



NerveCenter

Designing and Managing Behavior Models

**UNIX and Windows
Version 5.0.00**

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Welcome to *Designing and Managing Behavior Models*. This chapter introduces the audience and purpose of this guide, and how you can best use it.

This chapter includes the following sections:

Section	Description
<i>Overview of this Book on page 2</i>	Includes an overview of the contents of this guide and what you need to know before you use the guide.
<i>NerveCenter Documentation on page 4</i>	Lists and describes the components of the OpenService NerveCenter support system, including printed guides, online guides, help, and links to the OpenService NerveCenter Web site and the OpenService technical support Web site.
<i>OpenService Technical Support on page 8</i>	Describes how to access the NerveCenter knowledge base and other OpenService support services.

Overview of this Book

Designing and Managing Behavior Models describes how NerveCenter works and how you can monitor your network most effectively. This book is written for users operating the NerveCenter Client and the NerveCenter Web Client.

Designing and Managing Behavior Models contains the following chapters:

Title	Description
<i>Chapter 2, Understanding NerveCenter</i>	Explains what the NerveCenter components do, how NerveCenter manages nodes, and how it can fit into a network management strategy.
<i>Chapter 3, Behavior Models and Their Components</i>	Explains how to approach behavior model design, provides detailed definitions of the NerveCenter objects used in building behavior models, and illustrates how those objects interact.
<i>Chapter 4, NerveCenter Support for SNMP v3</i>	Provides an overview of NerveCenter support for SNMP v3, the operations log, SNMP error status messages, and test polls.
<i>Chapter 5, Getting Started with the NerveCenter Client</i>	Explains how to use the NerveCenter Client to connect to a server, set up alarm instance filters, and configure heartbeat messaging.
<i>Chapter 6, Discovering and Defining Nodes</i>	Discusses how to add node definitions to the NerveCenter database through auto-discovery or by manual definition.
<i>Chapter 7, Configuring SNMP Settings for Nodes</i>	Describes how to change the SNMP version, security level, and authentication protocols that NerveCenter uses to manage nodes.
<i>Chapter 8, Defining Property Groups and Properties</i>	Provides suggestions on how to use property groups effectively, the mechanics of listing property groups and properties, creating properties and property groups, and assigning property groups to nodes.
<i>Chapter 9, Using Polls</i>	Explains polls in detail, from defining a poll and poll conditions, to documenting and enabling it.
<i>Chapter 10, Using Trap Masks</i>	Explains how to define, enable, and use trap masks and triggers.
<i>Chapter 11, Using Other Data Sources</i>	Discusses how NerveCenter can receive information from other sources, including a second NerveCenter Server, NerveCenter triggers, and HP IT/Operations.
<i>Chapter 12, Using Alarms</i>	Explains alarms in detail, from defining it, to setting states and transitions, documenting, and enabling alarms.
<i>Chapter 13, Alarm Actions</i>	Discusses how to use each of the NerveCenter alarm actions.

Title	Description
<i>Chapter 14, Performing Actions Conditionally (Action Router)</i>	Explains how to determine what Action Router rules have already been defined, and how to create new rules.
<i>Chapter 15, Creating Multi-Alarm Behavior Models</i>	Presents an example of a multi-alarm (or multi-tier) behavior model.
<i>Chapter 16, Managing NerveCenter Objects</i>	Explains how to perform additional operations on NerveCenter objects, such as copying, deleting, and changing attributes.
<i>Chapter 17, NerveCenter Severities</i>	Describes severities and how NerveCenter uses them, the predefined severities supplied with NerveCenter, and how to create new severities.
<i>Chapter 18, Importing and Exporting NerveCenter Nodes and Objects</i>	Explains how to export NerveCenter objects, nodes, and behavior models to a file and how to import those files back into a NerveCenter database.
<i>Appendix A, Communications and Data</i>	Outlines the general data flow into, through, and out of NerveCenter in the course of operation.
<i>Appendix B, Debugging a Behavior Model</i>	Describes how to debug NerveCenter behavior models.
<i>Appendix C, Downstream Alarm Suppression</i>	Describes how the latest downstream alarm suppression model works, how to test it, and its technical implementation details.
<i>Appendix D, Error Messages</i>	Lists various types of NerveCenter error messages and the steps you can take to resolve them.

NerveCenter Documentation

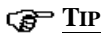
This section describes the available NerveCenter documentation, which explains important concepts in depth, describes how to use NerveCenter, and provides answers to specific questions.


The documentation set is provided in online (HTML) format, as well as PDF for printing or on-screen viewing. See the following topics for more information:

- ◆ *Using the Online Help on page 4*
- ◆ *Printing the Documentation on page 4*
- ◆ *The NerveCenter Documentation Library on page 5*
- ◆ *UNIX Systems on page 6*
- ◆ *Document Conventions on page 6*
- ◆ *Documentation Feedback on page 8*

Using the Online Help

You can use Microsoft Internet Explorer, Mozilla, or Netscape Navigator to view the documentation. Refer to the *NerveCenter 5.0.00 Release Notes* for the browser versions supported with this release.

**TIP**

For in-depth instructions on using the online documentation, click the Help button  in the upper right of the Help window.

Printing the Documentation

The NerveCenter documentation is also available as Portable Document Format (PDF) files that you can open and print. All PDF files are located in your *installpath/doc* directory.

**NOTE**

You must have Adobe Acrobat Reader to open or print the PDF files. You can download the Reader free from Adobe's Web Site at <http://www.adobe.com>.

The NerveCenter Documentation Library

The following documents ship with NerveCenter.

Book Title	Description	Application	Audience	PDF for Print
<i>NerveCenter 5.0.00 Release Notes</i>	Describes new NerveCenter features and includes late-breaking information, software support, corrections, and instructions.	All	All	relnotes.pdf
<i>Getting a Quick Start with NerveCenter</i>	Provides a preview prior to installing and configuring NerveCenter for your network. Takes approximately one to two hours to complete.	All	New users	QuickStart.pdf
<i>Upgrading NerveCenter</i>	Explains how to upgrade your current NerveCenter version.	All	Installation team	upgrading.pdf
<i>Installing NerveCenter</i>	Helps you plan and carry out your NerveCenter installation. Use the <i>Release Notes</i> in conjunction with this book.	All	Installation team	install.pdf
<i>Managing NerveCenter</i>	Explains how to customize and tune NerveCenter after it has been installed.	NerveCenter Administrator	Administrator	managing_nervecenter.pdf
<i>Integrating NerveCenter with a Network Management Platform</i>	Explains how to integrate NerveCenter with network management platforms.	NerveCenter Administrator	Administrator	integratingNC.pdf
<i>Learning How to Create Behavior Models</i>	Provides step-by-step instructions and examples for creating behavior models.	NerveCenter Client	Users with administrative privileges	learningModel.pdf
<i>Designing and Managing Behavior Models</i>	Explains behavior models in depth, how to create or modify models, and how to manage your models.	NerveCenter Client	Users with administrative privileges	designingModels.pdf
<i>Monitoring Your Network</i>	Explains how NerveCenter works and how you can most effectively monitor your network.	NerveCenter Client and Web Client	Users	monitoringNet.pdf

Book Title	Description	Application	Audience	PDF for Print
<i>Behavior Models Cookbook</i>	Describes each behavior model shipped with OpenService NerveCenter.	NerveCenter Client	Users with administrative privileges	modsCookbook.pdf
Quick reference cards	Quick reference cards provide convenient reference material for common NerveCenter tasks. The following cards are provided (PDF only): <ul style="list-style-type: none"> ◆ Monitoring NerveCenter reference. ◆ Installing NerveCenter reference. ◆ Using Behavior Models reference. 	NerveCenter Client and Administrator	All	quickreference.pdf

UNIX Systems

On UNIX systems, NerveCenter man pages provide command reference and usage information that you view from the UNIX shell as with other system man pages. When you specify documentation during NerveCenter installation, the script installs nroff-tagged man pages and updates your system's MANPATH environment variable to point to the NerveCenter man page directory.

