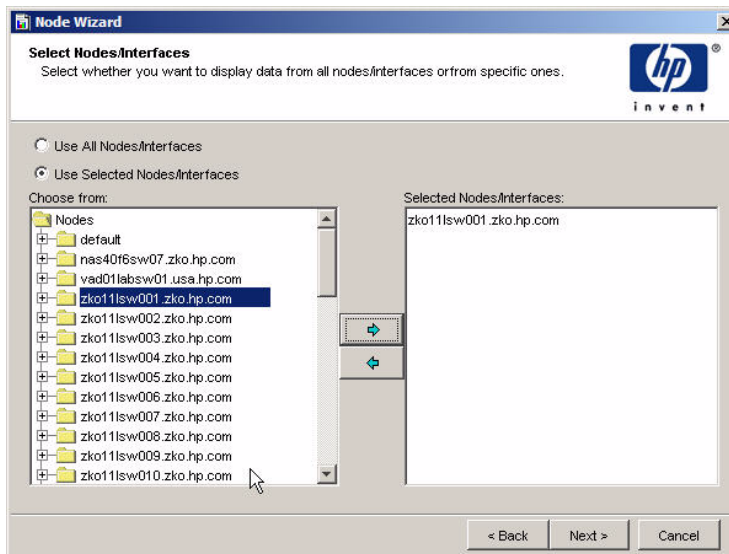
Target	Location	Time Period	Delta Time	Total Samples	Samples	MAXSHCPULR	MAXSHmemR	MAXSHbufR
nas408s		Tue, Feb 8 12:00 AM	41,493.00	46.00	12.00	8.25	15.38	18.78
nas408s		Wed, Feb 9 12:00 AM	66,391.00	96.00	24.00	7.00	15.37	19.08
nas408s		Thu, Feb 10 12:00 AM	66,401.00	96.00	24.00	8.25	15.38	18.88
nas408s		Fri, Feb 11 12:00 AM	66,411.00	96.00	24.00	7.50	15.36	19.01
nas408s		Sat, Feb 12 12:00 AM	66,384.00	96.00	24.00	8.75	15.40	18.06
nas408s		Sun, Feb 13 12:00 AM	66,402.00	96.00	24.00	9.75	15.39	18.88
nas408s		Mon, Feb 14 12:00 AM	66,406.00	96.00	24.00	5.75	15.36	19.11
nas408s		Tue, Feb 15 12:00 AM	73,799.00	82.00	21.00	6.25	15.38	18.92
nas408s		Wed, Feb 16 12:00 AM	66,408.00	96.00	24.00	5.50	15.11	19.06
nas408s		Thu, Feb 17 12:00 AM	66,407.00	96.00	24.00	5.00	15.11	19.19
nas408s		Fri, Feb 18 12:00 AM	66,399.00	96.00	24.00	5.00	15.12	18.94
nas408s		Sat, Feb 19 12:00 AM	66,402.00	96.00	24.00	5.00	15.12	19.18
nas408s		Sun, Feb 20 12:00 AM	66,410.00	96.00	24.00	5.25	15.12	19.01
nas408s		Mon, Feb 21 12:00 AM	66,384.00	96.00	24.00	4.75	15.12	18.88
nas408s		Tue, Feb 22 12:00 AM	22,493.00	25.00	7.00	4.50	15.12	19.22
vad01absw01 usa.hp.com		Tue, Feb 8 12:00 AM	41,493.00	46.00	12.00	8.25	35.92	63.94
vad01absw01 usa.hp.com		Wed, Feb 9 12:00 AM	66,391.00	96.00	24.00	8.75	35.92	63.87
vad01absw01 usa.hp.com		Thu, Feb 10 12:00 AM	66,401.00	96.00	24.00	8.50	35.92	63.97
vad01absw01 usa.hp.com		Fri, Feb 11 12:00 AM	66,411.00	96.00	24.00	9.25	35.92	63.87

The Node Wizard opens.



- 7 Click **Select Nodes and Interfaces Individually**, then click **Next**.

The Select Nodes/Interfaces window displays.

