Melissa Potvin to Everyone: Hello UIM Customers! The Office Hours Event for UIM will start at 10:00 AM ET.

Melissa Potvin to Everyone: Hello Everyone, we will get started in about 10 minutes. Thank you for joining today!

Melanie Giuliani to Everyone: Hi everyone - thank you for joining! We'll be getting started in about 5 minutes.

Melanie Giuliani to Everyone: Alright - let's get started! You can start asking your questions via the chat box. Please remember to "Send to: Everyone."

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

Bart Beeman to Everyone: Our Computer Operators monitor the Alarm Sub Console. We have our Prod servers under hubPR1 and Non-Prod under hubNP1. They open two Alarm Sub Consoles and filter by the hubs. How can they save the filtered view so that it doesn't have to be reset each time the Alarm Sub Console is open?

Jason Allen to Everyone: @Bart are you referring to the AlarmConsole portlet in UMP?

Dane to Everyone: question on processes probe related to order for generate alarm, on action, when down and also how the restart actions with max restarts - is this once per poll cycle for total of max?

Bart Beeman to Everyone: No, In IM

Teppo Tahkapaa to Everyone: What is plan for e2e_appmon to support Chrome browsers. Currently no extension available for Chrome, so it is a no-go

Jason Allen to Everyone: @Bart I believe that if the users go to View->Save Current Profile in IM, it should save the current filter as well - but I believe this would only work on one at a time, so you might need to create 2 accounts with 2 profiles

Bart Beeman to Everyone: @Jason, No in the IM, but just opening the Alarm Sub Console

Frank Frommelt to Everyone: has anyone exeperience with complex LDAP /Microsoft AD) integration?

a customer has several domains un a per-contry-basis with trusts among them.

now users from different domains need to log into UMP...

Dane to Everyone: With logmon in command mode, the file missing doesn't appear to work when in command mode - is this designed to only work when looking at log file?

Jason Allen to Everyone: @Bart - Ah, OK - unfortunately I don't think it's possible.

Bart Beeman to Everyone: @Jason, ok, thanks

James Perkins to Everyone: @teppo I'm reaching out to the person who knows this answer on chrome support. I will post the answer here if I get it before the end of this meeting

Jason Allen to Everyone: @Frank unfortunately this is not currently possible - we can only integrate with a single domain. I believe that multi-domain integration is on the roadmap though...

Bart Beeman to Everyone: The vmware probe is monitoring many items that are not needed. How do you filter items from being monitored by the vmware probe without creating static monitors?

Paul Breheny to Everyone: @Dane, on the processes question, for max, are you referring to the max retries?

Dane to Everyone: @ Paul related to the processes probe, yes

Jason Allen to Everyone: @Dane - regarding logmon, yes, the 'file missing' check is only designed to work when scanning a log file

Frank Frommelt to Everyone: @Jason: I know it is not officially supported.

But I know another customer has been doing this using "universal groups" (I guess this was the term).

Jason Sheetz to Everyone: We would like to monitor the total number of open files on a number of Linux servers. Is there a probe with that monitoring functionality built-in?

Paul Breheny to Everyone:@Bart, max restarts is the number of times the probe shouldstart/restart the process before giving up doing this. It will check the restart attempts each polling cycleuntil it reaches the threshold.

Jason Allen to Everyone: @Bart do you mean for individual devices? In other words - you can create a template that contains only the monitors you want, and then apply that template. But it sounds like perhaps you want to have the ability to apply a template, but then selectively disable monitors for certain hosts?

ponnuchelvam.v to Everyone: is ESX6.0 supported by vmware probe?

Jason Allen to Everyone: @Jason - there is no probe currently that can do this - I know that customers have used the logmon probe in command mode to monitor this though.

Frank Frommelt to Everyone: @Bart: you could use logmon/command and use something like "Isof | wc -l"

Dane to Everyone: @Paul - processes max restarts, so does it try max restarts number each poll or one try per poll - looked to us that in 3.9 it tries once oer poll and when it reaches the max restarts (say 3) then it triggers the alarm max restarts reached

Bart Beeman to Everyone: @Jason yes, we would only want to have the vmware probe monitor the prod devices

Keith Morton to Everyone: Is there a way to transfer USM groups from one account to another?

