

HP Network Node Manager i-Series Software

For the Windows®, HP-UX, Linux, and Solaris operating systems

Software Version: NNMi 8.11

[Online Help: Custom Poller for Operators](#)

Document Release Date: February 2009

Software Release Date: January 2009



PDF Version of NNMi Online Help

This document is a PDF version of the NNMi online help. This PDF file is provided so you can easily print multiple topics from the help information or read the online help in PDF format.

Note: Some topics do not convert properly to PDF format. You may encounter formatting problems or unreadable text in certain document locations. Those problem topics can be successfully printed from within the online help.

Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

For information about third-party license agreements, see the license-agreements directory on the product installation media.

Copyright Notices

© Copyright 2009 Hewlett-Packard Development Company, L.P.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Portions Copyright © 1999-2003 The Apache Software Foundation. All rights reserved.

This product includes ASM Bytecode Manipulation Framework software developed by Institute National de Recherche en Informatique et Automatique (INRIA). Copyright © 2000-2005 INRIA, France Telecom. All Rights Reserved.

This product includes Commons Discovery software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright © 2002-2008 The Apache Software Foundation. All Rights Reserved.

This product includes Netscape JavaScript Browser Detection Library software, Copyright © Netscape Communications 1999-2001

This product includes Xerces-J xml parser software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright © 1999-2002 The Apache Software Foundation. All rights reserved.

This product includes software developed by the Indiana University Extreme! Lab (<http://www.extreme.indiana.edu/>). Xpp-3 Copyright © 2002 Extreme! Lab, Indiana University. All rights reserved.

Trademark Notices

DOM4J® is a registered trademark of MetaStuff, Ltd.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ is a US trademark of Sun Microsystems, Inc.

Oracle® is a registered trademark of Oracle Corporation and/or its affiliates.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Oracle Technology — Notice of Restricted Rights

Programs delivered subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing

restrictions set forth in the applicable Oracle license agreement. Otherwise, programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

For the full Oracle license text, see the license-agreements directory on the NNMi product DVD.

Table of Contents

| | |
|--|-----------|
| PDF Version of NNMi Online Help | 2 |
| Legal Notices | 3 |
| Table of Contents | 5 |
| About Custom Poller | 6 |
| Custom Node Collections View | 7 |
| Custom Polled Instances View | 8 |
| Custom Node Collections Form | 9 |
| Custom Node Collections Form: Status Tab | 10 |
| Custom Node Collections Form: Conclusions Tab | 10 |
| Custom Node Collections Form: Polled Instances Tab | 11 |
| Polled Instance Form | 12 |
| Node Form: Custom Polled Instances Tab | 13 |
| Interpret Custom Poller Incidents | 14 |
| Appendix A: Glossary Terms | 15 |
| Appendix B: Index | 16 |

About Custom Poller

The NNMi Custom Polling feature enables your NNMi administrator to take a proactive approach to network management by gathering additional device information using SNMP MIB variables. For example, an NNMi administrator might want NNMi to monitor the Status of COM (communication) ports on all of your Windows servers.

Using Custom Poller, your NNMi administrator can also configure NNMi to do the following:

- Send incidents when certain MIB values are detected
- Map returned MIB values to States and include these States as part of node Status calculations.

The NNMi Custom Poller feature enables network operators to:

- View the list of topology nodes for which additional information is being polled as well as the name of the associated Policy.
- View the polling results. The first time the results for a specified MIB variable are discovered, the results appear in a Polled Instance object. The Polled Instance object is updated whenever a change in State is detected and includes the most current polled value that caused the State to change.
- View incidents that are generated by Custom Poller for a MIB Poll Variable.

Custom Node Collections View

Tip: Mouse over a column heading for the complete name of a column heading attribute. See "[Custom Node Collections Form](#)" (on page 9) for more details about the attributes that appear in the view's column headings.

The **Custom Node Collections** view in the **Monitoring** workspace is useful for identifying the node objects for which Policies have been created.

For each Custom Node Collection displayed, you can identify a Custom Node Collection's overall Status (for example, **Normal**, **Warning**, **Minor**, **Major**, **Critical**, or **Unknown**), the Name of the associated topology node, the Active State of the Custom Node Collection's Policy (for example, **Active**, **Inactive**, or **Suspended**), the name of the Policy that is applied to the current Custom Node Collection, as well as discovery information regarding the MIB Poll Variable on each node for which you are collecting data, such as Discovery State, the Discovery Time Stamp, and Discovery State Information.

