

CA Network Flow Analysis (NFA) Office Hours – May 19, 2015

Melanie Giuliani to Everyone: Hi everyone - thank you for joining! We'll be getting started at around 10am ET.

Aditya Kumar to Everyone: Is there any dial in number for this

Melanie Giuliani to Everyone: @Aditya - this is a chat-only session, so we'll be answering your questions right here in the chat box.

Aditya Kumar to Everyone: thanks much Melanie :)

Melanie Giuliani to Everyone: Alright - let's get started! Please start typing your questions in the chat box!

Mark to Everyone: When is the next release of NFA?

Martin Kowalewski to Everyone: @Mark - The next release of NFA will be 9.3.2 and available at the end of July

Aditya Kumar to Everyone: How would you recommend to have best practice to ensure all your interfaces are enabled and flowing properly when you have 10 Harvester and 5 DSA's to manage?

Stuart Weenig to Everyone: @Martin: are there any plans for an online backup solution since dbtools won't work on the newest version?

Christopher Walsh to Everyone: @Aditya - best way would be to look at the enable interfaces screen of NFA. Starting with NFA 9.3.0 the color code status to reflect whether or not an interface is receiving flow

Aditya Kumar to Everyone: @Chris - yeah now I have 9.3.1 in all of my Harvesters, color code, you mean Red & Orange?

Christopher Walsh to Everyone: @Aditya - yes Red, Yellow, and Green

Martin Kowalewski to Everyone: @Stuart - Yes we are planning on distributing a backup solution with NFA. We are working through the licensing / contracts currently and as soon as that is worked out we will include it as add on pending where we are in the release schedule.

Mark to Everyone: How can we determine if a Harvester has reached capacity and a new Harvester needs to be added?

Christopher Walsh to Everyone: @aditya - you can also use the queries I have provided you in other support cases to find interfaces that are enabled but have not seen flow in x number of minutes

Aditya Kumar to Everyone: @Chris - yeah, I am using that, have created couple of batch files and running it regularly, that was awesome I must say, :)

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Aditya Kumar to Everyone: I have posted this question in Community as well unfortunately didnt get any response, so asking once again, Can we put WEB portal log on page of Netvoyant & NFA into maintenance mode? <https://communities.ca.com/thread/241731664>

Aditya Kumar to Everyone: Whenever we have NetVoyant and NFA not available for some reason (say to apply MS patch in servers) then during the time whenever a user trying to access web GUI then it should give messege as NetVoyant is undergoing maintenance, try after 30 minutes.

Is something that possible?

Martin Kowalewski to Everyone: @Aditya I am evaluating this and once I finish the evaluation i will update the idea.

Stuart Weenig to Everyone: @Aditya, sounds like you could use a DNS entry to point to a temporary web page while the maintenance is going on. If the web site is down, how would the maintenance page get served up? Best to show maintenance on a separate web page.

Christopher Walsh to Everyone: @aditya - you may want to submit that post as an Idea as well as a post since it would be an Enhancement

Stuart Weenig to Everyone: @Aditya, it would be pretty easy to modify the default page for the redirector to point to a different URL during the maintenance. The redirector handles sending users to the right sub-path if the URL goes to the root.

Martin Kowalewski to Everyone: @Mark Re: Harvester performance - We will be including harvester reporting i.e. flows per min, errors, etc in the NFA UI in the next release 9.3.2. This will remove the need to parse the log file and store it in another Db.

Stuart Weenig to Everyone: Thanks @Martin. Hoping you used some of my reporting as an example of what we'd be looking for.

Aditya Kumar to Everyone: Hi @Stuart, I am unable to follow you correctly :(

massoud shamsian to Everyone: with 9.3.1 (NFA no longer requires a portal for operation) does this mean we no longer need a separate server CAPC/NPC and all the basic functionality of user authentication etc. is built into NFA 9.3.1?

Kevin Cashman to Everyone: I would like to see the ability to drill into Qos reports from conversation pairs. I beleive you can do this from a protocol view but not from conversation pairs.

Martin Kowalewski to Everyone: @Stuart - yes we took your example into consideration.

Stuart Weenig to Everyone: @Aditya. The root directory under iis goes to a redirector. That redirector contains some pretty simple code to send the user to the proper sub-url (i.e. /netvoyant instead of /). It would be pretty easy to modify that.

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Aditya Kumar to Everyone: @Stuart - gotcha, can we inbuilt this in NFA or NetVoyant?

Stuart Weenig to Everyone: @Martin, great. I'd love to take a peek at what you have and give you feedback.