Jerrod Early to Everyone: You're going to have to forgive me. I am a SQL guy, so all of my questions will be related to the SQL Server probes. Will I break support if I create tables in the UIM database and use the sql_response probe to, instead of alarm off values, cache specific info from DMVs that are lacking from the sqlserver probe?

Dane to Everyone: @paul - with logmon probe we didn't want to have to have a separate dirscan profile to check if the file was there or a separate logmon profile - we want to run the script file in logmon but also want it to alarm if the script is not there

Mark Brown to Everyone: Is there an integration with Siteminder that could provide a Single Sign On Capability or will that be dependent on the AD Nested groups support?

Paul Breheny to Everyone: @Dane, yes, the observed behavior, looking oncer per poll, is the way it is designed. is it causing problems?

Jason Allen to Everyone: @ponnuchelvam.v -- 6.0 is not currently supported by the probe - I've reached out to see if I can find out any information on our plans in this area and I will try to get an answer before the end of this chat.

Dane to Everyone: @Paul - would be nice to see the file missing available for any logmon profiles (command mode included) and not just logs

ponnuchelvam.v to Everyone: @Jason Thanks man

Paul Breheny to Everyone: @Jerrod, is the goal to enrich the data used by the sql_response probe?

Jason Sheetz to Everyone: @Jason Allen, @Frank - Thank you both for your answers! That should get me what I need.

ponnuchelvam.v to Everyone: Is there any latest update on cluster monitorng for Unix environment? Because we are facing issue from in all Unix flavour. Last 2year we are following the support. but sofar no luck

Jason Allen to Everyone: @Mark Brown - does this help? https://wiki.ca.com/display/UIM82/Configure+UMP+for+Use+with+SiteMinder

Dane to Everyone: @Paul - not causing an issue but mot explained well in the logmon docs. Same for processes docs - need more detailed explanation or link to tech bulletins

Paul Breheny to Everyone:@Dane, i can see your point. I would fill out an Idea to get it added inthe future.

Paul Breheny to Everyone: @ponnuchelvam, what sort of cluster monitoring are you wanting to do?

Mark Brown to Everyone: Yes that does help - thank you!

Jerrod Early to Everyone: @Paul - the goal is to start caching active sessions at a polling interval of 5 minutes to give me an idea of active workloads to understand activity in the environment for correlation with the alarms. I would also like to, for example, gather historic wait stats, top execution plans by cost over time, etc.

Jason Allen to Everyone: @Keith Morton - You can re-assign a group to another account in USM but it sounds like you mean exporting/copying/duplicating a group from one account to another, is that correct? If so, this isn't currently possible, but I'd encourage you to post an Idea!

Jason Allen to Everyone: @Mark Brown - this document (one link above the one I sent) will also be informative I think: <u>https://wiki.ca.com/display/UIM82/Configure+UMP+for+SAML+Single+Sign-on</u>

ponnuchelvam.v to Everyone: @Paul veritas

ponnuchelvam.v to Everyone: @Paul Veritas cluster

Keith Morton to Everyone: @Jason - thanks. When we login as administrators we see some base USM groups that I think are out of the box, but those don't show up in other Accounts. Is there a way to enable at least those OoB groups for all accounts?

Melissa Potvin to Everyone: @Keith Morton - you can post ideas to the community here is a link: <u>https://communities.ca.com/community/ca-infrastructure-management</u>

Jason Allen to Everyone: @Keith - unfortunately not - for Accounts all the groups must be manually created.

Paul Breheny to Everyone: @jerrod, @Jerrod, we don't recommend modifications to the UIM database because we can't guarantee the impact future upgrades would have. Thus, it would be advisable to create a separate database whenever possible@Jerrod, we don't recommend modifications to the UIM database because we can't guarantee the impact future upgrades would have. Thus, it would be advisable to create a separate database whenever possible. However, you can still use the probe to query that db.

Jerrod Early to Everyone: @paul - Sounds good to me, thanks!

Jason Allen to Everyone: @ponnuchelvam.v --- we are releasing new versions of the cluster and cdm probes at the end of this quarter with some improvements and bug fixes for Veritas clusters

Dane to Everyone: Any plans to have monitoring templating available in Websphere probe? Currently, the probe discovers the instances but you have to drill down and select what to monitor

ponnuchelvam.v to Everyone: @Jason: Good, Thanks for your information.