Note the following:

- The Custom Node Collection's Status is the most severe State value returned from the Polled Instances for the Custom Node Collection.
- The Active State for any Custom Node Collection associated with a Not Managed or Out of Service node becomes **Inactive**. NNMi deletes all of the Polled Instances associated with the Not Managed or Out of Service node.

Custom Polled Instances View

Tip: Mouse over a column heading for the complete name of a column heading attribute. See "[Polled Instance Form](#)" (on page 12) for more details about the attributes that appear in the view's column headings.

The Custom Polled Instances view in the **Monitoring** workspace is useful for viewing the polling results for Custom Poller Nodes.

Note: A Custom Poller Node is not the same object as a topology node object in NNMi. A Custom Poller Node is created for each Policy that applies to a topology node. Because you can configure multiple Custom Poller Collections, each with its own set of Custom Poller Policies, each node in your NNMi topology can have multiple Custom Poller Nodes.

The first time the specified MIB Poll Variable for a Custom Poller Collection's Policy is polled, the results appear in a Custom Polled Instance object. The Custom Polled Instance object is updated whenever a change in State is detected and includes the most recent polled value that caused the State to change.

Note: The Active State for any Custom Node Collection associated with a Not Managed or Out of Service node becomes **Inactive**. NNMi deletes all of the Polled Instances associated with the Not Managed or Out of Service node.

For each Custom Polled Instance displayed, you can identify the State of the Custom Polled Instance (for example, **Normal**, **Warning**, **Minor**, **Major**, and **Critical**), the returned value from the MIB Poll Variable that caused the State to change, the MIB Poll Variable instance, name of the topology Node on which the Custom Poller Policy information is being collected, the MIB Poll Variable name, and the date and time the Custom Polled Instance State was last modified.












Custom Node Collections Form

The Custom Node Collections form provides details about the Custom Node Collection you selected from the Monitoring workspace. The following table describes the attributes included on the Custom Node Collection form.

The Custom Node Collections form also provides details about the [Status](#), [Conclusions](#), and [Polled Instances](#) associated with this Custom Poller Node.

For information about each tab:

Basic Attributes

| Attribute | Description |
|----------------------|--|
| Node | <p>Name of the topology node on which the Custom Poller Policy information is being collected. This is the current value in the NNMi database for the Name attribute of the node. The value could be a DNS name, a MIB II sysName, or an address (depending on how your NNMi administrator configured the discovery process).</p> <p>Click the  Lookup icon and select  Quick View or  Open to display more information about the node.</p> |
| Active State | <p>Specifies the Active State for the associated Policy. Possible values are:</p> <p>Active - Indicates the Custom Poller Policy is in use.</p> <p>Inactive - Indicates the Custom Poller Policy is not in use. NNMi removes all Polled Instances associated with the Policy.</p> <p>Suspended - Indicates the Custom Poller Policy is temporarily disabled. NNMi suspends polling and retains the most recent State value from before the Policy was suspended.</p> |
| Status | <p>The most severe State value returned from the Custom Poller Polled Instances for this Custom Node Collection.</p> <p>Possible values are:</p> <ul style="list-style-type: none">  Normal  Warning  Minor  Major  Critical |
| Policy | <p>A Policy specifies the Node Group and Polling Interval that NNMi should use when polling the results of the MIB Poll Variable configured for the current Custom Poller Collection.</p> <p>Click the  Lookup icon and select  Quick View or  Open to display more information about the current Custom Poller Node's Policy.</p> |
| Discovery State | Indicates the progression of discovery of the MIB Poll Variable objects for which you are collecting information. |
| Discovery Time Stamp | Indicates when the Discovery State value was last modified. |






| Attribute | Description |
|-----------------------|--|
| Discovery Information | Indicates any problems that have contributed to the Discovery State. |

Custom Node Collections Form: Status Tab


The "[Custom Node Collections Form](#)" (on page 9) provides details about the selected Custom Node Collection.

