

Office Hours Transcript – CA Unified Infrastructure Management (UIM) Transcripts (Feb 3, 2015)

Melanie Giuliani to Everyone: Hi everyone - thank you for joining! We will be getting started in just a few minutes.

Melanie Giuliani to Everyone: Good morning everyone! Thanks for joining. We're ready for a great session today! We will be getting started right around 10am. Thanks!

Melanie Giuliani to Everyone: Alright - let's get started! Feel free to start typing your questions in the chat box. Don't forget to send to "everyone."

Siegfried Mueller to Everyone: How to dial in? I don't have any dial-in numbers in the invitation....

Brandon Vloch to Everyone: there is no audio

Melanie Giuliani to Everyone: @Siegfried - this is a chat-only session. There is no dial-in. Please start asking your questions through Webex chat!

Melanie Giuliani to Everyone: @Brandon - thanks! :)

Brandon Vloch to Everyone: Is anyone here running 8.0 in production?

Michael Harris to Everyone: @Brandon - We are. Very beginnings of it at least

Arlen Ahl to Everyone: @Brandon - Yes we are running 8.1 in production

Paimon Sorornejad to Everyone: >> Good Morning. This one is for those who are currently using UIM mainstream in production environments. How would you rate the experience vs a tool like Spectrum? Stability? Administration?

Danny Kusnierz to Everyone: @Brandon - 8.1 At Ball, 8.0 for the past few months

Brandon Vloch to Everyone: At this point are your users using admin console or admin console and IM?

Jackie to Everyone: @Brandon we are planning to start with 8.2 and this is to support Capacity Management ... anyone else with this use?

Michael Harris to Everyone: @Brandon - IM whenever possible

Daniel Blanco to Everyone: @Brandon - IM still.. AC is still not reliable...check the community on general consensus feedback

Arlen Ahl to Everyone: @Brandon - Using Admin and IM - Spectrum still has some features not in UIM

Danny Kusnierz to Everyone: Ball Corp is looking forward to doing Capacity Management

Ray Ferguson to Everyone: What is the difference between a major version and a minor version 8.0 to 8.1 for instance vs 8.1 to 9.0?

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Brandon Vloch to Everyone: Anyone from CA want to speak to when the Admin Console will be a complete viable replacement for IM?

Danny Kusnierz to Everyone: Anyone figure out where the new Delete Device or System feature is in 8.1? We still can't get a clean delete of a device and all its QoS.

Michael Harris to Everyone: We can't get a successful upgrade from 8.0 to 8.1

Danny Kusnierz to Everyone: @Brandon - 2nd the question on either making IM and Admin Console interchangeable or complete the migration to Admin Console.

Daniel Blanco to Everyone: We can't delete any QoS anymore.. our Data_engine just stops whenever we try to delete robot's QoS.. that is a real failure in the product.

Danny Kusnierz to Everyone: @Michael, what's breaking in the 8.0 to 8.1 upgrade?

Melissa Potvin to Everyone: @Ray @Brandon - let me see if i can get someone from product management to answer that for you.. one sec please...

Paimon Sorornejad to Everyone: Those who are using UIM in production, how many devices are you currently managing. Our environment is rather large and we have run into some issues with landscape scaling in Spectrum. Im curious as to how robot deployment is on massive infrastructures

Daniel Blanco to Everyone: Deleting QoS metrics should not take hours for a single machine where it causes a backup on the data_engine.

Brandon Vloch to Everyone: @Daniel - how do you delete these days - we still use SLM

Michael Harris to Everyone: @Danny - Several of the probes won't run in the primary. ACE, nis_server, discovery_server, sla_engine, maintenance_mode, dashboard, engine, qos, proc, ugs. I currently have a case in.

Daniel Blanco to Everyone: @Brandon - the SLM in the UMP is really bad...not reliable and if we have to we use the SLM old version win32 gui.

Jason Allen to Everyone: @Danny Kusnierz- My understanding is that there will officially be supported methods for deleting a device/system in 8.2 - but support can provide a hotfix, discovery_server 8.11 which can allow you to do this via a probe callback. If you open a support case and request this we can provide a link. (This goes for anyone using 8.10 who requires this....)