Document Conventions

This document uses the following typographical conventions:

Element	Convention	Example
Key names, button names, menu names, command names, and user entries	Bold	Press Tab Enter ovpa -pc
<ul style="list-style-type: none"> ◆ A variable you substitute with a specific entry ◆ Emphasis ◆ Heading or Publication Title 	<i>Italic</i>	Enter <i>./installdb -f IDBfile</i>

Element	Convention	Example
Code samples, code to enter, or application output	Code	<code>iifInOctets > 0</code>
Messages in application dialog boxes	Message	Are you sure you want to delete?
An arrow (>) indicates a menu selection	>	Choose Start > Programs > OpenService NerveCenter
A link to a section in the same book	<i>Blue Italic</i>	For more information, see <i>Correlating Conditions</i> .
A link to a section in a different book	<i>Green Italic</i>	For more information, see <i>Correlating Conditions in Monitoring Your Network with NerveCenter</i> .
<p>Note: If you are viewing this document in a PDF viewer, you may need to use the Go to Previous View button to return to the original PDF file.</p>		

**CAUTION**

A caution warns you if a procedure or description could lead to unexpected results, even data loss, or damage to your system. If you see a caution, proceed carefully.

**NOTE**

A note provides additional information that might help you avoid problems, offers advice, and provides general information related to the current topic.

**TIP**

A tip provides extra information that supplements the current topic. Often, tips offer shortcuts or alternative methods for accomplishing a task.



If toolbar buttons are available, they are displayed in the margin next to the step in which you can use them. Other shortcuts are noted as tips. Also, shortcut (accelerator) keys are displayed on application menus next to their respective options.

Documentation Feedback

OpenService, Inc. is committed to providing quality documentation and to helping you use our products to the best advantage. If you have any comments or suggestions, please send your documentation feedback to:

Documentation
OpenService, Inc.
67 Forest Street
Marlborough, MA 01752

documentation@openservice.com

OpenService Technical Support

OpenService is committed to offering the industry's best technical support to our customers and partners. You can quickly and easily obtain support for NerveCenter, our proactive network management software, or ThreatCenter, our security threat management suite.

Professional Services

OpenService offers professional services when customization of our software is the best solution for a customer. These services enable us, in collaboration with our partners, to focus on technology, staffing, and business processes as we address a specific need.

Educational Services

OpenService is committed to providing ongoing education and training in the use of our products. Through a combined set of resources, we can offer quality classroom style or tailored on-site training.

Contacting the Customer Support Center

For Telephone Support

Phone: 1-800-892-3646 or 1-508-597-5300

For E-mail Support

E-mail: techsupport@openservice.com.

For Electronic Support

OpenService has a Web-based customer call tracking system where you can enter questions, log problems, track the status of logged incidents, and check the knowledge base.

When you purchased your product and/or renewed your maintenance contract, you would have received a user name and password to access the OpenService Call Tracking System using TeamShare. You may need to contact your contracts or NerveCenter administrator for the username and password for your account with TeamShare.

If you have not received or have forgotten your log-in credentials, please e-mail us with a contact name and company specifics at techsupport@openservice.com.

We are committed to providing ongoing education and training in the use of our products. Through a combined set of resources, we offer quality training to our global customer base.

For Online KnowledgeBase Access

For additional NerveCenter support information, please go the OpenService website <http://www.openservice.com> for access to the following sections of information:

- ◆ **Patches and Updates** - latest installation files, patches, and updates including documentation for NerveCenter.
- ◆ **Software Alerts** - latest software alerts relative to NerveCenter.
- ◆ **KnowledgeBase Search** - search the NerveCenter KnowledgeBase for answers to your questions whether relating to the installation, usage, or operation of NerveCenter.

This chapter explains:

- ◆ What type of product NerveCenter™ is
- ◆ How NerveCenter manages nodes
- ◆ What the NerveCenter main components are
- ◆ What roles NerveCenter can play in a network or system management solution

For information on these topics, see the sections shown in the table below.

Section	Description
<i>What is NerveCenter? on page 12</i>	Explains that NerveCenter is an advanced event automation solution.
<i>How NerveCenter Manages Nodes on page 13</i>	Explains how NerveCenter isolates and responds to emerging network and system problems.
<i>Main NerveCenter Components on page 23</i>	Discusses NerveCenter's client/server architecture. Explains how NerveCenter tracks network conditions using finite state machines called alarms, where these alarms get their input, and how alarm transitions can result in actions.
<i>Role in Network Management Strategy on page 31</i>	Explains how NerveCenter can be used stand-alone, integrated with other NerveCenter systems, or integrated with other OpenService or third-party products.

What is NerveCenter?

As corporations have focused attention on keeping their corporate networks available at all times, they have invested heavily not only in redundant hardware, but also in network management software. Unfortunately, many network management tools whose purpose is to identify network faults can overwhelm operators with raw network data. Only after manually sifting through this raw data and identifying the real problems can operators take the appropriate corrective actions.

NerveCenter is different. It is able to isolate and respond to network conditions proactively. In addition, NerveCenter is a highly-scalable, cross-platform solution.

At the heart of NerveCenter is its event correlation engine. For each device that it is monitoring, NerveCenter creates one or more finite state machines—or alarms—that define operational states it wants to detect. NerveCenter also defines rules that effect transitions between the operational states. These rules can be very simple; for example, a state transition can be caused by the receipt of a generic Simple Network Management Protocol (SNMP) trap. Or they can be quite complex and take advantage of NerveCenter's support for Perl expressions.

These state machines enable NerveCenter to correlate data from multiple sources over time before it concludes that a problem exists. As a simple example, if NerveCenter receives a link-down trap for an interface, it does not immediately report a problem; instead, it waits for a link-up trap for that interface. If NerveCenter receives a link-up trap within a given amount of time, it can ignore both traps. Otherwise, it can report that a particular communication link is down.

Once NerveCenter has identified a problem, it can take automatic corrective actions. A variety of actions can be associated with state transitions, including notifying an administrator, executing a program or script that corrects the problem, or notifying a network management platform of the network condition.