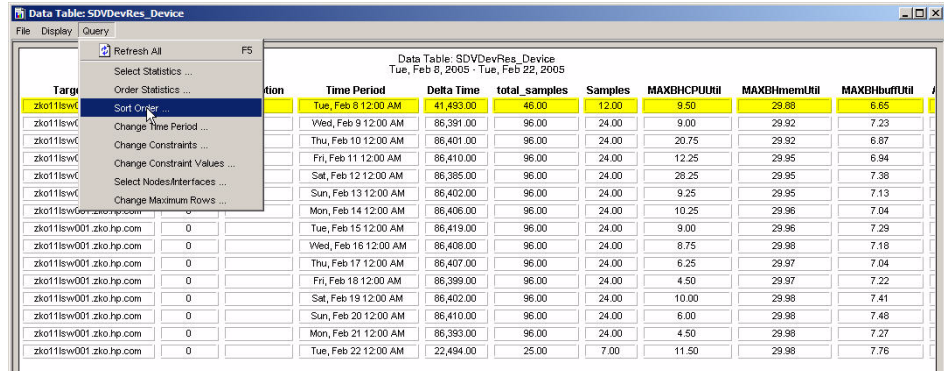


- 8 Click **Use Selected Nodes/Interfaces**, select your device from the list, then click **Next**.
- 9 On the final wizard window, click **Finish**.

10 One of the following will happen:

- The table will have no data, which means that there is no data for the device. See [Chapter 3, Device Issues](#).
- The table will display data, and you must now verify the time period. Continue with [Step 11](#).

11 From the Query menu, select **Sort Order**.

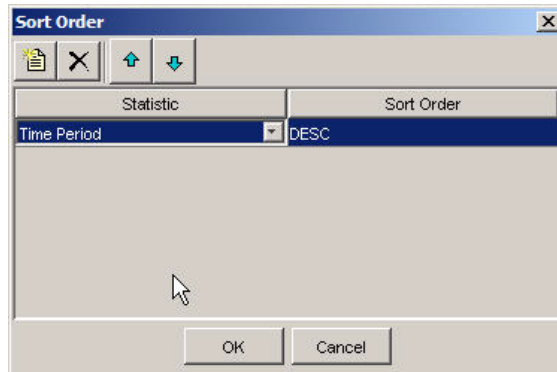


The screenshot shows a window titled "Data Tables: SDVDevRes_Device" with a menu open over the "Time Period" column. The table contains the following data:

Target	Function	Time Period	Delta Time	total_samples	Samples	MAXBHCPULnI	MAXBHmemnI	MAXBHbuffnI
zk011swC		Tue, Feb 8 12:00 AM	41,493.00	46.00	12.00	9.50	29.98	6.65
zk011swC		Wed, Feb 9 12:00 AM	86,391.00	96.00	24.00	9.00	29.92	7.23
zk011swC		Thu, Feb 10 12:00 AM	86,401.00	96.00	24.00	20.75	29.92	6.87
zk011swC		Fri, Feb 11 12:00 AM	86,410.00	96.00	24.00	12.25	29.95	6.94
zk011swC		Sat, Feb 12 12:00 AM	86,395.00	96.00	24.00	28.25	29.95	7.38
zk011swC		Sun, Feb 13 12:00 AM	86,402.00	96.00	24.00	9.25	29.95	7.13
zk011swC		Mon, Feb 14 12:00 AM	86,406.00	96.00	24.00	10.25	29.96	7.04
zk011sw001.zko.hp.com	0	Tue, Feb 15 12:00 AM	86,419.00	96.00	24.00	9.00	29.96	7.29
zk011sw001.zko.hp.com	0	Wed, Feb 16 12:00 AM	86,408.00	96.00	24.00	8.75	29.98	7.18
zk011sw001.zko.hp.com	0	Thu, Feb 17 12:00 AM	86,407.00	96.00	24.00	6.25	29.97	7.04
zk011sw001.zko.hp.com	0	Fri, Feb 18 12:00 AM	86,399.00	96.00	24.00	4.50	29.97	7.22
zk011sw001.zko.hp.com	0	Sat, Feb 19 12:00 AM	86,402.00	96.00	24.00	10.00	29.98	7.41
zk011sw001.zko.hp.com	0	Sun, Feb 20 12:00 AM	86,410.00	96.00	24.00	6.00	29.98	7.48
zk011sw001.zko.hp.com	0	Mon, Feb 21 12:00 AM	86,383.00	96.00	24.00	4.50	29.98	7.27
zk011sw001.zko.hp.com	0	Tue, Feb 22 12:00 AM	22,494.00	25.00	7.00	11.50	29.98	7.76

12 Click **New**.

The Sort Order window displays.



