HP OpenView Network Diagnosis Add-On Module

A.01.64

Software Release Notes

HP-UX and Sun Solaris

Manufacturing Part Number: None
Version A.01.64
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Legal Notices

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WHAT'S NEW:

- Support for DCE Agents on OVO8.0 Management Server

FUNCTIONALITY:

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

NDAOM reports network statistics, network status and performance data and is achieved in conjuction with HP OpenView Reporter (OVR).

Network integration is based on level-three device information with further details being derived from health utilities such as Trace Route.
In order to use NDAOM's features, install the Problem Diagnosis Probe or Server on a node of your choice before installing NDAOM. Refer to the documentation accompanying the Problem Diagnosis product.

Refer to the User's Guide (usersguide.pdf) for instructions on how to install, configure and use the NDAOM. Note that, usersguide shipped for this release is has not been updated. The updated user’s guide will be available with latter submittals.

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

Known Problems & Solutions:

Problem 1:

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

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

Solution: In this case, run as root the:

/opt/OV/ndaom/bin/ovnwlinkmon –unlock

command to release the database.

There is no need to do this on managed nodes. This is handled automatically by the ovnwmonitor executable.

Problem 2:

Since the ovnwlinkmon GUI is an Applet, at times when network traffic is high, the time taken for deploying/removing subagent to the nodes may be high. So it's recommended that, you wait till **deploy** or **remove** operation is complete. Sometimes when network is slow the Applet may fail connecting to the server.

Solution: Restart the ovnwlinkmon GUI

Problem 3:

The browser crashes after executing the application **Show PD GUI** or **Show NetworkPath**.

Solution: Install the Java Plug-Ins version 1.2.2.7 or latter on the system where the OVO Console is installed.

Problem 4:

The monitors NDAOM_Vitalfiles_Ux and NDAOM_Logfiles_Ux, when deployed to a Windows managed node may generate warning messages. These monitors are not meant to be deployed to Windows nodes, since the **ovnwlinkmon –deploy** command takes care of distributing the necessary templates to Unix or Windows nodes.

Solution:

If you see any warning messages due to the above two monitors, just disable them on the Windows node using the command,

opctemplate -d NDAOM_Vitalfiles_Ux
opctemplate -d NDAOM_Logfiles_Ux

The same scenario hold good for Windows specific templates on Unix managed nodes (NDAOM_Vitalfiles_Ux & NDAM_Logfiles_Win)

Related Products

Problem 1:

The opcagt -status -id -9 command reports that the NetPath Probe is not running even though it is running correctly.

Solution:
You can check if the NetPath Probe is running with the following command: telnet <fully qualified managed node hostname> 9876. If this command is successful, the NetPath Probe is running.

Problem 2:

The Netpath Probe may take on an inconsistent state if it is stopped abruptly. This creates communication problems between the NDAOM subagent processes and the Netpath Probe which results in frequent generation of xml.err.* files.

Solution:

1. Stop the Netpath Probe by executing **Stop Probing** application from the NDAOM application group.
2. Clean up the Netpath Probe data directory by executing the **Cleanup** application from the NDAOM-Admin application group.
3. Restart the Netpath Probe by executing **Start Probing** application from the NDAOM application group.

Problem 3:

If one or more configured destinations become unreachable for an extended amount of time, the NetPath probe will begin to accumulate threads and slow dramatically. The probe may become unresponsive and the log file will begin to fill with messages similar to:

October 30, 2002 3:54:15 PM CET : (NPProbe) :
WARNING : (NPRunProgram) failed to run
"/opt/OV/pd/netpath/bin/netpath -l2 -q 5 -w 2
nodename.hp.com". Memory = 2,041,488:65,404,928

Solution:
If the probe reaches this state, you must stop and restart the probe. Netpath Probe log file is found at the following address on managed nodes:

Unix: /opt/OV/pd/netpath/log/npprobe.log

Windows: C:\Program Files\HP\OpenView\pd\netpath\log\npprobe.log

How long a destination is unreachable before this problem occurs is dependent upon the number of destinations and the intervals. The options to prevent this from occurring are:

- If it is known that a destination will be unreachable for more than a few hours, then disable the destination by setting the interval to zero. The destination can be re-enabled by setting the interval back to the desired value.

- Increase the interval. The problem is typically seen with short intervals such as one minute. Setting the interval to 5 minutes or more can resolve the problem.

- If you are still seeing the problem, make sure you are running on the latest JAVA JRE or JDK. If your system is swapping a great deal, you may need more physical memory to prevent this problem from occurring.