

Office Hours Transcript – CA Service Operations Insight - April 21, 2015

Melanie Giuliani to Everyone: Hi Everyone - thank you for joining our Office Hours session! We will be getting started in a few minutes.

Melanie Giuliani to Everyone: Alright, let's get started! Please start typing your questions into the chat box. Don't forget to use the @ symbol when replying!

Melanie Giuliani to Everyone: Don't be shy! Our experts are standing by to answer your questions!

Pete Rees-Hopkins to Everyone: You may have seen the topics in the community relating to the creation of services, relationships and CIs using a combination of Excel and the packaged batch files provided in SOI. What are the feelings from the CA team and is there likely to be consideration given for implementing something within SOI to enable this to be done more seamlessly?

Δαλιέζ Βζαηςς to Everyone: Hello UIM Connector question: when the UIM Database goes offline, why does the connector also go offline? UIM has the ability to continue to process alarms so the connector should still be able to subscribe to the Catalyst Queue and process new alerts. We noticed that when the UIM DB is cycled or down for patches it brings down the UIM connector.

Brian Carb to Everyone: Question about self tuning - soi grows bigger and bigger . i know there were some enhancements to allow you to run some toolbox functions without stopping the services. Are there any plans to put some of these self-tuning parametres in the gui?

Paimon Sorornejad to Everyone: @Brian - CU1 allows you to run a good set of maintenance functions in the toolbox without stopping services

Δαλιέζ Βζαηςς to Everyone: This then stops UIM alerts hitting the SOI console which bring our NOC's ability to handle Nimsoft\UIM alert to a halt. The only reason the UIM connector hits the UIM DB is to check if new robots are created from what I see in the log files.

Rick Williams to Everyone: Good morning, all! I'd like to bring up the subject of Event Enrichment Policies. We are beginning to use this feature and plan to have several enrichment policies active. Some are simple 'map enrichments' and some are 'script enrichments'. What I'm finding is that I sometimes need to enable 'reevaluate' to get multiple policies to 'fire' or 'execute'. The trouble is to know which because it seems the order of execution cannot be determined. What suggestions or best practices would you recommend?

Brian Carb to Everyone: Re the self-tuning - other products (eg Spectrum) have facilities within the GUI to schedule regular backups, limit sizing, etc. That's where I was heading with that question.

Rajat Bhardwaj to Everyone: @Brian - The enhancements for the soi toolbox to work without stopping the SOI services are under consideration. Rajat

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Kiet Luong to Everyone: @Dan, Please open an issue for this and we will look into it

Paimon Sorornejad to Everyone: We need stronger backup features in SOI. Spectrum has these features built in (i.e. spectroserver backups), but SOI seems to be lacking. We need to be able to export services, export alert queues, directly from the GUI / Import as well

Pete Rees-Hopkins to Everyone: @Rajat, I think the question was at least partly referring to having the commands in the GUI?

Rick Williams to Everyone: We concur with Brian. We don't want to 'manually run' toolbox jobs but would rather have this clean up automated.

Δαλίéz Βζαηςσ to Everyone: Q#2: Is it possible to populate the LOCATION property on the Information Tab on each CI from retrieving values from say the Spectrum policy?

Brahma Addepalli to Everyone: @Pete...regarding Creating services...Yes the provided Excel procedure is really nice. We will test this in-house and provide our feedback soon. It is better to raise enhancement request so that the product management team to consider to have this feature in the future release

Madelaine Engelbrecht to Everyone: Is there a plan in the 'pipeline' to replace the reporting mechanism for SOI ? I prefer to stay away from that 'monster', but the need for reporting is now more critical than it used to be, so I HAVE to make it work... :-{

Joe Poutre to Everyone: Agree with @Paimon about the backups.

Kiet Luong to Everyone: @Paimon, Please open an enhancement and SOI dev will review it

Paimon Sorornejad to Everyone: Kiet, you know me, enhancement is already out there :p

Δαλίéz Βζαηςσ to Everyone: +1 to the SOI Maintenance plans should be built into the product and ability to set it on a schedule basis.