13 Do the following:

- a Under Statistic, click the drop-down arrow and select **Time Period** from the selection list.
- b Click in the Sort Order column and change the value to **DESC** (descending), so the most recent data will appear at the top of the table.
- c Click **OK**.

A table similar to the following illustration appears.

Target Name	Table Key	Description	Time Period	Delta Time	total_samples	Samples	MAXBHCPUHR	MAXBMemHR	MAXBMemRHR
zko11hrw001.zko.hp.com	0		Tue, Feb 22 12:00 AM	22,494.00	25.00	7.00	11.50	29.98	7.76
zko11hrw001.zko.hp.com	0		Mon, Feb 21 12:00 AM	86,393.00	96.00	24.00	4.50	29.98	7.27
zko11hrw001.zko.hp.com	0		Sun, Feb 20 12:00 AM	86,410.00	96.00	24.00	6.00	29.98	7.48
zko11hrw001.zko.hp.com	0		Sat, Feb 19 12:00 AM	86,402.00	96.00	24.00	10.00	29.90	7.41
zko11hrw001.zko.hp.com	0		Fri, Feb 18 12:00 AM	86,399.00	96.00	24.00	4.50	29.97	7.22
zko11hrw001.zko.hp.com	0		Thu, Feb 17 12:00 AM	86,407.00	96.00	24.00	6.25	29.97	7.04
zko11hrw001.zko.hp.com	0		Wed, Feb 16 12:00 AM	86,408.00	96.00	24.00	8.75	29.98	7.18
zko11hrw001.zko.hp.com	0		Tue, Feb 15 12:00 AM	86,419.00	96.00	24.00	9.00	29.96	7.29
zko11hrw001.zko.hp.com	0		Mon, Feb 14 12:00 AM	86,406.00	96.00	24.00	10.25	29.96	7.04
zko11hrw001.zko.hp.com	0		Sun, Feb 13 12:00 AM	86,402.00	96.00	24.00	9.25	29.95	7.13
zko11hrw001.zko.hp.com	0		Sat, Feb 12 12:00 AM	86,385.00	96.00	24.00	28.25	29.95	7.38
zko11hrw001.zko.hp.com	0		Fri, Feb 11 12:00 AM	86,410.00	96.00	24.00	12.25	29.95	6.94
zko11hrw001.zko.hp.com	0		Thu, Feb 10 12:00 AM	86,401.00	96.00	24.00	20.75	29.92	6.67
zko11hrw001.zko.hp.com	0		Wed, Feb 9 12:00 AM	86,391.00	96.00	24.00	9.00	29.92	7.23
zko11hrw001.zko.hp.com	0		Tue, Feb 8 12:00 AM	41,493.00	46.00	12.00	9.50	29.88	6.65

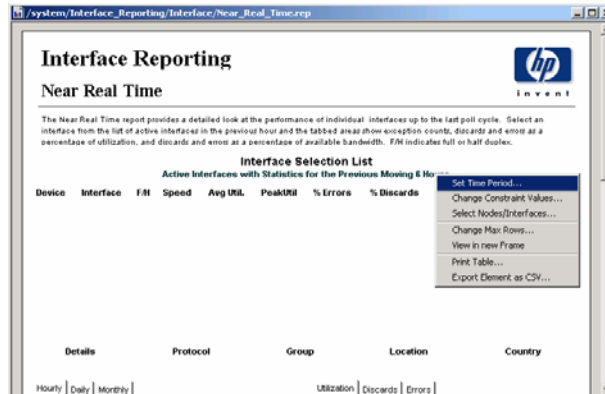
14 Check the Time Period column. The data in the first row should be from yesterday.