Daniel Blanco to Everyone: doesn't make things faster but can organize the QoS in the easier layout Client - Robot - Probe structure

Daniel to Everyone: More someone misses the "Dashboard" auto scale?

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Daniel Blanco to Everyone: That should be the "Default" or one of the default layouts in the SLM tool.
Origin/Client - Robot - Probe

Danny Kusnierz to Everyone: @Paimon Managing 1200 Systems 1500 telecom devices 2 hubs -- Hubs seem a little slow

Paimon Sorornejad to Everyone: @Danny thanks for the response!

Jason Allen to Everyone: @Daniel – we don't currently have an ETA but I am told by the Dashboard development team that auto-scale is coming back in a future update for sure.

Jason Allen [added after event]: At this point, the most current information we have available is that the development team is aware of customers' desire for this feature and plan to implement it, but no decision has yet been made as to when this will be developed.

Danny Kusnierz to Everyone: @Jason - Good to hear that we're going to finally be able to delete.

Brandon Vloch to Everyone: @Jason - it would be nice if hotfixes / bugs / known issues were published somewhere

Arlen Ahl to Everyone: How do we get a transcript of this session?

Daniel to Everyone: @Jason thanks!

Paimon Sorornejad to Everyone: @Arlen, they post it on the communities page after the session has ended

Arlen Ahl to Everyone: @ Paimon Thanks

Jason Allen to Everyone: @Brandon - We agree with you - a project is currently underway to provide a much better/more visible database of known issues, defects/known hotfixes, etc.

Michael Harris to Everyone: We're planning on around 4,000 servers. Nowhere near that since we're just beginning. 6 secondary hubs so far.

Brandon Vloch to Everyone: @jason - That is great news

Brandon Vloch to Everyone: @jason - TY

Danny Kusnierz to Everyone: @Brandon - 2nd the interest in a defect / hotfix / etc. listing

Daniel to Everyone: (Maintenance Schedule), to stop the collection of QOS for SLA. Is there anything planned?

Melissa Potvin to Everyone: Great Discussions so far. The CA Support team is standing by... If you just joined us please enter your question into the chat window.

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Paimon Sorornejad to Everyone: @Michael - were there any recommendations given to you regarding the hub/model ratio? Sounds like lots of hubs for 4k servers

Michael Harris to Everyone: @Paimon - Yes. I have overbuilt just a bit. Bitten with eHealth before.

Daniel Blanco to Everyone: @UIM Folks: why isn't there a common method to making threshold amount each and every probe? Ex: CDM probe you can tell it alert when < 10% Disk space. while other probes are made with the "Expected Threshold?" meaning I expect that the disk will be more than 10%? I hit this a few times now with the ntpf probe, clarion probe, and it really drives everyone nuts..

Brandon Vloch to Everyone: @CA - can anyone speak to roadmap regarding spectrum and Nimsoft intergration? I.E it data from the vmware probe is now being presented/consumend by spectrum

Ray Ferguson to Everyone: It looks like a Datomic (nosql big data within sql blobs) database backend to discovery data and adminconsole data was introduced uncermoniously and without documentation in the jump from 8.0 to 8.1. This seems like a hastily planned and executed and disruptive major change for a point release in my undertstanding of most vendor's release methodology. Is there a stable branch that just gets bug fixes and patches, or is there just a running beta that gets released every three months?

Daniel Blanco to Everyone: correction: "why isn't there a common methodology" stick to one method of configuring thresholds..

Brandon Vloch to Everyone: @users - is anyone else burdened by the release schedule or do find value in a new release every 3 months?

Dennis Newberry to Everyone: @Brandon Yes, the UIM vmware probe is presenting topology information to Spectrum (as of 9.4.1) via nisapi. View this link: <http://www.ca.com/us/support/ca-support-online/product-content/knowledgebase-articles/TEC1254768.aspx?intcmp=searchresultclick&resultnum=37>

Danny Kusnierz to Everyone: SLM - Needing a way to record outages that weren't caught by any of my defined SLO's. Anyone else noticing the sla's could use this feature?

Danny Kusnierz to Everyone: @Brandon - Like the quarterly schedule. It's a burden, but I'm still trying to completely replace eHealth and Spectrum and need every feature as soon as it arrives.

