

Melanie Giuliani to Everyone: Hi everyone! Welcome to our CA UIM Office Hours! We will be starting in just a few minutes.

Melanie Giuliani to Everyone: Hi everyone! We're ready to get started now! Please feel free to start asking your questions.

Francisco Ramilo to Everyone: GM all!

Francisco Ramilo to Everyone: @all - Would like to know the recommended (max) number of resources added onto the VMWare (latest GA version).

Daniel Blanco to Everyone: @all - conf # ?

Karla Pomrenke to Everyone: @Melissa - where do I find the call in phone number. I only see a code.

Melissa Potvin to Everyone: @Daniel, there is no audio, this is a webex chat only.

Melissa Potvin to Everyone: @Karla, hello and thank you for joining - this is a webex chat only event :) feel free to ask questions in the chat window.

Phil Sanderson to Everyone: @Francisco: Let me do some research on the latest vmware probe and get back to you in just a minute.

Francisco Ramilo to Everyone: @Phil - ok thanks!

Melanie Giuliani to Everyone: @all - Hey all! Any more questions? Our CA UIM experts are standing by!

Alquin Gayle to Everyone: @all - When setting up HA what is the best way to keep the nas probe auto-operator configuration on the primary matching that on the failover node with the HA probe?

Phil Sanderson to Everyone: @Alquin: the auto-operator config needs to be synched between nas probes manually, there's not an automated process. The configuration will need to be copied from one probe to another in a worst-case scenario

Matthew Manfredonia to Everyone: @all - Is there documentation that explains the software architecture of the product (How the nimbus works, which UMP components talk the database vs the dashboard_engines etc) ?

Phil Sanderson to Everyone: @Matthew - with respect to the database, many different probes make independent connections to the database (between UIM and UMP). They all will go to the data_engine to find the connection string. Therefore, the rule-of-thumb is that all probes with a reference to the data_engine will be connecting to the database.

Daniel Blanco to Everyone: @all - What is the quickest way to delete all QoS data for a robot? I have a thread in the forums going but the SQL Query used took > 1.5hours to delete just one robot and its associated data in the Nimsoft SLM DB. We today use the SLM tool but that itself is very tedious and take a very long time.

Phil Sanderson to Everyone: @Daniel - the only supported way to delete QoS is through SLM, as it contains all the necessary triggers to remove the QoS from several tables. However, if that's not fast enough - then it would need to be done through SQL statements in order to remove the QoS from all of the necessary RN / HN / DN tables

Susan Tipton to Everyone: @Daniel - (from a NMS customer) contact me after this please.

Daniel Blanco to Everyone: @Phil - TY. @Susan - Ok...

Alquin Gayle to Everyone: @all - What are the options for setting up each robot with a specific failover hub? I have only seen 2 options create and update config package for the controller probe or manually edit each controller probe using the GUI (not happening). Any other options available e.g. during install (did not see one)?

Matthew Manfredonia to Everyone: @Phil Thanks - was also thinking what talks to sqllite vs sql server etc. It is often difficult to piece together troubleshooting because we don't know how things fit. Especially when we have cache issues/difference with Alarm Console vs USM vs IM etc. Any communication diagrams available to customers?

Phil Sanderson to Everyone: @Matthew - with respect to SQLite, the only connectivity with the NimsoftSLM database is done in nas via the nis_bridge. All other instances of SQLite in the product (usage_metering, for example) are really only needed internally. Discovery_server now uses queues and no longer uses SQLite.

Melissa Potvin to Everyone: @all - Hi Everyone, In case you just joined, this is a webex chat event. We have the UIM Support Team on hand to answer your questions. Feel free to enter your question into the chat window when you are ready to do so.

Christine Starr to Everyone: @all - What access rights are required in order to use the AWS probe to monitor AWS-specific information for a MySQL database in the cloud?

Tanja Schmitt to Everyone: @all - What are the special considerations and best practices for setting up and configuring the MySQL probe to capture database-specific metrics in an AWS RDS MySQL instance?

Matthew Manfredonia to Everyone: @Phil - Thanks again. Is there a document/diagram with the specifics on how everything fits together? At-a-glance.

Alquin Gayle to Everyone: @Christine @Tanja We have been monitoring MySQL instances in AWS RDS and we have granted the monitoring user the same rights as listed in the documentation for the mysql probe. We have less than 10 checkpoints but it has been working well for us
http://docs.nimsoft.com/prodhelp/en_US/Probes/Catalog/mysql/1.4/1925057.html

Alquin Gayle to Everyone: @Christine @Tanja The mysql probe of course runs remotely from the AWS RDS instances

Phil Sanderson to Everyone: @Franciso (getting back to you concerning resources added on to vmware): We don't have a defined max number of resource - but there are some best practices defined for the system you're installing the probe on:

Christine Starr to Everyone: Thanks @Alquin

Phil Sanderson to Everyone: @Franciso: Memory: 2-4 GB of RAM. The probe as shipped requires 512 MB of RAM. CPU: 3 GHz dual-core processor, 32-bit or 64-bit. Memory: 2-4 GB of RAM. The probe as shipped requires 512 MB of RAM. CPU: 3 GHz dual-core processor, 32-bit or 64-bit

Phil Sanderson to Everyone: @Francisco: Then, you can expand the heap size of the probe via raw config: setup -> options (as needed and as the system can handle). Finally, it's HIGHLY recommended that monitoring be done through automatic configuration (as opposed to static). auto-config will significantly improve the number of monitors that any one vmware probe can handle due to much lower memory consumption per profile.