- If the data is not from yesterday, this is the reason no data displayed in the report. You must investigate further to determine why there is no data from yesterday for the device. See [Chapter 3, Device Issues](#).
- If the data is from yesterday, verify that no constraints or filtering are being used, which might be preventing data from appearing in the report. See [Device Does Not Meet Report Criteria on page 40](#) and [Device Was Filtered Out on page 42](#).

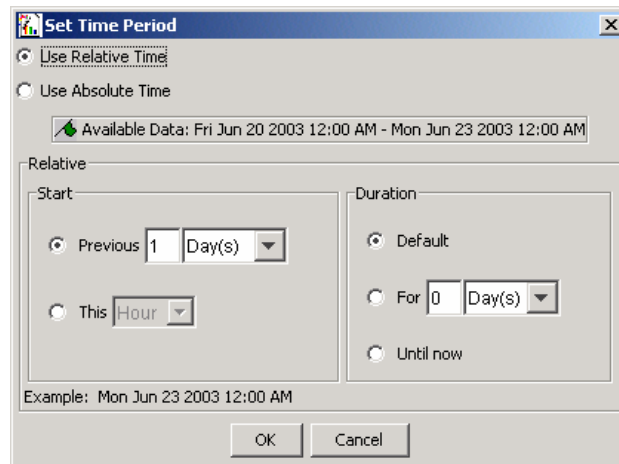
No Data for the Selected Time Range

Follow these steps to determine if this is the cause of the problem:

- 1 Right-click anywhere on the report. The example below shows the Near Real Time report.



- 2 Select **Set Time Period** from the pop-up menu.



- 3 Review the settings in the **Start** area of the Set Time Period window. If the settings are not set correctly for the polling policy that is in use, change them accordingly.
 - Normally, near real time data is retained for 2 days, so, in this example, you would change the Start setting to **Previous 2 Days** for the Near Real Time report.

- If you want to check time periods that are longer than 2 days, use a Daily Top Ten report.
- 4 Run the report again and see if data appears.

Follow-up

If data exists in the table for the specified time frame, the data should appear in the report. One of the following may be cause of the original problem:

- `trendtimer` is not running. Start `trendtimer`.
- The database is full. See [Database Was Full on page 38](#).
- The relevant daily process has not been completed. See [Report Was Run before Rolled-Up Data Was Ready on page 37](#).
- The datapipe has been uninstalled. Install the appropriate datapipe(s).
- The report pack has been uninstalled, even though the reports are still deployed. Install the report pack.

If data does not appear in the report, check the table indexes. Also look in `builder.log` for clues about why the query is failing.

Report Has an Empty Graph

Sometimes a graph on a report may appear to be empty. This could happen when OVPI has not been running long enough to collect sufficient data to be displayed in the graph or when the collected data is all zeroes.

Follow these steps to determine if this is the cause of the problem:

- 1 Open the problem report and right-click on a graph element.
- 2 Select **Display Data Table** from the menu.

If there is data for the graph, a dialog will display the data in table format.



A device may support some metrics and not others on a single report. For example, a graph intended to show CPU statistics may display data while a graph intended to show buffer statistics is empty. Check the report pack's release statement and user guide to determine which metrics are supported by each type of device.

Report Was Run before Rolled-Up Data Was Ready

Follow these steps to determine if this is the cause of the problem:

- 1 Open {DPIPE_HOME}/lib/trendtimer.sched.


```
24:00+3:00 - - .../trend_proc -f {DPIPE_HOME}/scripts/
IR_RouterSystem_Process.pro
24:00+3:00 - - .../trend_proc -f {DPIPE_HOME}/scripts/
IR_DevPort_DMF_Process.pro
24:00+4:00 - - .../trend_proc -f {DPIPE_HOME}/scripts/
IR_Device_DMF_Process.pro
24:00+4:00 - - .../trend_proc -f {DPIPE_HOME}/scripts/
IR_Protocol_DMF_Process.pro
24:00+4:00 - - .../trend_proc -f {DPIPE_HOME}/scripts/
IR_Location_DMF_Process.pro
```
- 2 Locate the line that shows what time trendtimer is scheduled to launch the data roll-up process. For example, in the sample above, IR_RouterSystem_Process.pro is scheduled for 3:00 a.m.
- 3 Open {DPIPE_HOME}/log/trend.log.


```
trendtimer(193): Fri Aug 17 03:00:07 2003 - [Pid=444]
C:\TREND/bin/trend_proc -f C:\TREND/scripts/
IR_RouterSystem_Process.pro
. . .
trendtimer(193): Fri Aug 17 03:04:09 2003 - Process (id=444)
terminated. 242 sec.
```
- 4 Find the matching process IDs to locate the beginning and termination of the roll-up process. In the sample above, PID 444 started at 3:00 a.m. and ended at 3:04.
- 5 Open {DPIPE_HOME}/lib/trendtimer.sched and check the system schedule to determine when the report was generated. In the example below, the report generation time is 4:00 a.m.


```
24:00+4:00 - - {DPIPE_HOME}/bin/generate.exe -user trendadm
-pass trendadm -host localhost -port 80 -schedule system -log
{DPIPE_HOME}/log/generate.log
```