Brian Carb to Everyone: We definitely agree that more import/export/backup is required. The webServices commands work somewhat - but they are incomplete (missing webservices for customers, alert actions, etc)

Christo Burger to Everyone: I have several customers using UIM with MySQL backend, the current connector, it seems, provide only support for MSSQL and Oracle. Is there a way around this or will this requirement be supported in the future?

Δαλίéz Βζαηςσ to Everyone: +1 Madelaine, SOI Reporting needs to be re-architected, re-done. It never worked as well in our environment.

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Brian Carb to Everyone: Question about connector pointing to various SOIs. We regularly use a single netqos - and point it to multiple SOI installations... but we cannot do this with SCOM. It would be nice to have a consistent architecture : -)

Rajat Bhardwaj to Everyone: @Madelaine - It would be useful for us to know what problems you are facing with the current reports. In the near future we plan to upgrade reports with a higher / advanced version. Rajat

Madelaine Engelbrecht to Everyone: Rajat. Will log a support call in the morning.

Sergio to Everyone: I have the same problem as @Brian but with UIM connector

Δαλιέζ Βζαης to Everyone: Suggestion\Idea: Please add the ability to show different columns when different Queues are selected. My IDEA is posted and asking this b/c we have Network alerts Queue (Spectrum Connector) and System Queue with Nimsoft Alerts. I populate different UA1 Columns with data but when we swithc to the different queue, that column is always empty. would be helpful if it hid different columns based on the queue selected.

Pete Rees-Hopkins to Everyone: Is it possible to have 2 connectors of the same type, running on a single server, each connecting to a different SOI instance? For example, can I have 2 UIM connectors, connected to a single UIM instance, but reporting the data to 2 different SOI instances?

Paimon Sorornejad to Everyone: @Madelaine - Have you had any experience using the 'Designer' and 'Web Intelligence Rich Client' (both should be installed on your reporting server for creating custom reports?

Madelaine Engelbrecht to Everyone: Question regarding the Action-menu. Is there a way that Actions can be limited to a User-Group and\or Alert Queue on the menu? I have about 70 Actions, but cannot give operators access as this will result in tickets opened against the incorrect group on SService Now.

Rajat Bhardwaj to Everyone: @Pete Rees-Hopkins - We follow a theme for ease of use. As features are implemented, we will enable configuration through the user GUI. Rajat

Δαλιέζ Βζαης to Everyone: @Sergio, that's why i posted this idea regarding the ability for the UIM connector to subscribe to a "specific" queue defined. That way you can have > 1 UIM connector pointing to the same Primary Hub. Plz upvote this idea: <https://communities.ca.com/ideas/235718995>

Paimon Sorornejad to Everyone: @Madelaine - That is what we used here to create our own custom SOI reports. You will need the 'Designer' to enhance your 'Universe' with the appropriate SQL calls to get the information that you need (i.e. model name, alert summary, alert detail, etc). Then the WIRC can be used to pull that data in from the 'Universe' and you can design your own custom report

Madelaine Engelbrecht to Everyone: @Paimon. I played around with these functionalities back in the 'good ol' days', but unfortunately do not have time to do that now.

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Paimon Sorornejad to Everyone: @Madelaine - Gotcha, agreed, its time consuming :(

Rick Williams to Everyone: Hi all, Again regarding script event enrichment, the doc suggests "if you have enabled Persistent Store enrichment". Where is this enabled and what does it provide exactly?

Brahma Addepalli to Everyone: @Brian & @Sergio....If there are multiple connectors registered to SCOM Internal connectors...connector cannot publish data to SOI...The same goes with UIM Connector as the connector can connect & fetch data from 'catalyst' queue. This has been discussed with connector development team and need to raise an ER

Britta Hoffner to Everyone: @Christo: Mysql is currently not available with UIM connector but we do have this requirement already and it would be helpful if you raise an Idea for it in the community.