In addition to being an advanced event automation solution, NerveCenter is also a highly scalable client/server application. It can run co-resident with a network management platform (such as Hewlett Packard's OpenView Network Node Manager) and manage thousands of nodes. Or the server can be distributed as a background process at tens or even hundreds of remote offices.

Finally, NerveCenter is a cross-platform solution. NerveCenter automatically correlates events, identifies problems, and takes corrective actions across network devices running an SNMP agent, UNIX systems, and Windows workstations and servers. The capability for NerveCenter components on Windows systems to work with components on UNIX systems enables you to install NerveCenter on the type of system—hardware and operating system—that is most appropriate for a job. For instance you might install NerveCenter on a Windows system to monitor a small network of 1000 nodes or fewer, and you might install NerveCenter on a symmetric multiprocessor UNIX server to manage several thousand nodes. You could monitor and configure both of these systems from a Windows or UNIX workstation.

How NerveCenter Manages Nodes

To perform its job of event automation, NerveCenter relies on the definition of *behavior models*. These models are constructed from NerveCenter objects (which we'll discuss in detail later) and define:

- ◆ Which nodes the behavior model will affect
- ◆ How NerveCenter will detect certain conditions on these nodes
- ◆ How NerveCenter will correlate the conditions it detects
- ◆ How NerveCenter will respond to network problems

The following sections elaborate on the tasks that NerveCenter performs in order to automate event handling:

- ◆ [Defining a Set of Nodes on page 13](#)
- ◆ [Detecting Conditions on page 14](#)
- ◆ [Correlating Conditions on page 14](#)
- ◆ [Responding to Conditions on page 19](#)

Defining a Set of Nodes

NerveCenter can get the list of devices to monitor from a network management platform, discover them on the network, or import this information from another NerveCenter database.

NerveCenter assigns to each managed node a set of *properties*, and these properties determine which behavior models apply to a node. Properties typically describe the type of the device—for example, a router—or are named after objects in the management information base (MIB) used to manage the node.

Once NerveCenter assigns a set of properties to a node, NerveCenter automatically applies to that node all of the models that refer to those properties. If NerveCenter detects that a node has been deleted or that its properties have changed, the product immediately retires or updates the set of models that are actively managing that node. This dynamic process enables NerveCenter to adapt at once to changes in network configuration reported by the management platform or by NerveCenter's own discovery mechanism.

It is also possible to assign properties to nodes manually to further refine the set of models that NerveCenter uses to manage a node. For example, you may want to distinguish a backbone router from a campus router to regulate how much and how often status information is collected.

Detecting Conditions

As is discussed in the section *Role in Network Management Strategy on page 31*, NerveCenter can collect network and system data from a variety of sources. However, most frequently NerveCenter obtains data from Simple Network Management Protocol (SNMP) agents running on managed nodes. This means that NerveCenter detects most conditions by:

- ◆ Receiving and interpreting an SNMP trap
- ◆ Polling an SNMP agent for data and analyzing that data

One of the criticisms of SNMP-based enterprise management platforms over the years has been that, because SNMP trap delivery is unreliable, the platform must poll agents and this polling generates too much network traffic. NerveCenter helps alleviate this problem by enabling you to determine the interval at which a poll is sent and to turn a poll off. Even more important is NerveCenter's *smart polling* feature. NerveCenter sends a poll to a node only if the poll:

- ◆ Is part of a behavior model designed to manage that node
- ◆ Can cause a change in the alarm's state.

Also, because of NerveCenter's client/server architecture, NerveCenter servers can be distributed so that all polling is done on LANs, and not across a WAN. Furthermore, use of SNMP v2c and v3 features allow SNMP to be utilized both reliably and securely.

Correlating Conditions

Event correlation involves taking a number of detected network conditions, often a large number, and determining:

- ◆ How these conditions, or some subset of them, are related
- ◆ The underlying cause of a set of conditions, or the problem to which they have led

For instance, NerveCenter may look at a large number of events and identify a subset of events that relate to SNMP authentication failures on a managed node. NerveCenter may then determine that the authentication failures were far enough apart that no problem exists, or it may find that several failures occurred within a short period of time, indicating a possible security problem. In the latter case, NerveCenter might notify administrators of the potential problem. In this way, administrators receive one notice about a potential security problem rather than having to browse through a long list of detected conditions and identify the problem themselves.

Detected conditions can be correlated in many ways. In fact, once you start working with NerveCenter, you will help determine how these conditions are correlated yourself. However, there

are some typical ways in which NerveCenter finds relationships between conditions. Several of these methods are discussed in the following sections:

- ◆ *Detecting the Persistence of a Condition on page 15*
- ◆ *Finding a Set of Conditions on page 16*
- ◆ *Looking for a Sequence of Conditions on page 17*

Detecting the Persistence of a Condition

Probably the simplest method of correlating detected conditions is to search for the persistence of a problem. For example, a network administrator might want to know if an SNMP agent sends a link-down trap and that trap is not followed within three minutes by a link-up trap. NerveCenter can track such a link-down condition using a state diagram similar to the one shown below.

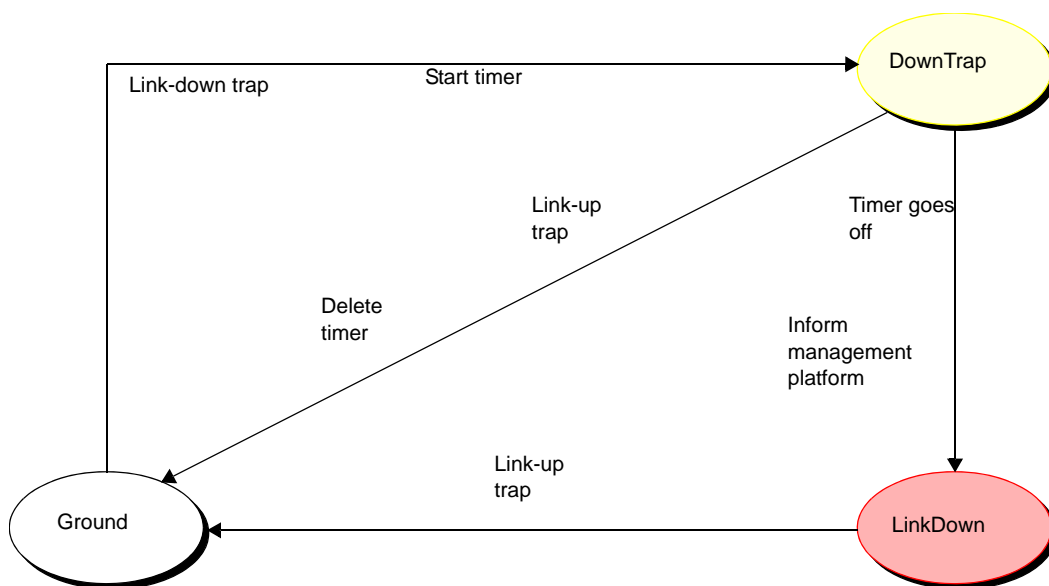


FIGURE 2-1. State Diagram for Detecting a Link-Down Condition

Let's say that NerveCenter has this state diagram in memory and is tracking a particular interface for a link-down condition.

