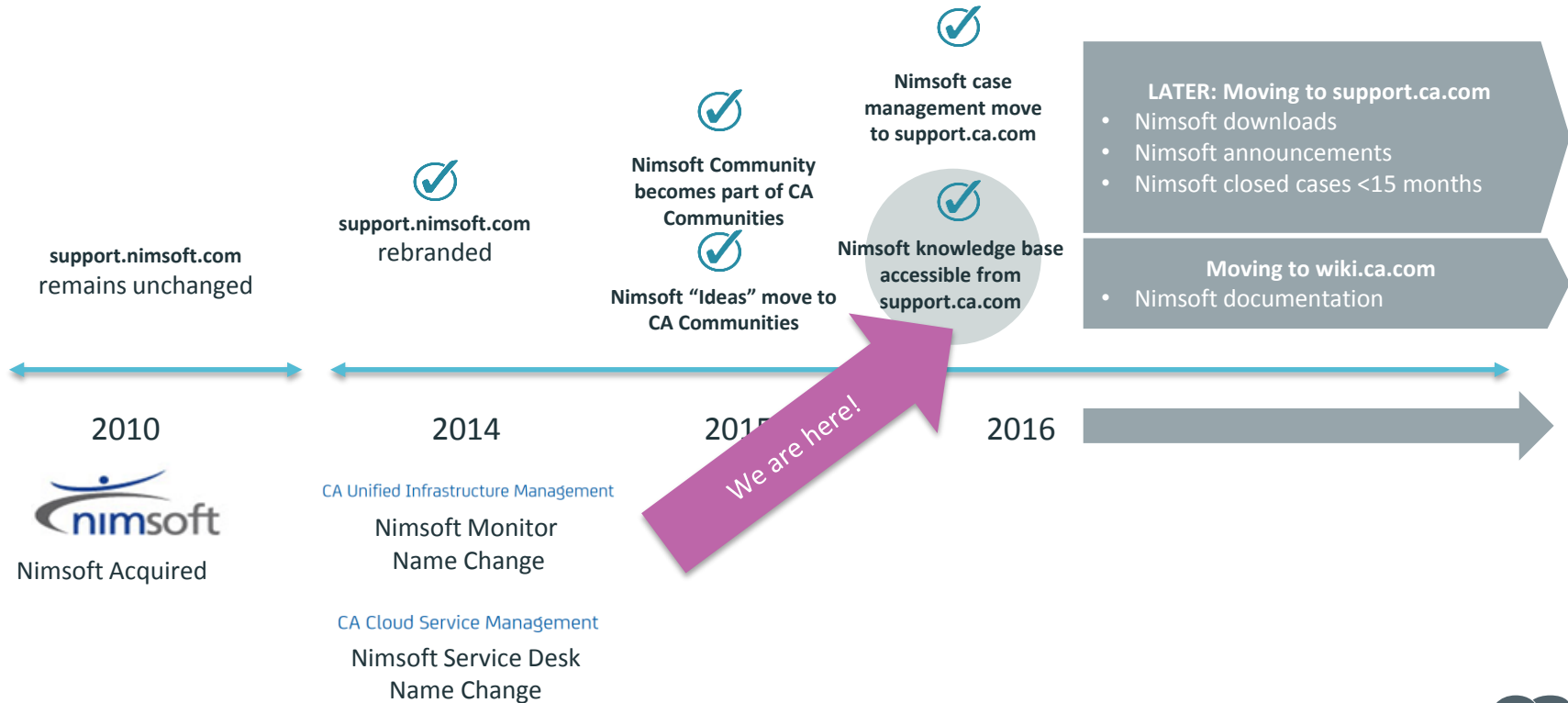


## **User Resources Notification:**

Beginning Monday December 7, 2015, Nimsoft knowledge base will be updated and accessible from [support.ca.com](http://support.ca.com).

Articles on [support.nimsoft.com](http://support.nimsoft.com) will not be updated and will eventually be removed.

# Changes to Nimsoft Customer Portal



# Changes to Nimsoft Customer Portal

Knowledge Documents  
have moved from  
support.nimsoft.com

TO

support.ca.com

The screenshot shows the old Nimsoft Customer Portal interface. The CA Technologies logo is in the top left. Navigation links include Home, Cases, and Articles. A search bar is on the left. A sidebar titled 'Filter Your Results' allows filtering by Probe, Portlets, Platform, Product, and Topic. The main content area is titled 'Articles' and 'New Articles'. A yellow banner states: 'Only articles modified within the last 30 days are displayed. To view older articles, specify a search term or filter.' Below this is a table of articles with columns for Article Title, Type, Published Date, and Ratings.