- If the time that `generate.exe` was launched is *after* the time of data roll-up, the problem is not in the timing of the roll-up process. Try one of the other diagnostics in this chapter.
 - If the time that `generate.exe` was launched is *before* the time of data roll-up, the problem may be in the timing of the roll-up process. Go to [Step 6](#).
- 6 Modify the schedule file so that the report is generated after data roll-up is completed.
 - 7 The next time the report is scheduled to run, see if data appears.

Database Was Full

There are two ways to determine if the database was full when OVPI attempted to collect data to populate the report:

- Check `trend.log`.
- Check Table Manager.

Check `trend.log`

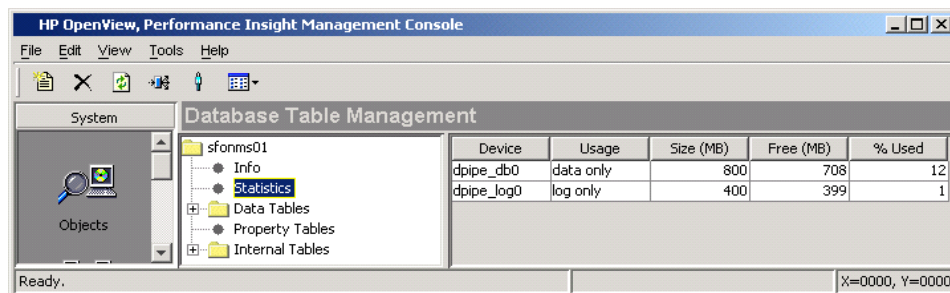
- 1 Open `{DPIPE_HOME}/log/trend.log`.
- 2 Look for an entry that indicates that `mw_collect.exe` was started, followed by a warning that the database was full, as in the first two entries in the sample below. You will then see a third entry indicating that data collection was terminated, also shown in the sample.

```
trendtimer(150): Thu Jul 10 01:05:00 2003 - [Pid=360]
C:\TREND/.../mw_collect.exe -n -i 5
mw_collect(360): Thu Jul 10 01:05:00 2003 - Warning:
database CLASS100 is 91% full.
mw_collect(360): Thu Jul 10 01:05:00 2003 - Collection is
terminated
```

- 3 Do one of the following to improve the database situation:
 - Increase the size of the database.
 - Modify your storage hardware/software resources to accommodate more data.

Check Table Manager

- 1 Start the Management Console, and select **Tables** from the System pane.
- 2 Select **Statistics** from the Database Table Management tree.



- 3 Check the value in the Free (MB) column.
If this value is greater than the high water mark for any data creation process, no new data will be added to the database.
- 4 Do one of the following to improve the database situation:
 - Increase the size of the database.
 - Adjust the polling frequency by decreasing the polling interval.

Disk Was Full

If the disk or filesystem where `mw_collect` stores its collected data is 90% full, OVPI stops collecting data. Follow these steps to determine if this is the cause of the problem:

- 1 Open `{DPIPE_HOME}/log/trend.log`.
- 2 Look for an entry similar to the following:


```
2005-04013 15:56:53:000,Eastern Daylight Time,-4:00,
mw_collect,,WARNING,3276,4392,0,"Warning: C:\OVPI\collect\MW
has less than 10% space left. Collection is terminated.
```
- 3 Do one of the following to improve the situation:
 - Clear some space on your disk drive or filesystem.
 - Change the entries in `trendtimer.sched` to enable `mw_collect` to use the `-F` option.