For information about each tab:

Overall Status

| Attribute | Description |
|----------------------|---|
| Status | <p>The most severe State value returned from the Custom Poller Polled Instances for this Custom Poller Node.</p> <p>Possible values are:</p> <ul style="list-style-type: none"> Normal Warning Minor Major Critical |
| Status Last Modified | Date and time indicating when the Status last changed. |

Status History Table


| Attribute | Description |
|----------------|--|
| Status History | <p>List of up to the last five changes in status for the selected Custom Poller Node. This view is useful for obtaining a quick summary of the Custom Poller Node Status so that you can better determine any patterns in node behavior and activity.</p> <p>Click the  Open icon to view more information about a specific Status.</p> |

Custom Node Collections Form: Conclusions Tab

Tip: The "[Custom Node Collections Form](#)" (on page 9) provides details about the selected Custom Node Collection.

For information about each tab:

Outstanding Status Conclusions Table






| Attribute | Description |
|--------------------------------|--|
| Outstanding Status Conclusions | <p>The dynamically generated list of summary statuses of the Custom Poller Node at points in time that contributed to the current overall Status of the selected Custom Poller Node.</p> <p>Each conclusion listed is still outstanding and applies to the current overall Status.</p> <p>This view is useful for obtaining a quick summary of the Status and problem description that led up to the Custom Poller Node's most current Status.</p> <p>The Status value is correlated based on the most critical outstanding conclusions. Click the  Open icon to view more information about a specific conclusion.</p> |

Custom Node Collections Form: Polled Instances Tab

Tip: The "[Custom Node Collections Form](#)" (on page 9) provides details about the selected Custom Node Collection.

For information about each tab:









Polled Instance Table

| Attribute | Description |
|-------------------------|--|
| State | <p>The State of the Polled Instance. This value is determined by any Thresholds or Comparison Maps configured for the current Custom Poller Collection's MIB Poll Variable.</p> <p>2. Possible values are:</p> <ul style="list-style-type: none">  Normal  Warning  Minor  Major  Critical |
| Last State Change Value | The returned value from the MIB Poll Variable that most recently caused the State to change. |
| MIB Instance | This attribute contains the instance value for the MIB Poll Variable. Each instance value identifies a row in the MIB table. |
| MIB Poll Variable | The MIB variable that NNMi polls according to configuration settings. |
| State Last Modified | The date and time the Polled Instance State was last modified. |

Polled Instance Form

The Custom Polled Instance form provides details about the Custom Polled Instance you selected from the **Monitoring** workspace. The following table describes the attributes included on the Polled Instance form.

Basic Attributes






| Attribute | Description |
|-------------------------|---|
| Node | <p>Name of the topology node on which the Custom Poller Policy information is being collected. This is the current value in the NNMi database for the Name attribute of the node. The value could be a DNS name, a MIB II sysName, or an address (depending on how your NNMi administrator configured the discovery process).</p> <p>Click the  Lookup icon and select  Quick View or  Open to display more information about the topology node.</p> |
| State | <p>The State of the Polled Instance. This value is determined by any Thresholds or Comparison Maps configured for the current Custom Poller Collection's MIB Poll Variable.</p> <p>Possible values are:</p> <ul style="list-style-type: none">  Normal  Warning  Minor  Major  Critical <p>Note: The most severe State value returned from the Polled Instances for a Custom Node Collection becomes the Custom Node Collection Status.</p> |
| MIB Poll Variable | The MIB variable that NNMi polls according to configuration settings. |
| MIB Instance | This attribute contains the instance value for the MIB Poll Variable. Each instance value identifies a row in the MIB table. |
| Last State Change Value | The returned value from the MIB Poll Variable that most recently caused the State to change. |
| State Last Modified | The date and time the Polled Instance was last modified. |

Node Form: Custom Polled Instances Tab

Tip: The "[Polled Instance Form](#)" (on page 12) provides details about the selected Polled Instance.

For information about each tab:

Basics Attributes

| Attribute | Description |
|-------------------------|--|
| Node | Name of the topology node on which the Custom Poller Policy information is being collected. This is the current value in the NNMi database for the Name attribute of the node. The value could be a DNS name, a MIB II sysName, or an address (depending on how your NNMi administrator configured the discovery process). |
| State | <p>The State of the Custom Poller Polled Instance. This value is determined by any Thresholds or Comparison Maps configured for the current Custom Poller Collection's MIB Poll Variable.</p> <p>Possible values are:</p> <ul style="list-style-type: none">  Normal  Warning  Minor  Major  Critical <p>Note: The most severe State value returned from the Polled Instances for a Custom Poller Node becomes the Custom Poller Node Status.</p> |
| MIB Poll Variable | The MIB variable that NNMi polls according to configuration settings. |
| MIB Instance | This attribute contains the instance value for the MIB Poll Variable. Each instance value identifies a row in the MIB table. |
| Last State Change Value | The returned value from the MIB Poll Variable that caused the State to change. |
| State Last Modified | The date and time the Custom Poller Polled Instance was last modified. |