Justin Signa to Everyone: @Massoud, you are correct. NPC/CAPC is no longer needed with NFA. NPC/CAPC does seem to be more robust when it comes to group rules though. However LDAP/SSO/Users/Roles can all be configured directly in NFA now.

Stuart Weenig to Everyone: @Aditya, it's already in NV. I'd have to look at NFA.

Martin Kowalewski to Everyone: @Stuart - When we get closer, I will reach out.

Morongwa to Everyone: We have NFA 9.3 installed, after we upgraded, couple of interfaces stops showing data, but when you check on the devices, it shows that the int are exporting data and on NFA it is the current time to show the flows are received, to get NFA report data again we disable the interfaces and enable them back again, data then start showing after 15 min

johan to Everyone: What is the best path to migrate from RA 9.0.161 (Windows 2003) to NFA 9.3.1 (Windows 2008)

Justin Signa to Everyone: @Morongwa can you please open a support ticket for that?

massoud shamsian to Everyone: Is NAST V13 compatible with 9.3.1?

Martin Kowalewski to Everyone: @Kevin - For QoS Drill changes, can you please open an Idea in the forum.

Eduardo Rodrigues to Everyone: Is there integration of NFA with CA UIM?

Stuart Weenig to Everyone: @Johan, I'd upgrade to the most recent version compatible with 2003. Then install that version on 2008 (separate box). Then proceed to upgrade the 2008 to the current version.

Mark to Everyone: @Martin - thank you

Christopher Walsh to Everyone: @johan we would recommend you first migrate your 9.0.161 installation to a 2008 server, then upgrade to 9.1.4 and then to 9.3.1. If you would like to post on the communities we can provide links to the upgrade guides and more tips on upgrading

Justin Signa to Everyone: @Massoud NASTv13 is not compatible however as Martin mentioned above they are working on building some of that functionality into the next release.

Martin Kowalewski to Everyone: @Eduardo - With Release 9.3.1 we have our 1st phase of integration into UIM. Please see take a look at the 9.3.1 release notes on wikli.ca.com for further details on the uim integration.

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Christopher Walsh to Everyone: @eduardo Yes! 9.3.1 now has an integration with UIM 8.2

Morongwa to Everyone: @Justin - We have a support ticket, thought might get quick solution. thank you

Christopher Walsh to Everyone: @all - Here is the link to the NFA/UIM Integration documentation <https://wiki.ca.com/display/NFA931/Integrating>

Eduardo Rodrigues to Everyone: @Chris @Martin, Tks

Justin Signa to Everyone: @Morongwa Can you send us the ticket number?

Lee Lee to Everyone: What happens to the NFA groups that are created in CAPC when we upgrade from 9.3 to 9.3.1?

johan to Everyone: @Christopher / Stuart - Thanks Will upgrading to 9.1.4 on 2008 and then upgrade to 9.3.1.

Justin Signa to Everyone: @Lee as long as you do not remove NFA as a CAPC datasource there will be no effect on NFA groups.

Lee Lee to Everyone: @Justin - Thanks

Kevin Cashman to Everyone: @Martin - Sure.

Morongwa to Everyone: @Justin - Ticket Number# xxxxxxxxx

Justin Signa to Everyone: @Morongwa thank you, I will review this and consult with the engineer.

Bob to Everyone: will Full IPv6 support for protocols and conversation be coming soon

Stuart Weenig to Everyone: @Martin, will the additional views (based on my report) be available without CAPC? We've dropped CAPC and are using NPC.

Christopher Walsh to Everyone: @johan the biggest tip we can give you for the upgrades is backup all of your databases before starting in case you run into any problems during the upgrade. Also there is a thread on the communities on upgrade path, it needs to be updated for 9.3.1 but provides the links to all of the previous upgrade guides <https://communities.ca.com/docs/DOC-231150606>

Morongwa to Everyone: @Justin - Thanks

Martin Kowalewski to Everyone: @bob yes, please stay tuned for more detail on IPv6. We are currently developing a detailed plan for delivering IPv6 reporting which we expect to be delivered in the next couple of quarters, excluding the current quarter.

Martin Kowalewski to Everyone: @Stuart - the new harvester reporting views will NOT be in CAPC or NPC, they will be native in the NFA UI.

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massoud shamsian to Everyone: Has the licensing model for "Aggregation Interfaces" in 9.3.1 changed? i.e. are these still counted as a sperate license despite being counted under the individual devices?

Bob to Everyone: @Martin, thank you

Justin Signa to Everyone: @Morongwa can you confirm this is the right issue number? It is not showing up.