Filtering Is Enabled

Follow these steps to determine if this is the cause of the problem:

- 1 In the Web Access Server, select **Administration > User Accounts > Users/Groups**.
- 2 Check to see if the user having problems is in a group-level filter.
 - If so, go to step [Step 3](#).
 - If not, try one of the other diagnostics in this chapter.
- 3 Run the report as a user who is not a member of a group-level filter.

Next Step

If you have tried all the solutions in this section and the report is still empty, see [Chapter 5, Additional Resources and Problem Reporting](#).

Device Not in a Report

If the desired report is generated but a device you expected to see does not appear, there are several possible causes, which are listed below and discussed later in this chapter. You can investigate the causes in any order. If the suggested solution does not resolve the problem, keep trying other causes until you find the source of the problem.

- The device does not meet the criteria to appear in the report. See [page 40](#).
- The device was not polled. See [page 42](#).
- The device was filtered out of the report. See [page 42](#).
- The device does not support the MIB. See [page 43](#).

Device Does Not Meet Report Criteria

The device may be omitted because it did not meet a particular constraint value. Follow these steps to determine if this is the cause of the problem:

- 1 Open the problem report in Report Builder.

- Click on any row in the report to display information about the table in the left pane.

The screenshot shows the HP OpenView Performance Insight Report Builder 5.0 interface. The left pane displays a tree view with the following structure:

- Tree
 - Top Table
 - Data
 - Query
 - Selected Statistics
 - Statistics
 - Sort Order
 - Constraint List
 - full_half
 - AdminStatus
 - Time Period

The main pane displays the 'Interface Reporting' report for 'Near Real Time' data. The report includes an 'Interface Selection List' table with the following data:

Device	Interface	FH	Speed	Avg Util.	Peak Util.
ultra.usa.hp.com	2	H	10.0 Mb/s	13.2	120.4
zko321aw002.zko.hp.com	G6	H	10.0 Mb/s	11.9	37.7
nas406net01.zko.hp.com	Ethernet0/0	H	10.0 Mb/s	17.5	17.5
nas406net01.zko.hp.com	Serial3/0	F	In: 1.5 Mb/s Out: 1.5 Mb/s	In:0.2 Out:30.7	In:0.2 Out:30.8
16.120.92.0	ATM2/0,16-aa15 layer	F	In: 4.5 Mb/s Out: 4.5 Mb/s	In:4.6 Out:3.8	In:12.5 Out:17.4
nas406net01.zko.hp.com	Serial1/0.1	F	In: 1.5 Mb/s Out: 1.5 Mb/s	In:5.5 Out:21.7	In:5.5 Out:21.7
nas406net01.zko.hp.com	Serial1/0	F	In: 1.5 Mb/s Out: 1.5 Mb/s	In:5.5 Out:21.7	In:5.5 Out:21.7
nas406net01.zko.hp.com	Serial0/0.1	F	In: 1.5 Mb/s Out: 1.5 Mb/s	In:6.4 Out:19.0	In:6.4 Out:19.1
nas406net01.zko.hp.com	Serial0/0	F	In: 1.5 Mb/s Out: 1.5 Mb/s	In:6.4 Out:19.0	In:6.4 Out:19.0

Below the table, there are sections for 'Details', 'Exception Counts', and 'Rate Utilization'.

Details

Details	Protocol	Group	Location	Country
Ethernet0/0	ethernet-osaacd	Unknown Group	Location Unassigned	Unknown Country

Exception Counts for nas406net01.zko.hp.com: Ethernet0/0

Rate Utilization for nas406net01.zko.hp.com: Ethernet0/0 in the Previous 6 hours

40.00
36.00

- In the tree, expand **Data > Query > Constraint List**.
The tree lists all the constraints associated with the report.

- Delete each constraint, as follows:
 - Right-click on the constraint name in the tree.
 - In the menu that displays, select **Delete Constraint**.

- Refresh the report.

If the device now appears in the report, it means that it previously did not meet the constraint criteria.