Tom to Everyone: are there any recommendations on methods to documens probe "running configurations" for initial review and on-going basis. experiencing pain point during UIM deployment in regards to having to document default thresholds from deployed probes as the pre-wiki and wiki do not contain that information for items within the probe.

ponnuchelvam.v to Everyone: Is there any code development to find active ,supended,hanged thread counts on nas,dashboard_engine and wasp

Jason Allen to Everyone: @Tom - there's nothing officially supported (yet) as far as monitoring/tracking the probe configuration, but there is a method to create a report on this which is documented here: <u>https://na4.salesforce.com/articles/HowToProcedures/How-to-create-a-report-of-all-probe-configurations?popup=true</u>

glenn burns to Everyone: Following up with Dane's WebSphere question, are there plans to add Activation Specification monitoring to the WebSphere probe?

Frank Frommelt to Everyone: is anyone using tomcat 8 already?

Kent to Everyone: We experienced significant pain in deploying the jvm_monitor probe. Support ended up backing it out and replacing it with an older version. How are the probes tested/vetted?

glenn burns to Everyone: Are there plans to create monitoring probe for WebSphere Xtreme Scale?

Dane to Everyone: @Glenn - Templates and Auto Configure with Websphere probes as this is a big pain point on configuring Websphere monitoring

James Perkins to Everyone: @dane would you mind posting an idea in our community? https://communities.ca.com/community/ca-infrastructure-management

Product Management is prioritizing probes that will support policy-based management (PBM)

Jason Allen to Everyone: @ponnuchelvam.v - dashboard_engine is no longer being developed, so we have no additional plans for it -- as far as the other probes I am also not aware of any plans for this -- I would recommend submitting an Idea. However, at least for the wasp, it is possible to use the jvm_monitor probe to get a great deal of information about the running threads/etc. Here is an article to get you started: https://na4.salesforce.com/articles/Case_Summary/Is-there-any-way-to-monitor-heap-space-usage-by-Java-based-monitoring-probe?popup=true

Karthikeyan to Everyone: when we find a robot reporting with loopback ip due to some communication issue we donot find any alarm for this case and we wont have monitoring in place at that time

Melissa Potvin to Everyone: It's been a great first 1/2 hour. Thanks for all your questions! We have 30 minutes to go so keep those questions coming..

Karthikeyan to Everyone: one more question from my end is .. do we have any functionality on any probe to monitor the top (say 10) processes running on a server with respect to CPU utilization

ponnuchelvam.v to Everyone: @Jason Thanks man. So , Are you having plan to replace dashboard_engine probe with newer one?

Jerrod Early to Everyone: do you guys know if there are plans to monitor AlwaysOn status and health in the near future? (this is going to determine how crazy I go with my custom monitoring)

Jason Allen to Everyone: @Karthikeyan I believe that you can help avoid this problem by adding: strict_ip_binding=yes and local_ip_validation=yes on the robot.cfg -- this will prevent the robot from attempting to bind to 127.0.0.1

from Nora to Everyone: Is UIM can have NetQos product data?

Đαπίέζ βζαηςσ to Everyone: Hello I have a question is there any way to measure and track the disk response time on a system? Whenever we have issues we I have to manually open this up and check it. The #'s I'm looking to collect are Open Task Manager, Perf Tab, Resource Monitor then in the Disk section, I sort by largest to smallest the Response Time. Ususally these #'s should be low single digits but if they get in triple digists then its an issue.

Karthikeyan to Everyone: @ jason thank u... i will make a try with your suggestion

Dane to Everyone: Websphere idea - please vote it up! https://communities.ca.com/ideas/235722376

Jason Allen to Everyone: @ponnuchelvam.v - no, the dashboard_engine is not being replaced - the functionality for dashboards (the new HTML5 Dashboard portlet) is all handled by the wasp probe now, so any future functionality will likely be rolled into wasp itself instead of a new probe

Jim Cooke to Everyone: @Tom you might interested in this community thread too. <u>https://communities.ca.com/ideas/235720779</u>

Paul Breheny to Everyone: @Nora, there is an nfa_inventory probe to get that data into UIM in 8.2.