Paimon Sorornejad to Everyone: I plan on opening an ER for this, but how do folks today deal with updating policy files across multiple connectors? We currently have 8 connector servers for spectrum, and i find it tedious to edit a policy file and have to manually copy it out to each server

Paimon Sorornejad to Everyone: I think the manager / admin page should give us the option to 'deploy' a policy to all connectors dependign on the type of connector it is (i.e. the spectrumim_policy.xml)

Brian Carb to Everyone: RE import/export: some enterprise systems have the ability to use the audit trail to replay a set of transactions... But we notice there is no CLI access to audit trail.

Shaheen Ahmed to Everyone: @Peter No I don't think this can be done because the IFW is configured for one JMS connection back to one SOI manager

Rajat Bhardwaj to Everyone: @ Madelaine - Regarding the Qs on User Groups. This is already in the product backlog. We will work on getting this prioritized. Rajat

Pete Rees-Hopkins to Everyone: @Shaheen - IFW on the connector server to SOI? Would a 2nd connector server, with its own Catalyst container allow me to do connect the single UIM Primary server to a 2nd SOI instance?

Madelaine Engelbrecht to Everyone: @Rajat. Cool. It's so much easier to grant operators access to 'do their own thing'.

Christo Burger to Everyone: @Britta for the MYSQL, I will change my question into an idea, tx

Joe Poutre to Everyone: @Shaheen - we have the same connection question for Spectrum to SOI.

Δαλίξζ Βζαηςς to Everyone: Ok going to bring up this topic again since it's been an on-going PITA for me ever since deploying SOI. The "Who closed alert XXX" feature is still missing in the "Cleared Alert History" section.. WE have to dig thru the Audit tool to find this info when it could be stored and displayed in that section making SOI Admin's life much much easier...

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Paimon Sorornejad to Everyone: @Daniel - Agreed, would be nice. We tried to 'workaround' this by grabbing that information from the database and appending it to our reports, but with the amount of cross table joins and such it was ridiculously inefficient

Shaheen Ahmed to Everyone: @Paimon I need to do some research on this before answering. I'll follow up with you on this

Brian Carb to Everyone: Rest interface suggestion: an option to retrieve ALL services/subservices in the hierarchy or at any point downwards without having to iterate at each level.

Shaheen Ahmed to Everyone: @Peter Nope. I think I came across that a couple of weeks back, I'll double check and get back to you

Rick Williams to Everyone: I also agree with Brian on the REST statement and need.

Δαλιέζ Βζαης to Everyone: Suggestion: In terms of functionality how about a Tools - SOI Service Export\Import GUI that would allow us to check off which services to export to an xml file? Why do we have to run complex commands from a CLI still.

Paimon Sorornejad to Everyone: ^^ +1

Paimon Sorornejad to Everyone: I have an ~idea~ out there for a while on that one Daniel

Brian Carb to Everyone: Consolidated error log was a good step - but it is still difficult (with so many varied logs) to locate the cause of problems

Δαλιέζ Βζαης to Everyone: Suggestion: Please add the ability to SOI to allow us to up CI's from w/in the GUI!! instead of having to cycle the entire connector whenever a change or update is needed. Very tedious when oh want to test this policy and how it would update CI's but then have to cycle the entire thing and that brings down the entire production environment...

Δαλιέζ Βζαης to Everyone: @Paimon send me the IDEA url i'll upvote it if I haven't done so already..

Pete Rees-Hopkins to Everyone: There are 2 things that as an admin I am very used to and ignore, but users bring up. 1) Why doesn't the Log Out link actually log me out (you try telling a senior manager to close all of their browser tabs) and 2) For a lot of users, when the SOI dashboard is first started bringing up the Console involves clicking 'Console' several times and waiting for the Run java dialog...

Shaheen Ahmed to Everyone: @ Rick is this what you are talking about "An associated CI property if you have enabled Persistent Store enrichment"?