- If you want to save the report without the constraints, save it using a unique report name.

Device Was Not Polled

The device may be omitted because it is not in the group that is being polled. Perform the following steps to determine if this is the cause of the problem:

- 1 Execute a Type Discover, using one of the following methods:
 - Execute this command: `trend_discover -t`
 - To save time, you can execute this command, if you know the specific discover file to use: `trend_discover -t -F discover_filename`
 - From the Management Console, select **Tools > Type Discovery**. Select the Discovery file you want to use or click **Discover All Known Types**, then complete the wizard.
- 2 Wait at least three polling cycles to see if data for the device appears in the report.

If the device does not appear in the report after several polling cycles, ping the device to be sure that it is running and connected to the network. (See [Ping the Device on page 21](#).) If you can connect to the device using SNMP, try one of the other procedures in this section.

Device Was Filtered Out

The device may be omitted because the user running the report is a member of a group that filtered the device out. Only the system administrator can view the groups to which a user belongs, so you may need to ask for the administrator's help to do this check.

- 1 From the Web Access Server home page, select **Administration > User Accounts > Groups**.
- 2 On the Group Administration window, click on the name of the group of which the user is a member, then click **Edit Filter**.

The filter information for the group appears.

- 3 The administrator should now determine if the device is being filtered out and do one of the following:
 - If the device is being filtered out, the administrator should add the device to the user's group. This will enable the user to see the device in reports.
 - If the device is not being filtered out, the administrator should follow the procedure in [No Data for Selected Element on page 29](#).

Device Does Not Support the MIB

If you have executed a Type Discover, and the device was not discovered, the device probably does not support the MIB object you are testing against. Review the release statements for the relevant datapipes to get a list of the MIBs that are supported by the datapipes. Then verify that the device supports at least one of these MIBs.

Next Step

If you have tried all the solutions in this section and the device still does not appear in the report, [Chapter 5, Additional Resources and Problem Reporting](#).

Additional Resources and Problem Reporting

This chapter serves two purposes:

- It points to resources that you can use to attempt to solve problems before calling HP Technical Support.
- It describes the process of requesting assistance from HP Technical Support when you have exhausted the resources provided in this guide.

Additional Resources

This section describes resources that may help you resolve your problem without contacting HP Technical Support.

Documentation

In addition to this guide, the OVPI documentation set includes the following guides:

- *HP OpenView Performance Insight Administration Guide*
- *HP OpenView Performance Insight Guide to Building and Viewing Reports*
- *HP OpenView Performance Insight Installation Guide*

- *HP OpenView Performance Insight Reference Guide*
- *HP OpenView Performance Insight Release Notes*

To view OVPI documentation, go to the Support web site at this URL:

<http://managementsoftware.hp.com/services>

Do the following:

- 1 Click **Product manuals** under the heading “Using our products.”
The Product manuals search window opens. It is located at:
http://ovweb.external.hp.com/lpe/doc_serv/
- 2 In the Product list, click **Performance Insight**.
- 3 In the Version list, click **5.1**.
- 4 In the OS list, click the operating system used.
- 5 Select the Product manual title, and then click **Open** or **Download**.

In addition to customizing existing reports and learning how to create your own reports, you also might want to explore advanced features that allow you to integrate OVPI with other systems and import data from other sources. Procedures for using these more advanced features are found in the following guide: *Performance Insight TEEL Reference Guide*. You can obtain this guide by attending OVPI customer training. For information, call your HP sales representative or go to:

<http://www.hp.com/education/courses/u7380s.html>

Software Support Online

The Management Software Support web page provides a variety of resources, including the following:

- Self-solve knowledge search
- FAQs
- Software patches
- Information about training and education

It also includes a link to the *Software Support Online User's Guide*, which explains how to report a problem online. The guide also explains how to obtain an HP Passport, which is required to access some of the resources on the Support web page.

Patch Web Pages

You can download the latest OVPI-related patches (service packs) from the HP Support web site, as explained in the following procedure.

- 1 Go to the Support web page at this URL:
<http://managementsoftware.hp.com/services>
- 2 Click **Software patches**.
- 3 Do one of the following:
 - For Performance Insight patches, select **Performance Insight** from the product list.
 - For Reporting and Network Solutions (report packs) patches, select **Performance Insight Reporting Solutions** from the product list.