Keith Morton to Everyone: @Melissa & @Jason - Idea submitted for USM group portability

Nora to Everyone: The ADA have ??

Jim Cooke to Everyone: @Tom, you might be interesting in this thread as well. <u>https://communities.ca.com/ideas/235720779</u> ponnuchelvam.v to Everyone: @jason Thanks lot man

Jason Allen to Everyone: @Đαλίέζ βζαηςσ have you checked out the perfmon probe? It can monitor all available performance counters

Paul Breheny to Everyone: @Nora, who is the ADA?

Paul to Everyone: In the new version of the Azure probe is there any way to add a new metric, for example I want to monitor data queues betwen Azure components?

Nora to Everyone: CA Application Delivery Analysis

Ken Adamson to Everyone: @Tom regarding "are there any recommendations on methods to documens probe "running configurations". PBM or Policy Based Monitoring is currently in a controlled release (not GA) but it allows you to create monitoring policies that contain templates (probe configs) that can be applied to groups of devices. Using the Policy Manager you can see which devices have which policies applied to them and in USM when you are looking at a device view, you can see which policy is managing/monitoring that device. We are also working on a central probe config store that will allow you to report on the actual running config on probes. Stay tuned for that. Hope this helps - Ken Adamson VP Product Management

Đαπίέζ βζαηςσ to Everyone: @Jason, yes I looked into that probe but thats does not have exactly that metric. Its two metrics combined into 1.

James Perkins to Everyone: @Kent. The product is tested in many ways. Including unit testing, integration testing, regression testing, and continuous operation. If you are having specific issues with the jvm_monitoring probe, please feel free to open a case with support and we will work on trying to resolve your issue with the probe.

 Paul Breheny to Everyone:
 @Nora, the probe for nfa_inventory is in the UIM archive or from

 http://support.nimsoft.com/Default.aspx?center=felles/archive

Nora to Everyone: that can include the network performance (from network, server, application)

Nora to Everyone: Yes , I know the NFA can show in UIM

glenn burns to Everyone: I am having issues trying to get the ntp_response probe any one using the probe with suggestions or comments?

ponnuchelvam.v to Everyone: Most of the customer like to see their interface traffic usage in mb,gb,MB and GB. We are tracking this support from since last two years. but no luck. We have raised three more idea also. somany probe version updated but the feature still not available

Frank Frommelt to Everyone: @Daniel: For windows there are performance counters for logical drives and prhysical drives that give you the response times. You can see what is available in Perfmon.

Jason Allen to Everyone: @Paul - currently this is not possible. Here is a list of the metrics available: <u>https://wiki.ca.com/display/UIMPGA/azure+Metrics</u>

... I would recommend adding an Idea for the ability to add custom metrics.

James Perkins to Everyone: @Kent. Sorry, I just noticed that you siad you already spoke to support on the jvm_monitor probe issue. Can you please provide the suprot case number so we can follow up?

Nora to Everyone: What is deffrent the snmpcollector&cdm probe get data? If just talk the cpu utilization?

Tom to Everyone: @Ken. Thanks. Product development provided custom java probe in efforts to help our organization through governance but it is falling short for what needs to be presented to the various teams. Thus far having to use mixture of custom perl to reach the .cfg files and fill gaps where possible with the very large output from the custom probe. It would be ideal that all defaul thresholds and polling intervals be documented on the wiki site. I have found numerous errors in the documentation related to object and counters being incorrectly named.

Đαπίέζ βζαηςο to Everyone: I've cretaed an Idea on this but can you please allow the ability of USM groups to be moved into other USM group. You can't modify their location onces they have been defined.. very annoying when you want to clean up, you have delete then re-create.

Đαπίέζ βζαηςσ to Everyone: https://communities.ca.com/ideas/235720485

Paul Breheny to Everyone: @Nora, the snmpcollector will gather the cpu using snmp whild cdm will gather it using OS calls. So, if snmp is not running or allowed, cdm is the best approach, or vice versa.

Frank Frommelt to Everyone: @Nora: CDM does this locally, snmpget requires SNMP being active on the monitored machine and grabs evrey datapoint remotely via the network.