- ◆ The first time NerveCenter sees a link-down trap concerning that interface, the current state becomes DownTrap, and NerveCenter starts a three-minute timer.
- ◆ If NerveCenter receives a link-up trap within three minutes of the link-down trap, the current state reverts to Ground (normal) because NerveCenter is looking for a *persistent* link-down

condition. In addition, NerveCenter stops the timer. However, if three minutes expire before a link-up trap arrives, the current state becomes LinkDown, and NerveCenter informs a network management platform that the link is down.

- ◆ The current state remains LinkDown until a link-up trap does arrive. At that point, the current state reverts to Ground, and the process begins again.

Finding a Set of Conditions

Another common type of event correlation is the identification of a set of conditions. For example, let's say that you're monitoring the interfaces on a router. To be notified when a low-speed interface goes down or when a high-speed interface goes down, you might use the following state diagram.

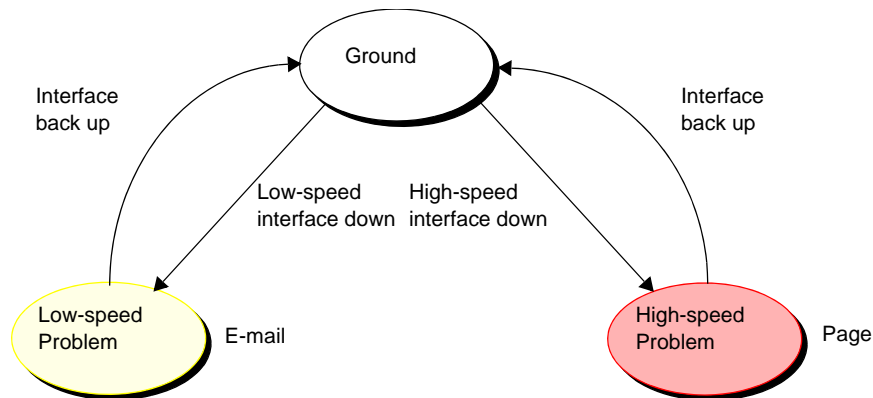


FIGURE 2-2. State Diagram for Detecting a Router Interface Problem

What causes state transitions in this situation? NerveCenter can poll the SNMP agent on the router for the values of the following interface attributes: `ifOperStatus`, `ifAdminStatus`, `ifSpeed`, `ifInOctets`, and `ifOutOctets`.

If the poll successfully returns values for these attributes, NerveCenter can then evaluate the expression shown below in pseudocode:

```

if ifOperStatus is down && ifAdminStatus is up &&
  (ifInOctets > 0 || ifOutOctets > 0)
  if ifSpeed < 56K
    move to lowSpeedProblem state
  else
    move to highSpeedProblem state
else
  move to ground state
  
```

This code is looking for two sets of conditions. The first set is:

- ◆ The operational state of the interface is down.
- ◆ The administrative status of the interface is up.
- ◆ Traffic has been passed on this interface. (If no traffic has been passed, the interface is just coming up.)
- ◆ The interface's current bandwidth is less than 56K.

If this set of conditions is met, a problem exists on an interface that is probably used for a dial-up connection.

The second set of conditions is the same as the first, except that the last condition is that the interface's current bandwidth is greater than or equal to 56K. If this set of conditions is met, a problem exists on a higher speed interface.

If neither of these sets of conditions is met, the current state should return to, or remain at, Ground.

NerveCenter may detect many conditions concerning an interface before it finds the set of conditions it is looking for. The administrator need not see information about each of these conditions. He or she will be emailed or paged if the interface goes down.

Looking for a Sequence of Conditions

NerveCenter also enables you to correlate conditions by looking for sequences of conditions. This type of correlation is possible because, in NerveCenter, each state in a state diagram can look for a different set of conditions. For instance, let's look at a state diagram that NerveCenter uses to track the status of a node and its SNMP agent. The diagram includes states for the following conditions:

- ◆ The node and its SNMP agent are up.
- ◆ The node is up, but its agent is down.
- ◆ The node is unreachable.
- ◆ The node is down.