Self-solve Knowledge Search

You can search the HP Software Support knowledge database for information about a problem.

- 1 Go to the OpenView support web page at this URL:
<http://managementsoftware.hp.com/services>
- 2 On the top navigation bar click **Sign-in with HP Passport**.
- 3 Do one of the following:
 - Enter a question, phrase, keyword, or document ID.
 - Click **Advanced Self-solve knowledge search**. (We recommend this option, because it allows you to refine your search.)
- 4 On the Advanced Search window, enter information that enables the utility to search for the precise information you want.
- 5 Click **Search**.

The results depend on the nature of your search. For example, if you selected **Known problems** you would see different information than if you selected **Technical documents**.

Other Tools

OVPI includes a support tool called `selfmonitoring.pl`, which formats the data in some of the log files to make it easier to interpret. The tool queries the OVPI audit and trend logs to produce a readable report about the health of the OVPI server.

You can run this script on any OVPI server that contains trend and/or audit logs. The script is located in the `$DPIPE_HOME/contrib/support` directory on OVPI 5.0 and later systems.

For instructions on using this tool, see the README documentation located in `$DPIPE_HOME\contrib\support\README.pdf`.

Reporting a Problem

If you have not been able to resolve your problem using the information in the preceding chapters or the resources described above, you should contact HP Technical Support. This chapter describes the steps you should perform in order to make a support call or open a case online.

- Gather required information
- Prepare to answer additional questions
- Provide log files
- Contact HP Technical Support

Gather Required Information

Before you contact HP Technical Support, gather the following types of information, which are critical in diagnosing the problem:

- Any changes that occurred before the problem occurred, for example, new software or hardware installed
- Sequence of events that led up to the problem
- Steps already taken to resolve the problem
- OVPI software version (found in `$DPIPE_HOME\data\version.prp`)

- List of OVPI service packs that are installed (found in `$(DPIPE_HOME)\data\version.prp`)
- Operating system type and version running on the machine where OVPI is installed
- Database type (Sybase or Oracle®) and version
- List of installed OVPI report packs and their versions

To determine which report packs are installed, follow these steps:

a Log in to the database.

b Type the following commands:

```
select app_name, install_date, version
from dsi_reporting_apps
where status = 'installed'
go
```

- If the problem is with the Web Access Server, Report Builder, or Report Viewer, and if the problem is reproducible with an `.srep` file, include the `.srep` file. See the information on displaying and saving table data in the *Performance Insight Administration Guide*.

Prepare for Questions

Be prepared to answer the following questions, which the support representative may ask:

- Is this a new installation of OVPI, or have you been running OVPI in a production environment for a period of time?
- Who performed the installation?
- Who are the system and network administrators for the machine where OVPI is installed? (The support representative may need to talk to the system or network administrator to solve some problems.)
- What other programs are running on the OVPI machine?
- Is this a distributed installation?

Provide Log Files

Although HP Support may not require all the log files, it is best to zip (or tar) the entire OVPI logfile directory (`$TREND_LOG` or `$DPIPE_HOME/log/`) and send it with your other problem documentation.



If you use the HP Support web site to open a case, you have the option of uploading log files to an ftp site. The files are then automatically attached to the case.

Contact HP Technical Support

You can report a problem by telephone or on the HP OpenView web site.

Problem Reporting by Telephone

You may use this toll-free telephone number to contact HP Technical Support:

800-633-3600

Problem Reporting on the Web

To report a problem on the HP web site, you must have an HP Passport user ID and password. Follow these steps to report a problem on the web:

- 1 Go to the OpenView support web page at this URL:
<http://managementsoftware.hp.com/services>
- 2 Under Problem Reporting, click **Submit support case**.
- 3 On the HP Passport page, enter your user ID and password and click **Sign-in**.
- 4 Enter the information required to describe the problem, provide contact information, etc.
- 5 Click **Next**.
- 6 Review the summary of the information you entered, then click **Submit Case**.

You will receive a confirmation email message that will specify your support case ID. You can reply to this message if you need to send related files to the support team.

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