Jason Allen to Everyone:@glenn I know we have several customers using ntp_response - whatissues are you having?

glenn burns to Everyone: no communication. i'm able to run ntpq and ntpdate directly from the server running the probe, but can't get the probe to work

Nora to Everyone: so the data contain is same??

Frank Frommelt to Everyone: @ Nora: The results should be the same.

glenn burns to Everyone: @jason:no communication. i'm able to run ntpq and ntpdate directly from the server running the probe, but can't get the probe to work

Jason Allen to Everyone: @glenn do you know what version of NTP is in use? I have heard of some issues connecting to NTPv4 which I believe is currently being investigated by engineering

Paul Breheny to Everyone:@Nora, to add to Frank's response, the results are the same, the path iswhat is different

Ken Adamson to Everyone: @ponnuchelvam.v regarding "interface traffic usage in mb,gb,MB and GB". We totally agree with you and it is in our backlog to address. This has also been bugging me as well to no end. However, we have higher priorities that we are working on that have prevented us from making progress on this. Ken Adamson VP Product Management

Kevin M to Everyone: I have several Actions I use in the legacy Alarm Console, which call DOS batch scripts. To move these Actions to the UMP Alarm Console, is there a directory in the UMP where these scripts can be called and run by the server, or must they be changed to be executed in the browser? Are there any examples I can use to get started? -thanks

Kurt to Everyone: @Teppo - we started work with Chrome on the e2e extension - this includes having Chrome approve. I'll go back for an update on progress (will try and get that update into the transcript for this)

Frank Frommelt to Everyone: @Paul: You are right if you hit the same pioint in time for both queries.

ponnuchelvam.v to Everyone: @Ken Adamson Thanks for your Info

glenn burns to Everyone: @paul: we tested using all versions (default to v3). latest probe available. we can see traffic and reply from ntp servers, the probe is not able to communicate

Nora to Everyone: The dashboard design will can use the same metric in deffrent dashboard?

glenn burns to Everyone: @jason:we tested using all versions (default to v3). latest probe available. we can see traffic and reply from ntp servers, the probe is not able to communicate

Teppo Tahkapaa to Everyone: @Kurt Thanks

Nora to Everyone: Dashboard - The one line can have the two metric(e.g. QOS)

Robert to Everyone: @Nora...please elaborate. You certainly can use the same metric in different dashboard. Which version are you using?

Jason Allen to Everyone:@Kevin M - at this time the actions must be executable in the browser.I don't know if we have any specific examples but the following document may help:https://wiki.ca.com/display/UIM82/Configure+the+USM+Alarm+View#ConfiguretheUSMAlarmView-CreateaCustomURLAction

James Perkins to Everyone: @Đαлίέζ We are currently in the process of upgrading group support significantly. We are slowly deploying a new grouping service in the product that will completely replace the existing USM group code over the next few releases. I can't speak to ownership specifically right now, but I know we will expand our abilities to improve group support with our new group-service architecture. I will respond to your USM group Idea with info on ownership when I know the answer

Jason Allen to Everyone: @glenn, unfortunately I don't think we have any ntp_response experts here today - I would recommend opening a case for that if you haven't done so already.

glenn burns to Everyone: @jason: thanks, will do.

Nora to Everyone: I'm using UIM8.1

ponnuchelvam.v to Everyone: After upgrading UIM 8.1, we are facing issue in displaying alarms in different count on both alarm_console and USM with comparing nas_alarms table. why?

Jerrod Early to Everyone: Is AlwaysOn health monitoring coming any time in the near future? This will determine how crazy I go with custom monitoring (I am a little surprised it hasn't been added, the feature has been around since 2012).

Ken Adamson to Everyone: @Nora to add to "the snmpcollector will gather the cpu using snmp " best approach, or vice versa." ** You can also use the RSP probe if you prefer an agentless approach to monitoring. It uses WMI for Windows and SSH and TELNET for Linux/Unix systems to collect CPU, Disk, Memory and other metrics without having to install a robot or probe. Hope that helps. Ken Adamson VP Product Management

Nora to Everyone: I mean , if I add many QOS in test Dashboard , that I can use the many QOS for other Dashboard?