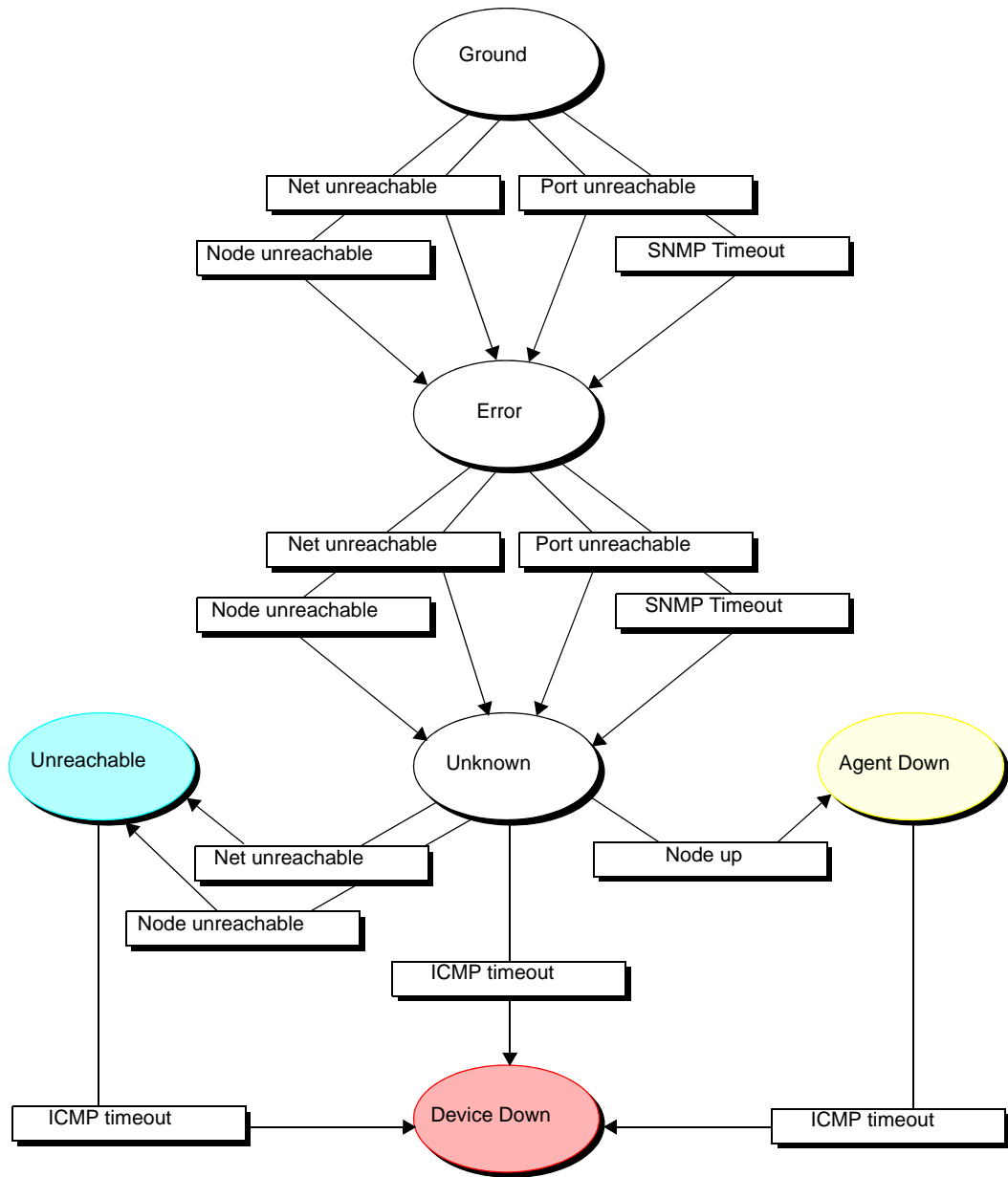


FIGURE 2-3. State Diagram for Determining Node Status

**NOTE**

A more realistic state diagram for tracking the status of a node would include transitions from the terminal problem states back to Ground.

When checking the status of a node and its SNMP agent, NerveCenter begins by polling the node to see if the node's SNMP agent will return the value of the MIB attribute sysObjectID. If the agent returns this value, the current state remains Ground. However, NerveCenter makes Error the current state if:

- ◆ The node, or the network the node is on, is unreachable
- ◆ The node is reachable, but the SNMP agent doesn't respond

Similarly, NerveCenter changes the current state to Unknown if it detects for a second time that the node is unreachable or the node's SNMP agent isn't responding.

Once the current state becomes Unknown, though, NerveCenter begins looking for a different set of conditions. NerveCenter checks to see whether the node will respond to an ICMP ping. If it will, NerveCenter knows that the node is up, but its SNMP agent is down. If it receives another network- or node-unreachable message, NerveCenter knows that the node is unreachable. And if the ping times out, NerveCenter knows that the node is down.

This ability of different states to monitor different conditions gives you the ability to correlate *sequences* of conditions. That is, a sequence of two SNMP timeouts followed by a Node up indicates that the node is up but its agent is down. And a sequence of two Node unreachables followed by an ICMP timeout indicates that the node is down.

Responding to Conditions

NerveCenter not only enables you to detect network and system problems, but is able to respond automatically to the conditions it detects. To set up these automated responses, you associate *actions* with state transitions.

The possible actions you can define are discussed in the following sections:

- ◆ [Notification on page 20](#)
- ◆ [Logging on page 20](#)
- ◆ [Causing State Transitions on page 21](#)
- ◆ [Corrective Actions on page 21](#)
- ◆ [Action Router on page 22](#)

Notification

If a particular network or system condition requires the attention of an administrator, the best action to take in response to that condition is to notify the appropriate person. NerveCenter lets you notify administrators of events in the following ways:

- ◆ You can send an audible alarm (a beep) to workstations running the NerveCenter Client.
- ◆ You can send email to an administrator using either a Microsoft Exchange Server client or SMTP mail.
- ◆ You can page an administrator.
- ◆ You can send information about a network or system condition to another NerveCenter server. This capability is useful if you have a number of NerveCenter servers at different sites and want these servers to forward information about important events to a central server.
- ◆ You can send information about a network or system condition to a network management platform such as IBM Tivoli's Netcool/OMNIbus or Hewlett Packard's OpenView Network Node Manager. Administrators can then be notified of a problem found by NerveCenter using the other management tool's console.

For more information on integrating NerveCenter with other network management products, see the section *Role in Network Management Strategy on page 31*.

Logging

If you want to keep a record of an event that takes place on your network, you must explicitly log information about the event at the time it occurs. NerveCenter provides three actions that provide for such logging:

- ◆ Log to File
- ◆ Log to Database (Windows only)
- ◆ EventLog

Log to File writes information about an event to a file. Log to Database writes information about an event to the NerveCenter database. The EventLog action writes information about an event to an event or system log.

When you assign a logging action to a behavior model, you have the choice of logging default data or customizing what data you deem relevant. This saves disk space and streamlines information used later for analysis and reporting.

Causing State Transitions

In some behavior models, one alarm needs to cause a transition in another. The action that enables such communication between alarms is called Fire Trigger. This action creates a NerveCenter object called a trigger that can cause a state transition in the alarm from which it was fired or in another alarm.

The Fire Trigger action also lets you specify a delay, so you can request that a trigger be fired in one minute or five hours. This feature is especially useful when you're looking for the persistence of a condition. Let's say that you want to look for three intervals of high traffic on an interface within a two-minute period. When your poll detects the first instance of high traffic, and your alarm moves out of the Ground state, you can fire a trigger with a two-minute delay that will return your alarm to the Ground state—unless a second and third instance of high traffic are detected.

If a third instance of high traffic is detected, you should cancel the trigger you fired on a delayed basis. You do this by adding the Clear Trigger action to the transition from the second high-traffic state to the third.

NerveCenter also includes a Send Trap action. You define the trap to be sent, including the variable bindings, and associate the action with a state transition. When the transition occurs, the trap is sent. The trap can be caught by a NerveCenter trap mask—in which case you can use Send Trap somewhat like Fire Trigger, to generate a trigger—or by any application that processes SNMP traps.

Corrective Actions

There are a number of NerveCenter actions that you can use to take corrective actions when a particular state transition occurs. These are:

- ◆ Command
- ◆ Perl Subroutine
- ◆ Set Attribute
- ◆ Delete Node
- ◆ SNMP Set

The Command action enables you to run any script or executable when a particular transition occurs.

The Perl Subroutine action enables you to execute a Perl script as a state-transition action. You first define a collection of Perl scripts and store them in the NerveCenter database; then, you choose one of your stored scripts for execution during a state transition.

The Set Attribute action enables you to set selected attributes of the NerveCenter objects used to build behavior models.

The Delete Node action deletes the node associated with the current state machine from the NerveCenter database. This action is useful if you use a behavior model to determine which nodes you want to monitor and manage.

The SNMP Set alarm action changes the value of a MIB attribute when an alarm transition occurs.

Action Router

The Action Router enables you to specify actions that should be performed when a state transition occurs *and other conditions are met*. To set up these conditional actions, you add the Action Router action to your state transition. Then, you use the Action Router tool to define rules and their associated actions.