Article Title	Type	Published Date	Ratings
<a href="#">How to use qos_processor to enrich/modify QoS messages</a>	How-To Procedure	11/13/2015	
Overview of How to use qos_processor to enrich/modify QoS messages.			
<a href="#">ntext "From eventlog" feature behavior change in between 4.11 and 4.12</a>	Case Summary	11/13/2015	
Severely mapping behavior [From eventlog] in the probe differs in between 4.11 and 4.12			
<a href="#">exchange_monitor communication error (services_check) Find services status - communication error</a>	Case Summary	11/12/2015	
When trying to open/configure the exchange_monitor probe... or any other probe on a couple of robots. often times I would get a communication error. You can see this error in the exchange_monitor logs			
<a href="#">healthindex probe issues - probe is green but does not appear to be running - has no portid</a>	Case Summary	11/12/2015	
After restoring the environment from a server crash, we noticed that health_index was not running properly. This article contains the steps we took to get the probe and its queues back up and running.			
<a href="#">monitor.name is changed in netapp probe</a>	Case Summary	11/12/2015	
The name of monitor "Number of Fans Failed" in 1.34 is changed to "List of Fans Failed" in 1.36			
<a href="#">interface_traffic not creating QoS data</a>	Case Summary	11/11/2015	
We have several interfaces that are not displaying QoS data even though the tables are created in the SLM database.			
<a href="#">How does data_engine maintenance and retention work?</a>	Case Summary	11/10/2015	★★★★
Technical details on data_engine retention and maintenance			
<a href="#">oracle probe connection errors: Create OCI environment failed with rc = -1 or OCIEnvCreate failed with rc = -1</a>	Customer Solution	11/10/2015	
Unable to connect to the oracle database. Testing a connection in the oracle probe is failing with an error message: "OCIEnvCreate failed with rc = -1"			
<a href="#">UIM-Spectrum integration is producing an out of memory error</a>	Troubleshooting	11/10/2015	
Our customer faced this situation whilst configuring Nimsoft 8.2 to be integrated with Spectrum 9.4.2 -> HTTP Status 500 - Out of MemoryError: GC overhead limit exceeded, when trying to hit certain			
<a href="#">UIM Server installation failed</a>	Case Summary	11/10/2015	
Installation failed while starting UIM Server. Nimsoft Robot Watcher installed. StartService failed - The dependency service or group failed to start.			

The screenshot shows the new CA Unified Infrastructure Management Customer Portal interface. The CA Technologies logo is in the top left. Navigation links include Products, Services, Support, Rewrite, Communities, Partners, and Search. A search bar is on the left. A sidebar titled 'Quick Access' includes links to Open a Case, View Cases, Download Center, Documentation, CA Technologies Project Management, CA Programs, Compatibilities, Subscriptions, and Contacts and Resources. The main content area is titled 'CA Unified Infrastructure Management' and 'Menu (formerly CA Nimsoft Monitor)'. A search bar is on the left. A sidebar titled 'Recommended Reading' includes links to Technical Support FAQ, Development Tools, and Knowledge Base Articles.

CA Unified Infrastructure Management

Menu (formerly CA Nimsoft Monitor)

Enter search terms

Search

Log in for more results

Recommended Reading

Technical Support FAQ

Last Update: 5/24/2013 Size: 8 kb Type: Knowledge Base Article

Showing 1 of 1

Wiki

Development Tools

Development tools are available to help developers create and manage CA UIM components such as UIM portlets and probes

Software Development Kits (SDKs) and Application Programming

Last Update: 11/16/2015 Size: 5 kb Type: Wiki

Showing latest 3 of 2405 - View All

Knowledge Base Articles

Robot (controller) network connectivity issues on Redhat Linux 7.1

We are running UIM version 8.31. Robots are at version 7.80. The controller on the Linux box cannot talk to the controller on the hub it is attached to. We can telnet from the Linux box to the hub via port 49002. Unable to connect to controller.

Last Update: 12/7/2015 Size: 83 kb Type: Knowledge Base Article ID: TEC1359956

How to remove UIM connector from SOI Administration UI

After uninstall of UIM connector from Catalyst Container, the Connector xDR shows up in the SOI Administration UI