Jason Allen to Everyone: @ponnuchelvam.v - the AlarmConsole (deprecated version) uses a different (And somewhat unreliable) method to track the 'count' of alarms. For USM there is a known issue, and there is a hotfix available which will help keep the USM and IM in sync with the correct counts and alarms. I would recommend opening a support case and request this hotfix.

Robert to Everyone: @Nora: OK. You can assign the same data source to multiple widgets in the same or different dashboards. In the case of some widgets (e.g. line chart) you can assign multiple metrics. There is no limitation on the number of times you can reuse the same metric.

Ken Adamson to Everyone: @Jarrod - Can you explain or define "Is AlwaysOn health monitoring"?

Melanie Giuliani to Everyone: Alright everyone - this is the 5 minute warning. Please get any last minute questions or follow-**u**ps in now. We will be closing the chat at **11**am ET.

Paul to Everyone:SQL Server Always On - Effectively clustering for SQL, Database instances movearound the SQL Cluster

Nora to Everyone: in different dashboard can use the QOS that I create in the test dashboard ?? is the new fixed?

Frank Frommelt to Everyone: @Everyone: Cheers!!!!

Paul Breheny to Everyone: Cheers :)

Karthikeyan to Everyone: I would like to restamp my questions that needs response... do we have any functionality on any probe to monitor the top (say 10) processes running on a server with respect to CPU utilization

ponnuchelvam.v to Everyone: @Jason Thanks. We have already open case for the issue. If we have a hotfix already available .it will be good

ponnuchelvam.v to Everyone: Thanks all. Very helpful chat..

Jason Allen to Everyone: @ponnuchelvam.v - what is the case number? I'll follow up on it after this chat.

Jerrod Early to Everyone: So SQL Server AlwaysOn is the high availability/DR direction that Microsoft is taking SQL Server in. With making it a standard feature in SQL Server 2016, I expect they will deprecate mirroring. There are two types: failover cluster instances (failover clusters) and availability groups (non-shared storage). It's essentially a combination of mirroring and replication, but it has readable secondary replicas, automatic page repair from secondaries in corruption cases. It leverages a completely different set of perfmon counters and dmvs for monitoring, however.

Paul Breheny to Everyone: @Karthik, that is not available, out of the box, right now.

Robert to Everyone: @Nora...I don't think I understand your question. I'll follow up via the email you registered with.

Frank Frommelt to Everyone: @Karthikeyan: you can get the top (10) processes via a callback to the processes probe.

Karthikeyan to Everyone: @ paul... thanks for the info

Nora to Everyone: OK Thanks for you help

Ken Adamson to Everyone: @Jarrod - Thanks for clarifying! We will look into it

Bart Beeman to Everyone: When creating a report using Performance Report Designer in the UMP by selecting filters. How do you get the filters hidden when viewing the report after saving it?

Karthikeyan to Everyone: @ frank do we have any docs or article or case related to the suggestion

ponnuchelvam.v to Everyone: @jason case no: 00163551

Frank Frommelt to Everyone: @Paul and from @Karthikeyan: The old 101 training materials contain this as an excercise.

from ponnuchelvam.v to Everyone: May i know when is next chat session?

Jason Allen to Everyone:@ponnuchelvam.v thank you I will look at it momentarily and updatethe case with details.

Paul to Everyone: <-----

ponnuchelvam.v to Everyone: @Jason ok.thanks man

Melissa Potvin to Everyone: OK Everyone, it's a wrap for today. Thank you for attending UIM office hours!

Jerrod Early to Everyone: @ken - feel free to followup with me if you guys want any help with it. i have a good idea how i am going to go about custom monitoring it ;)

Melanie Giuliani to Everyone: @ponnuchelvam.v Next chat is july 7th - here is the link: @ponnuchelvam.v

Melanie Giuliani to Everyone: here is the link: https://communities.ca.com/events/1919

Karthikeyan to Everyone: thanks all ...

ponnuchelvam.v to Everyone: @Melanie Thanks

Melissa Potvin to Everyone: Thank you for joining. Have a great day! Be sure to check the community which is where we will post the transcripts. <u>https://communities.ca.com/community/ca-infrastructure-management</u>