Stuart Weenig to Everyone: Will there be any way to export them (like the "generate url" option in PC)?

Martin Kowalewski to Everyone: @Stuart - potentially, once the team gets further in dev I will follow-up

Lee Lee to Everyone: In the Address-Hostname Configurations, what is the difference between deleting the addresses and expiring them?

Kevin Cashman to Everyone: during several upgrade the upgrade get hung up on the simple step of creating some of the windows services. This is frustrating. to get around it we had to kill CMD and let the install continue. Then for the DSA upgrade for example I had to export the pump service from regedit on my dev box and import it into my prod box. This also happend when upgrading one of my harvesters. Thanks to Justin for helping me through this the first time. Had I paniced and killed the install I would have had to recover from backups.

Christopher Walsh to Everyone: @massoud NFA no longer restricts how many interfaces you can monitor based on your license please see this document <https://communities.ca.com/docs/DOC-231150685> and if you have questions about how many licenses you can use please consult with your CA Account team

Morongwa to Everyone: @Justin - yes, that was the right number Ref#000939666

Christopher Walsh to Everyone: @lee deleting the the address will remove it completely from NFA where expiring it will keep it in NFA with the existing host name

Justin Signa to Everyone: @Kevin Thank you for the feedback! The good news is that the 9.1.3 upgrade should be smooth and as we work with Development going into the future it should get even better. Upgrade issues is a major concern for us.

Justin Signa to Everyone: @Kevin I meant to say 9.3.1 release

Stuart Weenig to Everyone: @Christopher - Deleting will cause that address to be treated as new the next time it is seen. Expring it will cause NFA to retry resolving it during the next cycle. Expring the address will not keep it with the same name. It will cause NFA to try to re-resolve the address. If you want the address to maintain the current name forever, you need to set the Hostname resolution to "Do not perform DNS name resolution"

Christopher Walsh to Everyone: @lee here is document that better explains how DNS resolution works in NFA <https://communities.ca.com/docs/DOC-231151710>

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Lee Lee to Everyone: @Christopher, thanks. I will read the document offline.

Stuart Weenig to Everyone: That document doesn't do a good job of explaining how expiration works.

Christopher Walsh to Everyone: @stuart correct, it will keep the same name until the next dns lookup takes place

Lee Lee to Everyone: @Stuart, I am not trying to keep the same name. Instead, I have a problem of old DNS names mapped to client IP addresses.

Stuart Weenig to Everyone: @Lee - In that case, deleting or expiring would effectively do the same thing. Deleting it is overkill though. Expiration would work fine. I would recommend adjusting the auto resolution settings so that the addresses expire regularly, causing them to get reresolved. If the addresses table maintained a history of the names resolved to the address, then delete and expire would have major differences.

Stuart Weenig to Everyone: I've asked for that. @Martin, any thoughts on implementing something like that?

Christopher Walsh to Everyone: @lee if they are not resolving you can check the Reporter\logs\ManagerServiceDNS logs and see if there are any errors

Lee Lee to Everyone: @Stuart. What would you recommend the expiration period be? I am tempted to set it to 1 day, but would that cause a high DNS lookup load

Martin Kowalewski to Everyone: @Stuart I will take a look.

Stuart Weenig to Everyone: @Lee - The most common reason i've seen for addresses not showing the current name is that the auto-resolve settings are set to never expire. That means whatever name was tied to that IP when it was first loaded is the one that will display forever.

Christopher Walsh to Everyone: @lee this may help if things are not working well
<https://communities.ca.com/docs/DOC-231149630>

Stuart Weenig to Everyone: @Lee - Auto expiration without a history table is problematic. Essentially, it's a cached version of DNS. but if you keep the cache up to date, then the person who owns the ip address today might not be the same person that owned it 3 months ago (the time period you're looking at. if the cache is out of date, it's out of date.

Lee Lee to Everyone: @Stuart. Yes, exactly.

Stuart Weenig to Everyone: @ Lee - that's where a history table would help. NFA could display the IP address and any and all FQDNs that were associated with it during the timeframe that the report encompasses.

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Stuart Weenig to Everyone: without the history table, you have two scenarios:

1) either your addresses are up to date and you'll have to keep in mind that older reports may indicate the FQDN of the person who owns the IP today and not who owned it during the timeframe the report covers

or 2) your addresses are stale

Stuart Weenig to Everyone: finding my idea now...

Stuart Weenig to Everyone: <https://communities.ca.com/ideas/103660522> It only has 3 votes. Please people, look at the idea and vote it up unless you're dead set against it.

Melanie Giuliani to Everyone: Hi all - we have 20 minutes left in this session. Be sure to get your last minute questions in now!