Interpret Custom Poller Incidents

Custom Poller incidents can be generated when your NNMi administrator has configured one or more Custom Poller Collections that specify MIB variables whose values NNMi should poll at regular intervals. When configuring a Custom Collection, your NNMi administrator must have specified that NNMi should generate Custom Polling Policy incidents.

A Custom Poller incident indicates the MIB Poll variable returned a value that is mapped to a particular State that causes NNMi to generate an incident.

A Custom Poller incident identifies the MIB variable whose threshold was reached or whose value is mapped to a particular State. It also identifies the associated Custom PollerPolicy and Collection.

A Custom Poller incident Family is **Custom Poller** and the Category is **Performance**.


Each Custom Poller incident appears in the following format:

```
<Policy_Name/Collection_Name> for variable <Name> (<variable_OID>) is in the  
<State> State
```

For example:

```
Windows Node Group/Disk Status for variable hrDev-  
iceStatus(.1.3.6.1.2.1.25.3.2.1.5) is in the CRITICAL State
```

To view more details regarding Custom Pollerattributes related to the incident:

1. Click the  Open icon to view the Incident form.
2. Navigate to the **Custom Attributes** tab.

See [Incident Form](#) for more information.

Related Topics

["Custom Node Collections Form: Status Tab" \(on page 10\)](#)

["Custom Node Collections Form: Conclusions Tab" \(on page 10\)](#)

["Custom Polled Instances View" \(on page 8\)](#)

Appendix A: Glossary Terms

Appendix B: Index

| A | |
|---|----|
| Active State for Custom Poller Policies | 9 |
| <hr/> | |
| attribute values | |
| Node form | 13 |

| C | |
|--------------------------------------|----|
| Conclusions tab | |
| for the Custom Node Collections form | 10 |
| Custom Node Collections form | 9 |
| Conclusions tab | 10 |
| Polled Instances tab | 11 |
| Status tab | 10 |
| Custom Node Collections view | 7 |
| Custom Polled Instance form | 12 |
| Custom Polled Instances tab | |
| for the Node form | 13 |
| Custom Polled Instances view | 8 |
| Custom Poller | |
| Custom Node Collections form | 9 |
| Conclusions tab | 10 |
| Polled Instances tab | 11 |
| Status tab | 10 |
| Custom Node Collections view | 7 |
| Custom Polled Instances tab | |
| on the Node form | 13 |
| Custom Polled Instances view | 8 |
| interpret incidents | 14 |
| introduction for Operators | 6 |
| Polled Instance form | 12 |
| Polled Instance view | 8 |
| Custom Polling incidents | 14 |

| F | |
|-------------------------|----|
| forms | |
| Custom Node Collections | 9 |
| Custom Polled Instance | 12 |
| Node | 13 |
| Polled Instance | 12 |

| I | |
|---|---|
| introduction to Custom Poller for Operators | 6 |

| M | |
|-------------------------|---|
| monitoring views | |
| Custom Node Collections | 7 |
| Custom Polled Instances | 8 |

| N | |
|-----------------------------|----|
| Node form | |
| Custom Polled Instances tab | 13 |
| Registration tab | 13 |

| P | |
|--------------------------------------|----|
| Polled Instance form | 12 |
| Polled Instances tab | |
| for the Custom Node Collections form | 11 |

| R | |
|------------------|----|
| Registration tab | |
| Node form | 13 |

| S | |
|--------------------------------------|----|
| Status tab | |
| for the Custom Node Collections form | 10 |

T

tabs

| | |
|-------------------------|----|
| Conclusions | 10 |
| Custom Polled Instances | 13 |
| Polled Instances | 11 |
| Registration | 13 |
| Status | 10 |
| troubleshooting | |
| nodes | 13 |

V

views

| | |
|-------------------------|---|
| Custom Node Collections | 7 |
| Custom Polled Instances | 8 |