Daniel Blanco to Everyone: @UIM folks: is there a way to start a new Database in a new clean fresh state? Meaning if we wanted to archive our existing 1TB nimsoftSLM db and start a fresh new one? Any suggestions on how to do this using the existing infrastructure and same SQL DB? Is there a create NimsoftSLM db table script ?

Danny Kusnierz to Everyone: SLM - Kind of a manual outage capability for any given SLA with commenting

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Jason Allen to Everyone: @Danny Kusnierz - I'm not aware of anything in the product that could do this today but it would be a great thing to post in Ideas.

Teppo Tahkapaa to Everyone: @UIM Folks: any plans about changing alarming messages for these new icmp/snmpcollector probes? Now we get alarm that "QOS_AVAILABILITY....for host blaa blaa is under 100%". And what that means is "host is unreachable". I know the mechanism why it is so, but please some kind of knowledge to those alarm, not just "QOS is over threshold"

Melanie Giuliani to Everyone: @Danny - adding to Jason's response, please feel free to submit an idea to the IM community if you'd like to see this implemented: <https://communities.ca.com/community/ca-infrastructure-management>

Daniel Blanco to Everyone: question; how do we check the # of licenses that are currently in use?

Daniel Blanco to Everyone: I checked the hub probe gui but it says something totally wrong and I checked in the IM - Licenses gui but that doesn't state the actual # used

Daniel to Everyone: @Daniel, Billing Probe?

David LeDeaux (CA Technologies) to Everyone: @Daniel: Probably the best way to get a clean database is to run the installer again and give it a new database name

Arlen Ahl to Everyone: What is the best practice for SNMP Collector 2.0 templates? -1 custom template > then filter for different device types and metrics, OR – use different custom templates for different device types with special filters and metrics?

Jason Allen [added after event]: @Arlen – There is currently no "best practice" for this – one method is not necessarily preferred – this is largely a personal preference depending on what you find easiest to administer.

Daniel Blanco to Everyone: @DavidLeDeaux, oh really, so possibly re-run the UIM setup on the existing Pri-Hub, point to the same DB Machine and just specify a new NimsoftSLM - NimsoftSLM2 as the db name? hmmm...?

Ray Ferguson to Everyone: @Danny K A three month release schedule might not be a burden if we could trust that point releases were bug fixes and minor changes within a stable branch, and that ambitious new development was being pushed into 9.x.

Brandon Vloch to Everyone: @Dennis – are there other technologies on the roadmap? Perhaps that info is NDA at present?

David LeDeaux (CA Technologies) to Everyone: @Daniel: It's been a while since I've done it so the details are fuzzy, but I had a transaction log fill up in my lab once and had to blow away my DB; The way I recovered the environment was to start a clean DB by running the install again

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Michael Benedict to Everyone: @David LeDeaux, does a new installer based DB impact probe communications in any way?

Paul Breheny to Everyone: @daniel, on the license question, there's a detailed explanation in the articles on https://na4.salesforce.com/articles/customer_solutions/Nimsoft-Monitor-Licensing-Issues-and-Answers?popup=true or search "license" in Articles

Ray Ferguson to Everyone: Is it possible to run a secondary adminconsole in UIM 8.1?

Teppo Tahkapaa to Everyone: @Ray, based on current info from support: No

Jason Allen to Everyone: @Michael it should not impact probe communications - the other probes all ask data_engine for the connection information. So as long as data_engine is pointed to the correct (new) database, the other probes will also.

Daniel Blanco to Everyone: @Paul, I actually checked that article but it doesn't work. I read the section: Determining License Usage and Count... You can also check license numbers/in use, e.g., 'x of y' being used when you open the hub probe on your primary hub and under the General Tab you can see the licenses. License information. << I know this is wrong b/c it says 4 out of 2500 ?? Or can someone explain what eats up a license?

Ray Ferguson to Everyone: What does MPSE do in 8.1?

Ray Ferguson to Everyone: Is it possible to run two sets of root infrastructure in the same security domain to ease the burden of 4 releases a year so we can follow a stage / prod release methodology to UIM versions and mitigate the risk?

Paul Breheny to Everyone: @Daniel, are you wanting to find out hub license usage or overall QoS usage?