Francisco Ramilo to Everyone: @Phil - ok thank you, the information requested was more related to the actual devices (resources -> Hosts being monitored), I understand it really depends much on the amount of metrics being monitored and also polling interval values. Just wanted to know if there were any recommended value of resources being monitored through the VMWare probe.

Phil Sanderson to Everyone: @Matthew (concerning diagram of the system): The best at-a-glance reference is probably the getting started guide -> UIM server -> System Architecture / Message Bus: http://docs.nimsoft.com/prodhelp/en_US/Monitor/8.0/NimsoftMonitorGettingStartedGuide/index.htm

Matthew Manfredonia to Everyone: @all - Is there a bug/defect list available to customers? Would help us save some support time if we can see if this is a known issue

Daniel Blanco to Everyone: @Matt if you check the forums, there is a topic called *** Defect Announcements *** that is an on-going list of the known bugs for each probe.

Phil Sanderson to Everyone: @Franciso: To the best of my knowledge, we don't have hard numbers defined, as we're extracting values using a web services API directly from vCenter itself. The bottleneck is often these calls to vCenter where we're forcing it to refresh the values for its managed objects prior to grabbing the metric values. I'll need to consult with engineering for a definitive answer, but the important takeaway is that vCenter can be the limiting factor, not just the vmware probe.

Dennis Newberry to Everyone: @Matthew - In addition to @Daniel's response (thanks!), we update the release notes with fixes. In the future we are planning to publish a known issues DB. The timeline is not yet set for this however.

Daniel Blanco to Everyone: @Matt - <http://forum.nimsoft.com/t5/General/Defect-Announcements/td-p/28468>

Francisco Ramilo to Everyone: @Phil - Ok thank you very much and it would very nice a follow up on this VMWare topic could be done (of possible of course).

Melissa Potvin to Everyone: @all - OK, we are at the 1/2 hour mark. The first half was a busy one with lots of good questions/discussion. Our Support team is standing by to answer more ...

Matthew Manfredonia to Everyone: @Dan that is from Feb - Is that the right link?

Daniel Blanco to Everyone: @all - What firewall ports need to be opened for cross domain nas events to be forwarded over? We have our domain and client possibly wants to to send their UIM event into our console. Just wondering what FW port # have to be opened up?

Phil Sanderson to Everyone: @Daniel, when moving alarms across domains, that has to be done between hubs via post queues- either through 48002 (w/o tunnels) or through your normal tunnel port (48003 by default) if you have tunnels set up. However, be aware that this is UNSUPPORTED, and can only be done through hub 5.82 and older. Setting queues up across domains cannot be done in hub 7.x or later.

Matthew Manfredonia to Everyone: @all - How has v8 adoption been? How has the support request been - any major issues waiting on 8.1 to be aware of?

Phil Sanderson to Everyone: @Matthew - for the most part, migration to UIM 8.0 has gone really smoothly - far more seamless than the upgrades to 7.0 or 7.5. A few reasons for this is that the major Liferay schema changes (UMP) happened in 7.5 ,and with 8.0, the hub is much more robust than it had been in earlier version fo the product.

Susan Tipton to Everyone: @Phil_Sanderson - Queues in the same domain in hub 7.x are supported?

Phil Sanderson to Everyone: @Susan: Absolutely. all data movement between hubs within the same domain is supported. Although setting up queues across domains was never officially supported, it 'worked' in hub 5.82 and older. Due to the major architectural changes in hub 7.0 (and later), it merely stopped working. As it wasn't supported, engineering wasn't actively trying to reinstate that functionality.

Matthew Manfredonia to Everyone: @Phil - good to hear. We are gun shy now after 7.x. I know our USM deadlocks a lot now with 7.6 and there are a lot of nas bugs we are hitting but we are frankly scared of another upgrade making it worse. Do you know when/if any next release is planned and any major concerns or bug reports?

Daniel Blanco to Everyone: @all - Is there a way to automatically generate reports based on the following topics:

1. Disk space usage on all servers
2. Event log errors

3. RAM usage
4. Time since last reboot
5. Time since last Windows updates installation

I know 1 & 3 yes.. Would #2 - be really a report of all alerts generated by the ntevl probe and for #'s 4 & 5 any ideas?