For example, let's assume that you want to be notified about a state transition only if the transition puts the alarm in a critical state. You can define the following rule:

```
$DestStateSev eq 'Critical'
```

Then define the action you want taken if the severity of the destination state is Critical, for example, a page. You will be paged if:

- ◆ The Action Router action is associated with the current state transition
- ◆ The destination state for the transition is Critical

Action Router rules can be constructed using many variables that NerveCenter maintains; for instance, you can also construct rules based on:

- ◆ The name of the alarm
- ◆ The day of the week
- ◆ The time of day
- ◆ The name or IP address or group property of the node being monitored
- ◆ The name of the trigger that caused the state transition
- ◆ The name of the alarm's property
- ◆ The name or severity of the origin state
- ◆ The contents of a trap
- ◆ The contents of an IT/Operations message
- ◆ The contents of the varbind data associated with a trap or a poll

Main NerveCenter Components

NerveCenter is a distributed client/server application and includes the following components:

- ◆ Server
- ◆ Database
- ◆ Clients

For information about these components, see the following sections:

- ◆ *The NerveCenter Server on page 23*
- ◆ *The NerveCenter Database on page 24*
- ◆ *The NerveCenter User Interface on page 27*

The NerveCenter Server

The NerveCenter Server is responsible for carrying out all of the major tasks that NerveCenter performs. For example, it handles the polling of SNMP agents, creates NerveCenter objects such as the finite alarms mentioned earlier, and makes sure that state transitions occur at the appropriate times. The server also performs all actions associated with state transitions.

The server can run as a daemon on UNIX systems and as a service on Windows systems. This capability to run in the background has important implications with regard to using NerveCenter at remote sites. You can install the server and database at a remote office and have that server manage the local network, yet control the server (via the NerveCenter Client) from a central location. Servers located at remote sites can forward noteworthy information to a server at the central location as required.

The NerveCenter Database

The NerveCenter database is primarily a repository for the NerveCenter objects that make up a set of behavior models. The principal objects used in these models are:

- ◆ Nodes
- ◆ Property groups and properties
- ◆ Polls
- ◆ Trap masks
- ◆ Alarms

For brief explanations of what these objects are and how they are used, see *Objects in the Database on page 24*.

A set of objects that define many useful behavior models ships with NerveCenter and is available as soon as you've installed the product. For a list of these predefined behavior models, see the section *Predefined Behavior Models on page 26*.

On UNIX systems, the NerveCenter database is implemented as a flat file. On Windows systems, the database can be either a Microsoft Access database or a Microsoft SQL Server database.

Objects in the Database

This section contains brief definitions of the basic objects used in the construction of behavior models.

- ◆ **Nodes** - A node represents either a workstation or a network device, such as a router. Each node has an attribute called its property group that controls which behavior models NerveCenter will employ in managing the node.



NOTE

Strictly speaking, a node is not part of a behavior model; rather, it is the entity managed by a behavior model.

- ◆ **Property groups and properties** - As mentioned above, each node has a property group. This property group is simply a container for a set of properties, which are strings that typically either describe the type of node or name an object in the MIB used to manage the node. It is actually a node's properties, rather than its property group, that determine whether a particular behavior model will be used to manage that node.

- ◆ **Polls** - A poll defines what MIB variables NerveCenter should request the values of, how those values should be evaluated, and what action the poll should take. If the poll takes an action, it will be to fire a *trigger*, which may cause a state transition in one of NerveCenter's finite state machines.
- ◆ **Trap masks** - A trap mask describes an SNMP trap and contains the name of a trigger. If NerveCenter receives an SNMP trap that matches the description given in the trap mask, NerveCenter fires a trigger with the name defined in the trap mask. If NerveCenter receives a trap that does not match a trap mask, it discards that trap.
- ◆ **Alarms** - NerveCenter's finite state machines are called *alarms*. Each alarm defines a set of operational states (such as Normal and Down) and transitions between the states. Transitions are effected by the receipt of the proper trigger and can have actions associated with them. If actions are associated with a transition, the server performs these actions each time the transition takes place.

Behavior Models

Once a set of managed nodes has been defined, NerveCenter's monitoring activities are controlled by a set of *behavior models*. A behavior model is the group of NerveCenter objects required to detect and take action upon a single network condition, such as high traffic on an interface.

The central object in each behavior model is a deterministic finite state machine called an *alarm*. For instance, the alarm shown in [Figure 2-4](#) tracks the level of traffic on an interface.

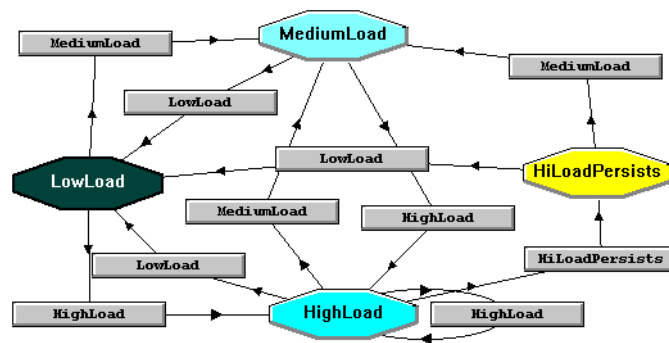


FIGURE 2-4. Alarm State Diagram

The possible states in this alarm are low, medium, and high. And these states have the *severities* Normal, Medium, and High, respectively. (The color of each state denotes its severity.) The gray rectangles in the alarm represent *state transitions*.

What about the inputs and outputs of the state machine? The inputs are called *triggers* and can come from several sources. For example, one predefined NerveCenter poll queries the SNMP agent on a device for the level of traffic on, and the capacity of, each interface on the device. If the level of use exceeds a certain percentage of the capacity for an interface, the poll fires the trigger `mediumLoad`, which can cause a state transition in an alarm.

The outputs of an alarm are called *alarm actions*. These actions are associated with the transition from one state to another by the designer of a behavior model, and NerveCenter performs these actions each time the transition occurs. There are many possible actions, including the following:

- ◆ Sending an audible alert to the workstation on which the NerveCenter Client is being run
- ◆ Executing a program or script
- ◆ Deleting a node from the NerveCenter database
- ◆ Informing a network management platform of a condition
- ◆ Logging information to a disk file
- ◆ Sending mail to an administrator
- ◆ Paging an administrator
- ◆ Sending an SNMP trap
- ◆ Setting a MIB attribute

Predefined Behavior Models

When you install NerveCenter and create a new database, that database contains the objects that make up a number of predefined behavior models. These include behavior models for:

- ◆ Detecting authentication failures
- ◆ Monitoring the error rate on network interfaces
- ◆ Monitoring link-up and link-down traps
- ◆ Monitoring the amount of traffic on network interfaces
- ◆ Indicating the status of network interfaces: up, down, and so on
- ◆ Detecting errors that inhibit accurate SNMP device management
- ◆ Determining whether a device is down, unreachable, or up with/without an agent
- ◆ Giving early warning concerning TCP connection saturation
- ◆ Verifying that the current TCP retransmission algorithm is the most efficient

- ◆ Categorizing devices based on TCP retransmission activity
- ◆ Logging information about SNMP traps

NerveCenter also includes predefined behavior models that you can import to monitor specific vendors' devices and additional models for troubleshooting, interface status, data collection, and downstream alarm suppression. For more information about behavior models, see *Behavior Models and Their Components in Designing and Managing Behavior Models*.