Brandon Vloch to Everyone: @paul - that number he is referring to is the number of robots, right

Daniel Blanco to Everyone: @Ray Ferguson! Hey +1 on that...we need a REAL accurate explanation on what the MPSE, PPM probe and when, where they must be deployed...

Danny Kusnierz to Everyone: @Daniel - +10 on what probes need to be deployed where

Daniel Blanco to Everyone: Well I was just asked by my mgr, what is our license usage for UIM.. so I'm trying to figure out exactly..

Jason Allen to Everyone: @Ray – MPSE is involved (along with PPM) with configuring probes and thresholds via the admin console. To be honest, I don't know the specifics of how exactly it interacts with the other pieces – but we can certainly ask the development teams to provide more detailed information about the “moving parts” for you.

Jason Allen [added after event]: I have sent a message out to the documentation and product management teams involved and I'm told that we are currently working on developing improved

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documentation for all the new probes like PPM, MPSE, UGS, udm_manager, prediction_engine, and so forth, and it will be available on the documentation wiki as soon as its ready.

Brandon Vloch to Everyone: @CA - the license number Daniel is referring to is the number of robots, right and if so does that number really matter?

Daniel to Everyone: @Daniel to know how many licenses I'm using, I use the probe usage meting with billing probe <https://c.na4.content.force.com/servlet/fileField?id=0BE60000000PBqD>

Teppo Tahkapaa to Everyone: @Jason, put baseline and prediction_engines also to question list. Because they are needed in each hub anyway when using ttt/tot

David LeDeaux (CA Technologies) to Everyone: @Daniel PPM is primarily responsible for loading the GUIs for admin console.

Paul Breheny to Everyone: @Brandon, yup. I understand that number may not describe what is wanted. it depends on what you are looking for with the licensing.

Jason Allen to Everyone: @Teppo - will do!

Daniel Blanco to Everyone: right, PPM is like a "wrapper" that interrupts the Admin Console requests so the Probe can understand what it wants. but where does this need to be deployed. On each hub?

Brandon Vloch to Everyone: @Paul – does CA charge/license by robot count anymore? **(sales will follow up with customer directly)**

David LeDeaux (CA Technologies) to Everyone: @Daniel: ppm needs to be deployed to each secondary hub. This allows you to configure probes for all robots that are children of that hub.

Melanie Giuliani to Everyone: @All - we have noticed there are a lot of product management related questions coming in. We will be sure to consult with a PM and add answers in to the transcript which will be posted in the UIM community, so please stand by for that. In the meantime, Support is still standing by to answer any technical questions!

Daniel Blanco to Everyone: thanks @David. In the past I was told there should be only 1 PPM in your environment so that was wrong. ok.

Paul Breheny to Everyone: @Brandon, i suggest taking that up with sales as that changes and we don't really get involved in that depth.

David LeDeaux (CA Technologies) to Everyone: @Daniel You'll get a MONS-XX error if ppm is not deployed on secondary hubs

Daniel Blanco to Everyone: Technical Question. How would i be able to query all my say VMWARE probe instances to see what "Template Package" was deployed to that vmware probe/

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David LeDeaux (CA Technologies) to Everyone: @Daniel also, ppm is very version specific so older versions of ppm will not support all probes or even newer GUIs

Jason Allen to Everyone: @Daniel Blanco can you clarify your question a little – when you say Template Packages are you referring to the templates within the VMware probe GUI that you can apply?

Daniel to Everyone: Maintenance Schedule, to stop the collection of QOS for SLA – Is there anything planned?

Daniel Blanco to Everyone: @Jason – So when we deploy the VMProbe we deploy it with our “VMware_Alpha” package which includes the tweaked template in the templates section...so is there a way to tell if the vmware probe was deployed with the “VMWare_Alpha” package or something else say “VMPack” or just the probe was deployed directly.

Jason Allen to Everyone: @Daniel – we’re currently not aware of anything but it’s possible that it might be on the roadmap – we will ask the Product Management team to respond to this when they are able and post the response in the transcript of this chat session. You might also consider submitting an idea on this one so that other customers can upvote it.