Last Update: 11/20/2015 Size: 83 kb Type: Knowledge Base Article ID: TEC1988356

Showing latest 2 of 2074 - View All

# How to find the new Knowledge Base Articles

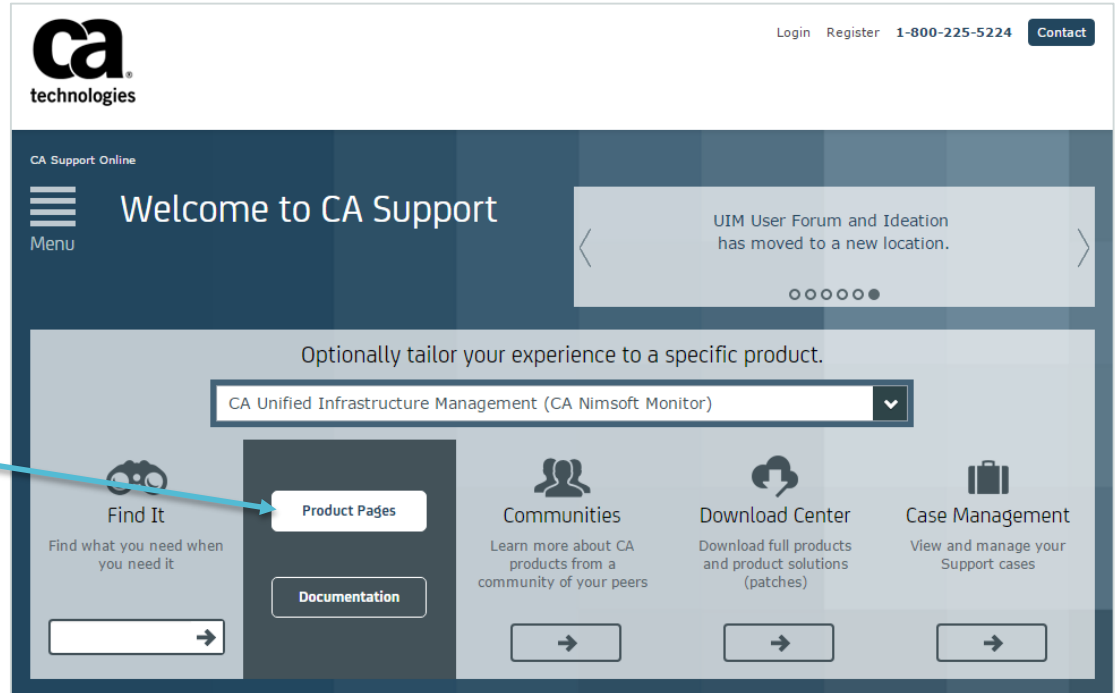
## By Direct Link

- UIM (Nimsoft) KB Articles
  - <http://www.ca.com/us/support/ca-support-online/support-by-product/ca-unified-infrastructure-management.aspx>
- CSM (Nimsoft Service Desk) KB articles
  - <http://www.ca.com/us/support/ca-support-online/support-by-product/ca-cloud-service-management.aspx>

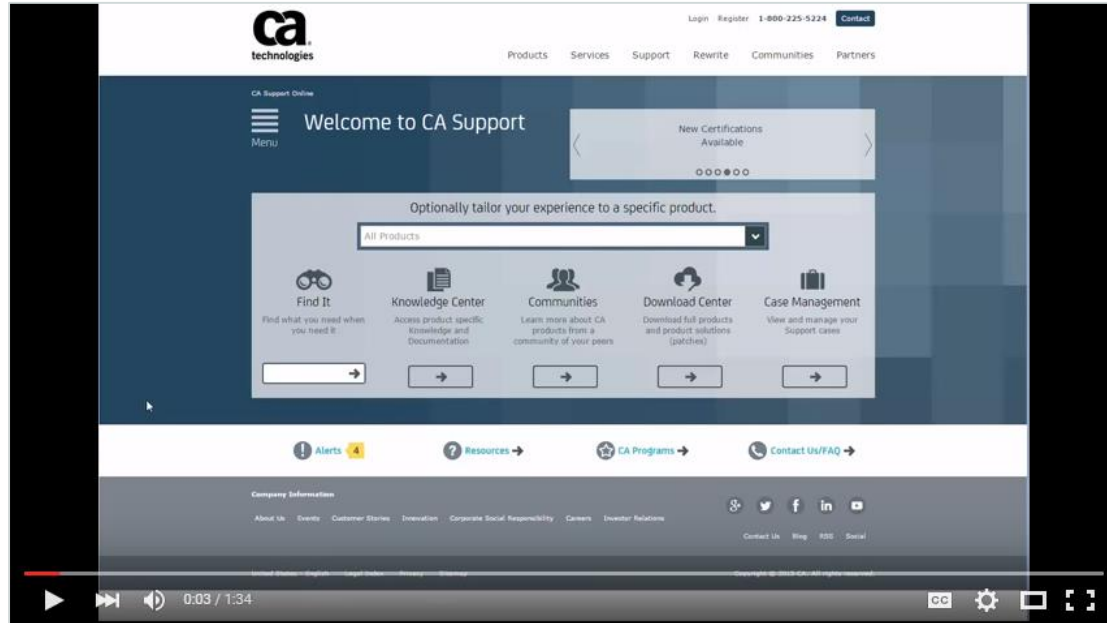
# How to find the new Knowledge Base Articles

## By Web Navigation

1. Go to support.ca.com
2. Type in your product name
3. Hover over Knowledge Center and select Product Pages



# How to Search for Knowledge from support.ca.com



<https://www.youtube.com/watch?v=4QdAnE2j7wk>

For more information on changes to the Nimsoft Portal,  
watch the Replay of this Communities Webcast:

## **Webcast Replay**

[Migrating from support.Nimsoft.com](https://communities.ca.com/community/ca-infrastructure-management/blog/2015/11/17/webcast-recap-migrating-from-supportnimsoftcom)

[https://communities.ca.com/community/ca-infrastructure-  
management/blog/2015/11/17/webcast-recap-migrating-from-  
supportnimsoftcom](https://communities.ca.com/community/ca-infrastructure-management/blog/2015/11/17/webcast-recap-migrating-from-supportnimsoftcom)