The NerveCenter User Interface

The principal clients of the NerveCenter server are:

- ◆ The NerveCenter Administrator
- ◆ The NerveCenter Client
- ◆ The NerveCenter Web Client
- ◆ The NerveCenter command line interface

The NerveCenter Administrator is used to configure NerveCenter once it has been installed. The NerveCenter Client and the NerveCenter Web Client are used to monitor a network for problems. The NerveCenter Client is also used to create new behavior models. The command line interface can be used to perform a limited number of operations on NerveCenter objects.

For additional information on these interfaces, see the following sections:

- ◆ *The NerveCenter Administrator on page 28*
- ◆ *The NerveCenter Client on page 29*
- ◆ *The NerveCenter Web Client on page 30*
- ◆ *The Command Line Interface on page 30*

The NerveCenter Administrator

Figure 2-5 shows the graphical user interface (GUI) for the NerveCenter Administrator.

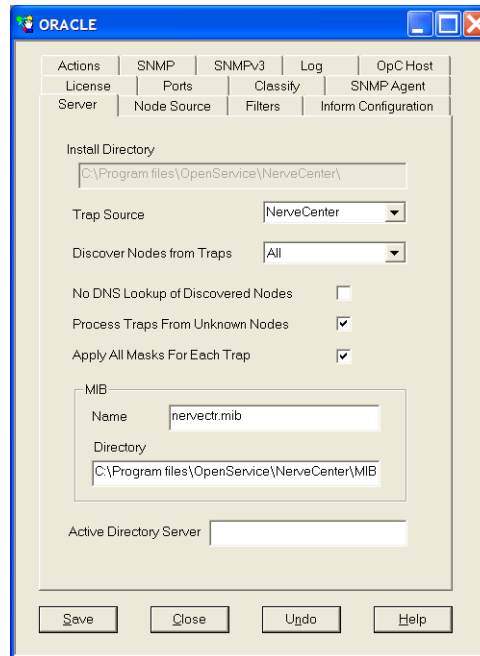


FIGURE 2-5. NerveCenter Administrator

Users with NerveCenter Administrator privileges can use this interface to:

- ◆ Configure NerveCenter's discovery mechanism
- ◆ Configure the number of retries and the retry interval for SNMP polling
- ◆ Configure NerveCenter's mail and paging actions
- ◆ Manage NerveCenter log files
- ◆ Configure NerveCenter to work with a network management platform

The NerveCenter Client

The figure below shows the GUI for the NerveCenter Client.

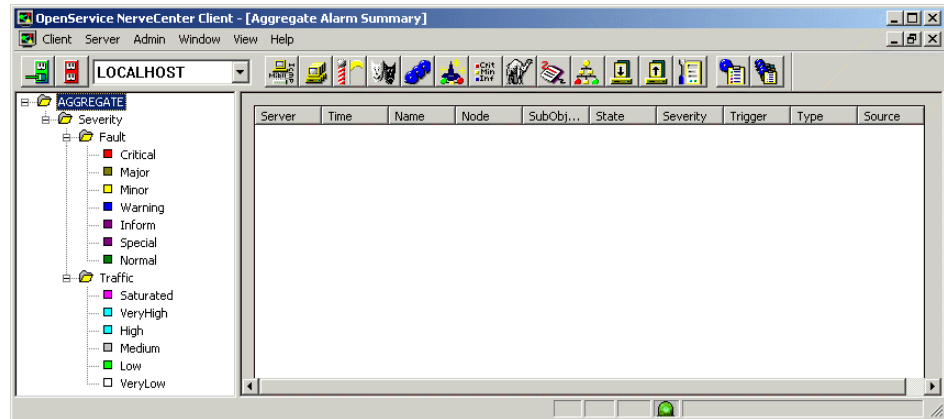


FIGURE 2-6. NerveCenter Client

Two types of users run the NerveCenter Client. Users with NerveCenter User privileges can run the client to:

- ◆ Monitor active alarms
- ◆ Filter alarms for the alarm summary windows
- ◆ View an alarm's history
- ◆ Reset alarms
- ◆ Monitor the state of managed nodes
- ◆ Generate reports

For complete information on using the NerveCenter Client to perform the tasks listed above and others, see *Monitoring Your Network*.

Users with NerveCenter Administrator privileges can perform all the tasks that users with User privileges can. In addition, they can use the client to:

- ◆ Create new behavior models
- ◆ Customize the predefined behavior models
- ◆ Modify, copy, or delete any object in the NerveCenter database

The NerveCenter Web Client

The following figure shows the GUI for the NerveCenter Web Client.

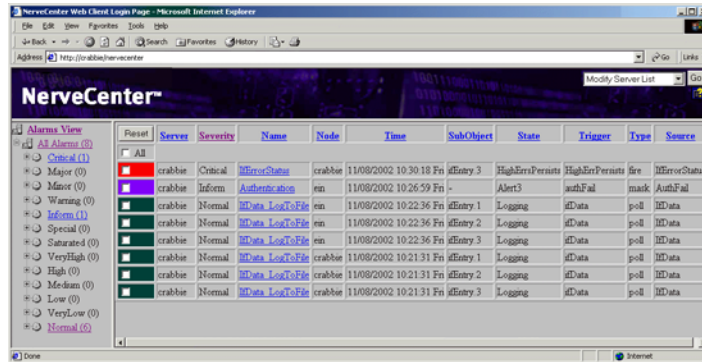


FIGURE 2-7. NerveCenter Web Client

The NerveCenter Web Client, unlike the NerveCenter Client, is meant to be used only for monitoring a network, not for creating behavior models. It enables you to:

- Monitor active alarms
- View an alarm's history
- Reset alarms
- Monitor the state of managed nodes

For complete information on using the NerveCenter Web Client to perform the tasks listed above and others, see [Monitoring Your Network](#).

The Command Line Interface

You can use NerveCenter's command line interface (CLI) to delete, list, or set (enable or disable) alarms, trap masks, nodes, and polls from a Windows Command Prompt or a UNIX shell. You can also connect to, display the status of, and disconnect from NerveCenter servers using the CLI. You can issue commands manually or from a script.

Role in Network Management Strategy

NerveCenter can play a variety of roles in an overall network management strategy. The role that NerveCenter plays in your strategy depends largely on the size of your network and on what other products you are using to manage your network and systems:

- ◆ If you are managing a small network, NerveCenter can be used as a standalone system. It can discover the workstations and network devices on the network, detect and correlate network conditions, respond automatically to conditions, and display in a window information about active alarms. See the section *Standalone Operation on page 31* for further information.
- ◆ For larger networks, multiple NerveCenters can be used in concert. For example, let's say that a company has a central site and three remote sites. Local NerveCenter systems could be set up to manage the remote sites, and the local NerveCenter servers could forward important information to the NerveCenter server at the central site. See the section *Using Multiple NerveCenter Servers on page 32* for further information.
- ◆ NerveCenter can be used in conjunction with a network management platform such as Hewlett Packard OpenView Network Node Manager, Hewlett Packard OpenView IT/Operations, and IBM Tivoli Netcool/OMNIbus which manages systems, networks, intranets, and databases. NerveCenter can be configured to receive messages from or send messages to these network management platforms. See the section *Integration with Network Management Platforms on page 34* for further information.
- ◆ NerveCenter is also tightly integrated with Hewlett Packard's OpenView Network Node Manager. In this situation, NerveCenter is responsible for SNMP trap handling, all polling activity, event correlation, and automated responses to conditions. See the section *Integration with NMPs for Node Information on page 35* for further information.