Phil Sanderson to Everyone: @Daniel, the way to look at reports is that they're a function of what we can gather QoS on ... so, #1, #3, and #4 are all metrics that we can pull QoS on (time since last reboot would be 'system uptime' in cdm). event log errors and windows updates (event logs specifically) are alarming conditions, but not things we can gather numerical QoS upon -> therefore, there's no good way to set up reports for those items.

Joseph Poutre to Everyone: @Phil - We've had an issue with uptime when measured by the SysEdge agent - the value is 32-bit and thus rolls over after 497 days. Does UIM use a different parameter for uptime on Unix?

James Perkins to Everyone: @Matthew. The next release is 8.1, and it will be announced soon. Historically we have released new versions of the product every quarter. Every release has all bug fixes implemented since the last release.

Daniel Blanco to Everyone: @Phil thanks.. and would you suggest iReporter to set this up.. BTW any improvement to iReporter in version 8.0?

Melissa Potvin to Everyone: @all - Hi Everyone, This is a Final Call for Questions... if there are any new questions to be asked please go ahead and enter them in the chat window. Thanks so much for joining today!

Phil Sanderson to Everyone: @Joseph, system uptime is pulled in 'seconds since last reboot', so it's a QoS metric that goes from 0 -> infinity the longer the system's been up. As it's measured in seconds, 32-bit would be a number you'd never realistically reach.

Daniel Blanco to Everyone: @all - Does this Office Hours event only occur 1x a week? This was pretty useful.. Thank you!

Melissa Potvin to Everyone: @Daniel, glad you found it useful! As of this moment we are planning Office Hours for UIM 1x per quarter but we can certainly consider to increase the cadence. I'll take that back to the team and see what we can do on that. sound good?

Matthew Manfredonia to Everyone: @all - Is there a simple way to correlate remote probes to robot maintenance mode? eg url_response, snmptd, jvm_monitor etc

Phil Sanderson to Everyone: @Daniel - UR will give you the most granularity in your reports. iReport isn't a mandatory component to use UR, but it does allow you the most amount of flexibility in configuring your reports.

Daniel Blanco to Everyone: @Phil - UR - Unified Reports?

Matthew Manfredonia to Everyone: @Melissa - same feedback as Daniel - this is helpful and look forward to another round

Daniel Blanco to Everyone: @Melissa - Wait wait, 1x per quarter.. NO! this needs to occur 1x week.. that would be very helpful..

Phil Sanderson to Everyone: @Matthew - maintenance_mode (which can be configured at the robot or device level) works with nas to suppress alarms. Therefore, the robot continues to send QoS and alarms as usual (not knowing that it's been placed in maintenance), and nas handles this on the backend.

Francisco Ramilo to Everyone: @Daniel - yep 1x week, very nice indeed!

Matthew Manfredonia to Everyone: @Phil - right, but it doesn't suppress remote alarms. Or is there some suppression key via Source or Hostname that does do this now with the latest maintenance mode

Susan Tipton to Everyone: @Matthew - Ditto. We have asked for support for remote alarm suppression for years now.

Phil Sanderson to Everyone: @Matthew - it's done via cs_id (discovery's computer_system_id). The maintenance schedule is held in the database in the MAINTENANCE_* tables. Nas looks up the content of these tables to determine which alarms to suppress.

Matthew Manfredonia to Everyone: @Phil - then its no. We can't override cs_id through configuration (unless alarm_enrichment can do it?)

Phil Sanderson to Everyone: @Matthew - the important takeaway is that's it's functioning on DEVICES, that device may be a switch, an interface, or a robot itself.

Daniel Blanco to Everyone: @all - Please can you UIM folks make more training YouTube videos... They were really really helpful...

Phil Sanderson to Everyone: @Matthew - it's a conditional 'no'. nas actually will allow informational severities to go through and suppresses warning and higher alarms.

Melissa Potvin to Everyone: @Daniel, agree with you on the videos and we will also take that back to the team. Appreciate your feedback!

Matthew Manfredonia to Everyone: @Phill but the cd_id wont tie out

Matthew Manfredonia to Everyone: @Daniel - second that - YouTube is stale

Matthew Manfredonia to Everyone: @Phil - *cs_id - sounds like @Susan also experiences this. I think we are out of time, but it's definitely a gap in the feature where we can correlate remote probes to maintenances of the remote target

Melissa Potvin to Everyone: @Matthew, I think we lost Phil who had a hard stop at 11. I will make sure we get you an answer !

Matthew Manfredonia to Everyone: @Melissa - Thanks - and thank you for setting this up

Melissa Potvin to Everyone: @all - OK, so that wraps up our UIM office hours event ! Thank you so much for participating today.

Melissa Potvin to Everyone: @all - The transcripts will be made available on the UIM User Forum. Hope to see you at the next office hours event.

Melissa Potvin to Everyone: @all - Have a great day everyone!