Δαλιέζ Βζαης to Everyone: +1^^ Why the heck doesn't it log me out fully? Very annoying..

Rick Williams to Everyone: @Shaheen, Yes

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Shaheen Ahmed to Everyone: @Rick we'll look in to that and get back to you

Paimon Sorornejad to Everyone: @Daniel - looks like i only specified it to Alert Queues -
<https://communities.ca.com/ideas/235713803>

Paimon Sorornejad to Everyone: @Pete - I noticed this one too. It got worse since 3.3. With 3.3 i can't log out at all no matter what browser i use

Δαλιέζ Βζαηςς to Everyone: @Paimon I'll create one for SOI Services Export then..

Paimon Sorornejad to Everyone: @Pete - 3.1 would only log me out if I used IE, but 3.3 totally killed that

Ian Noble to Everyone: FUTURE ENHANCMENT QUESTION: Are there plans to have a SOI web interface to the topology and Google map views without having a user client?

Paimon Sorornejad to Everyone: @Daniel - I'll keep a lookout for it to vote

Madelaine Engelbrecht to Everyone: Idea: When defining SLAs, it takes soooooo loooooong to complete as it is defined per Service. Why not have functionality where a single 'default' type SLA can be configured and applied to more than 1 SService?

Rajat Bhardwaj to Everyone: @Ian - It is not currently planned. We would request you to open an idea. We will track this idea. Rajat

Ian Noble to Everyone: @Rajat - thanks

Madelaine Engelbrecht to Everyone: The same argument goes for usergroups. Why do I need to configure 10 groups with the same access 10 times over, instead of having a 'default access template' that can be applied to more than 1 Usergroup? (Already posted an idea for that)

Madelaine Engelbrecht to Everyone: All these things take time and it is something I simply do not have.....

Brian Carb to Everyone: RE EEM: Spectrum stores its User data within its own DB - just uses EEM for authentication. SOI not only stores User info in the DB, but stores hard-coded IDs back into to SOI . Would be nice if use of EEM were consistent, and data stored with named references (instead of IDs) accross products.

Melanie Giuliani to Everyone: @all - thanks for all your questions so far! This is the 15 minute warning! Get your last-minute questions in now!

Δαλιέζ Βζαηςς to Everyone: @Paimon <https://communities.ca.com/ideas/235722042>

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Brahma Addepalli to Everyone: @Pete & Paimon...there is an ER already open for Browser logout problem...will followup with Product mgmt team

Rajat Bhardwaj to Everyone: @Madelaine - We will review this idea to have a template for the user group. Rajat

Brian Carb to Everyone: Nobody brought up the HA/DR/multi-site questions - but these are popular in the forum. Still hoping for a wide-area network multi-site solution that does not require MS Cluster or Arcserve.

Britta Hoffner to Everyone: @Brian: The EEM integration to Spectrum is different than to SOI. SOI is integrated with EEM from the first release on but Spectrum didn't have an integration with EEM in the past. Therefore you have a full User management available in Spectrum itself but not in SOI. From the perspective that both products have a complete different history I would suggest to raise this requirement in an idea so that PM can look at that.

Madelaine Engelbrecht to Everyone: @Rajat. And the template for SLAs ?

Paimon Sorornejad to Everyone: @Daniel, voted

Paimon Sorornejad to Everyone: @All - Anyone know if there is a hard-limit for service creation? In the early days of 3.1 we were told that there was a 500 service limit in the database. Is this still true?

Madelaine Engelbrecht to Everyone: @Rajat. Creating 8 500 SLAs is not a joke....It's hard work and long hours.

Madelaine Engelbrecht to Everyone: @Paimon. IF there is a limit, I'm not aware of it...I have thousands of Services.

Δαλίξζ Βζαηζο to Everyone: OMG SOI and HA must be fixed. The "use arcserve" or "Use clustering" is a joke.. gotta fix it up so that it works like Spectrum. Have the SOI MGR HA node up and running and when SOIMGR goes down the HA one kicks in.. then connectors know the SOIMGRHA node and switch over..