Danny Kusnierz to Everyone: I do have a technical question about alarms. With 4 hubs total, I'm seeing history of each alarm showing up multiple time, once for the hub it was generated on and once for the Primary Hub. Is this normal? I didn't have this in eHealth/Spectrum with multiple pollers.

Daniel Blanco to Everyone: @Jason - We recently updated the "VMware_Alpha" package and now need to check which vmware probes got the update..

Ray Ferguson to Everyone: @David: I've read that about ppm being for the "GUIs." A GUI is a graphical user interface. I assume you mean the HTML5 form based configuration panels within adminconsole? And by providing, I'm guessing you mean it has some role in collecting CTD data or translating between cfg and ctd formats? and maybe MPSE is like a broker to gather CTD data from Datomic via udm where possible or delegating to ppm when it's needed in real time? Just guessing though, since nobody at CA has written documentation on the topic.

Daniel Blanco to Everyone: @Jason - summary we have 80 vmware probes deployed using the old template, we tweaked the existing package and a few folks deployed the new here and there. We are wondering is there a way to check which vmware instances got the newest template package versus running the old?

Jason Allen to Everyone: @Daniel Blanco - the only thing I'm aware of is that you can use a controller callback (using the probe utility) called inst_list which gives you a list of installed packages on that robot - or you can go into the Controller GUI, Status Tab, and click "Installed Packages". I don't know of any other easy way, but you might be able to create a LUA script for example, which performs the inst_list callback on each robot and parses the result.

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Melanie Giuliani to Everyone: Hi all - 10-minute warning! Please get your last minute questions in now.

David LeDeaux (CA Technologies) to Everyone: @Danny. This might need to be a support case. This shouldn't be happening. Do you have an alarm queue and multiple nas probes with replication both set up, by chance?

Brandon Vloch to Everyone: @Daniel - we use a "hack" to perform what you are looking to perform. We tag our packages using the probe definitions tab and create a "On Demand" probe that really does nothing other than show up in IM as probe. This allows us to use the find feature in the GUI. When we make changes to our package we update the version number of our package

Jason Allen to Everyone: @Ray Ferguson – I think that those are reasonable guesses and wouldn't be surprised if you're right on target. We'll definitely make sure to get this information straight for you, and ask the documentation teams to work on this as well.

Brandon Vloch to Everyone: @Daniel - this will not however tell you when/how a package was deployed

Ray Ferguson to Everyone: What is the role of Datomic in the current 8.1 release and what is the future of it? Will I be able to store data directly in a horizontally scalable database some day. Any unofficial guesses on when major milestones toward a big data future might happen?

Daniel Blanco to Everyone: Is UIM 8.x SQL Mirror aware?

Brandon Vloch to Everyone: @CA – When will MSSQL 2014 be supported?

Jason Allen to Everyone: @Ray - Datomic is used to coordinate with discovery_server to support the new 'interfaces' views in USM. I don't have any information on the other two questions - but those should (and will) be directed to product management.

Paul Breheny to Everyone: @Daniel, 8.x is not sql mirror aware, as such. For this scenario the biggest thing to make sure is that after it fails over to the secondary that the mirroring is configured to make sure the data between the two databases is kept consistent. At that point it is just a matter of switching over and the downtime to reconfigure data_engine and restart.

Danny Kusnierz to Everyone: @David, do not have a queue setup with replication on purpose yet, intend to do so to create test data to another DOMAIN, but will open a support call since this isn't normal behavior.

David LeDeaux (CA Technologies) to Everyone: @Daniel we'll need to check with product management on the support for 2014

Daniel Blanco to Everyone: @Paul thanks... is this properly doc'd anywhere?

David LeDeaux (CA Technologies) to Everyone: @Brandon apologize I meant this to be a response for you

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Brandon Vloch to Everyone: @David - ty

Daniel Blanco to Everyone: PM: SQL Mirroring Awareness, QoS Delete Clean up {Must be improved}, Documentation clarified, etc...

Melissa Potvin to Everyone: OK everyone. That's it for today. Thank you for attending UIM office hours. Be sure to watch the community for transcripts and we hope to see you at the next Office Hours!

Daniel Blanco to Everyone: Thank you !!!

Melanie Giuliani to Everyone: Thanks everyone!