Lee Lee to Everyone: @Stuart Thanks!

Lee Lee to Everyone: Are time filters when applied to a report wrt to the user account's timezone?

Stuart Weenig to Everyone: @Martin, want to talk about upgrade path from 3-tier to 2-tier?

Christopher Walsh to Everyone: @lee not automatically, but you can apply filters that you create on the Admin page

Martin Kowalewski to Everyone: @Stuart lets setup a session to discuss, nothing planned to address that.

Stuart Weenig to Everyone: @Lee - If i'm not mistaken, time filters are in the default time zone

Lee Lee to Everyone: @Stuart - of the server

Stuart Weenig to Everyone: @Lee - ah, that's right. i remember something wierd about that

Stuart Weenig to Everyone: anyone from CA going to chime in?

Lee Lee to Everyone: My server is set to GMT 0, but my user account is GMT +8. So it gets confusing

Stuart Weenig to Everyone: @Lee - It would probably be good to submit an idea for adhoc time filters. Something the user can apply in the timeframe dialog box, that is relative to the user's time zone.

Lee Lee to Everyone: I would love to be able to specify timezone in the reports, like in ehealth

Stuart Weenig to Everyone: @Lee - timezone or time filter?

Martin Kowalewski to Everyone: @Everyone - Yes please submit an idea on that

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Lee Lee to Everyone: @Stuart – both timezone and time filter

Stuart Weenig to Everyone: @Lee, please submit an idea for that. mention me (@sweenig) in a comment on the idea and i'll vote it up

Lee Lee to Everyone: @Martin @Stuart Will do. Thanks!

Bob to Everyone: @everyone, I just found recently that the Timeframe in the report is related to when the report ran, it has no relation to the time filter that was selected.

Stuart Weenig to Everyone: @Bob - correct, if the reporting period is a duration.

Melissa Potvin to Everyone: @Lee + to benefit others: ideas should get entered here:
<https://communities.ca.com/community/ca-infrastructure-management>

Stuart Weenig to Everyone: @Bob - if 'start & end' is selected, that time is used. can't remember which time zone it would use though

Lee Lee to Everyone: @Melissa Noted. Thanks

Nora to Everyone: IS the 9.1.3 version can use the NQbackup tool ?

Stuart Weenig to Everyone: @Nora - no

Christopher Walsh to Everyone: @nora no NQbackup Tool

Stuart Weenig to Everyone: @Nora - nqbackup was written by me. not ca

Nora to Everyone: @Stuart - haha

Stuart Weenig to Everyone: @Nora - oh, sorry. i saw 9.3.1 when you put 9.1.3

Nora to Everyone: @Stuart - So how to backup auto ??

Stuart Weenig to Everyone: @Nora - yes, it will work with dbtoolv3 and 9.1.3

Nora to Everyone:@Stuart - 9.3.1 ..

Amruth to Everyone: there is no provision for Online backup in 9.3 yet

Stuart Weenig to Everyone: @Nora - dbtoolv3 was written by a guy in CA support. it isn't supported by ca either.

Amruth to Everyone: any update for Online backup?

Stuart Weenig to Everyone: @Amruth - there never has been an online backup utility supported by ca

Nora to Everyone: @Stuart - oh ...

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Christopher Walsh to Everyone: @Nora we have an open idea on this <https://communities.ca.com/ideas/103045102>

Stuart Weenig to Everyone: @Amruth - martin said earlier that they're looking into building an online backup option in a future version

Amruth to Everyone: Ok.thanks for sharing update @Stuart

Stuart Weenig to Everyone: so, you're good for 9.1.3. 9.1.4 probably also works. 9.3 definitely doesn't work

Martin Kowalewski to Everyone: @nora - we will be including a backup utility with NFA in a future release. We are going through contracts so we can distribute it. Once contracts are completed we will provide as a downloadable option then include it in the product. It all depends on the time frame that the contracts get completed.

Stuart Weenig to Everyone: because dbtoolv3 doesn't work

Nora to Everyone: @Martin - OK thx

Stuart Weenig to Everyone: once they release something, i'll look to see if it needs to be built into nqbackup. nqbackup may no longer be necessary depending on how they implement it

Melanie Giuliani to Everyone: Alright - that's it for today! Thanks everyone for joining! Keep an eye out for the transcript, which will be posted to the Infrastructure Management community.

Lee Lee to Everyone: Thanks!

Christopher Walsh to Everyone: Thanks everyone

Martin Kowalewski to Everyone: Thanks everyone!

Justin Signa to Everyone: Thank you!