Paimon Sorornejad to Everyone: @Madelaine - awesome, thank you much

Rajat Bhardwaj to Everyone: @Madelaine - Can I please request you open an idea for a SLA template? Rajat

Paimon Sorornejad to Everyone: @Madelaine - Any idea on limits on # of models within a service?

Madelaine Engelbrecht to Everyone: @Rajat. I think I did way back when. Will have a look though and create it if necessary.

Δαλίξζ Βζαηζο to Everyone: What does the pop up message mean whenever you move a service from one location to another that mentions "Do you want to preserve the existing xxxx" ???

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Kiet Luong to Everyone: @Paimon, there's no hard limit on the number of services

Joe Poutre to Everyone: @Brian - we have a similar issue, with a globally-used SOI system, with the core in one country and users in other countries, and we would like feedback on locating the GUI and Connector servers for those other countries' local environments

Paimon Sorornejad to Everyone: @Kiet - Thanks, any hard limit on # of models within services?

Madelaine Engelbrecht to Everyone: @Paimon. Didn't hit an issue as yet with numbers. Some of my Services have lots of groups\devices in it

Paimon Sorornejad to Everyone: @Daniel - IIRC, i believe it is to preserve the significance and any custom operators vs using the defaults

Paimon Sorornejad to Everyone: @Madelaine - I appreciate the feedback

Rajat Bhardwaj to Everyone: @Rick Williams - Persistent Storage Enrichment is JDBC enrichment which can be created using the SOI console. It can be used for moving/copy CI user attributes to alert user attributes

Madelaine Engelbrecht to Everyone: @Paimon. I wouldn't overload it though. As with everything else, I expect to run into problems when trying to build too many things into a Service

Rick Williams to Everyone: @Rajat, can you tell me where in the SOI console?

Paimon Sorornejad to Everyone: @Madelaine - I agree for sure.

Kiet Luong to Everyone: @Paimon, nope there's no hard limit on it either

Paimon Sorornejad to Everyone: @Kiet - Good to know, ty

Mendo Bajrami to Everyone: What is the best practice for total maximum sub-services and devices (models) in each Service? What is too many?

Rajat Bhardwaj to Everyone: @Madelaine - OK I can search for the idea for SLA template if this is already created. Rajat

Θαλίξζ Βζαηζο to Everyone: Is it possible to create a Service Discovery Policy and populate it with all the CI's from a specific connector?

Θαλίξζ Βζαηζο to Everyone: I could not find a way to do this b/c the 1st thing it asks for is Class Type but then there is no SOURCE attribute that I can query from in the next step.. Asking b/c I want to make one Service that includes all UIM CI's (Robots) so our NOC can put things into Maintenance mode..

Rajat Bhardwaj to Everyone: @Rick - In the event policy section. Right click on service and click on event policy. If you are still stuck, you can open a support ticket.

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Rick Williams to Everyone: @Rajat, thanks.

Madelaine Engelbrecht to Everyone: I'm also looking for solutions to make Service Discovery work better

Δαλιέζ Βζαης to Everyone: b/c if a CI isn't modeled, you cannot put that robot into maintenance mode from w/in SOI. it must be modeled. SO doing this thru Service Policy Discovery would be idea b/c it woul auto pickup new robots deployed w/in UIM. but I don't see a way to do this

Melanie Giuliani to Everyone: Alright - that's it for today! Thank you to everyone for your questions! A transcript of today's session will be posted to the SOI community later today.

Brahmaiah Addepalli: @Daniel – This is not possible in the current release as there is no USM Property 'Source'. Need to raise an ER with business justification.

Madelaine Engelbrecht to Everyone: I populate CI UserAttributes when developing policies, but can't use it with Service Discovery rules

Δαλιέζ Βζαης to Everyone: Thank you.. bye..

Madelaine Engelbrecht to Everyone: Cheers everyone....

Rajat Bhardwaj to Everyone: Thanks for your time.