Standalone Operation

At smaller sites, you can use NerveCenter alone for your network management tasks. As we've seen, NerveCenter is very strong in the areas of event correlation and automated actions. In addition, NerveCenter includes an alarm console, as shown in *Figure 2-8*.

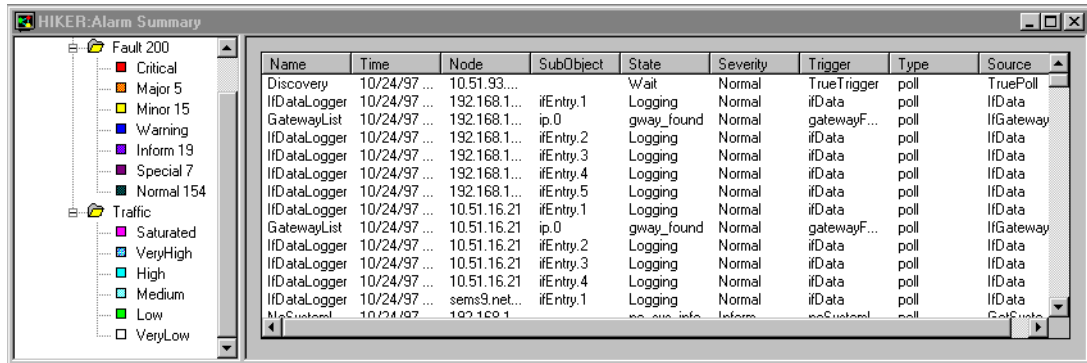


FIGURE 2-8. NerveCenter's Alarm Console

This console displays information about every current alarm instance. In addition, if you double-click on a line in the event console, you are taken to an Alarm History window that displays information about all of the alarm transitions that have occurred for the alarm instance you selected.

At small installations, no discovery mechanism is necessary; you can add nodes to NerveCenter manually. At somewhat larger sites, however, such a mechanism is helpful, and NerveCenter provides one in its Discovery behavior model.

Using Multiple NerveCenter Servers

Because one NerveCenter server can inform another NerveCenter server or management platform of a network condition, it's possible to set up NerveCenter servers at remote sites that notify a centrally located NerveCenter server or management platform of the noteworthy network conditions at those remote sites.

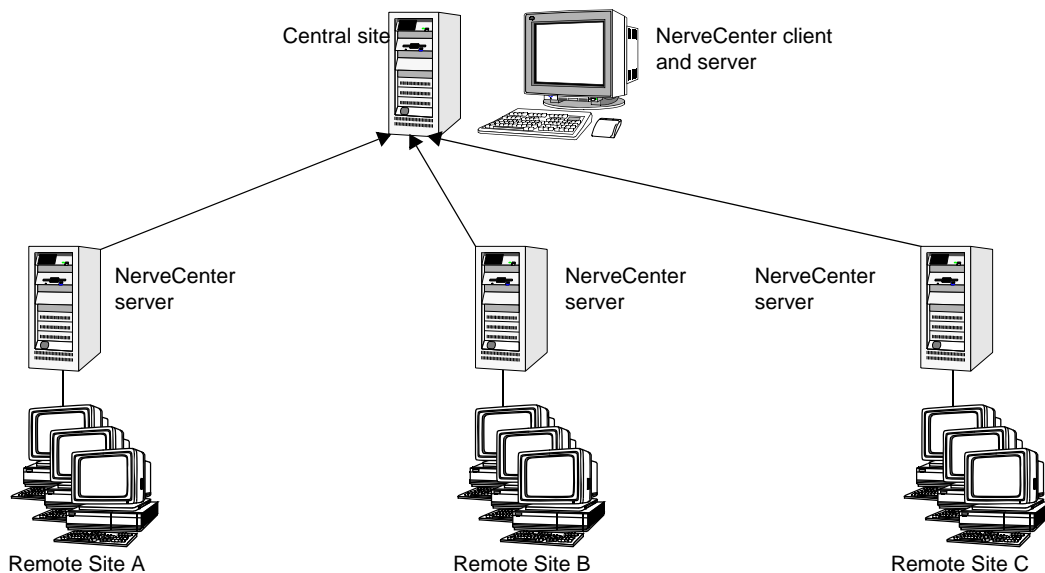


FIGURE 2-9. Distributed NerveCenter Servers

This is a reliable solution because the remote NerveCenter servers use TCP/IP to notify the centrally located NerveCenter server of network conditions and retransmit messages as necessary to ensure their delivery.

There are a couple of advantages to this type of setup:

- ◆ Only a small amount of data is transmitted over the WAN. Any bandwidth intensive monitoring is conducted on a LAN and is managed by a remote NerveCenter server.
- ◆ The remote NerveCenter servers can be run in lights-out mode. Being able to run NerveCenter lights-out means that:
 - ◆ NerveCenter runs as a Windows service or as a UNIX daemon
 - ◆ You can monitor and configure NerveCenter from a remote location
 - ◆ You can modify all NerveCenter parameters without shutting NerveCenter down
 - ◆ No display or operators are required at a site
- ◆ The central NerveCenter can further correlate and filter conditions across remote NerveCenter Server domains.

Integration with Network Management Platforms

A network management platform (NMP) is an operations and problem-management solution for use in a distributed multi-vendor environment. Intelligent distributed agents on managed nodes monitor system and application log files and SNMP data. The agents apply filters and thresholds to monitored data and forward messages about conditions of interest to a central management station. When the management station receives these messages, it can automatically take corrective action—such as broadcasting a command to a set of systems—or an operator can initiate this response.

You can integrate NerveCenter with the following network management platforms:

- ◆ Hewlett Packard OpenView IT/Operations
- ◆ Hewlett Packard OpenView Network Node Manager
- ◆ IBM Tivoli Netcool/OMNIBus

Additionally, with OpenView Network Node Manager, you can direct NerveCenter to take its node information from the management platform and configure NerveCenter to take over all polling activity and event processing. See the section, [Integration with NMPs for Node Information on page 35](#), for more information.

You can integrate your NerveCenter installation with the NMP so that the NMP can send messages to NerveCenter for correlation or processing. After the messages arrive, NerveCenter correlates the conditions described in these messages with related conditions—from the NMP or from other sources—and can respond with any of its alarm actions, as appropriate. In addition, NerveCenter can send a message to an NMP in response to any network condition, whether the condition was originally detected by the NMP or not.

NMPs alone can detect a condition and invoke an action in response. However, you must integrate the NMP with NerveCenter if you want to:

- ◆ Correlate conditions detected by the NMP on different devices
- ◆ Correlate different types of conditions detected by the NMP on the same device
- ◆ Correlate conditions detected by the NMP with other types of events or conditions on the same device or across different devices

Integration with NMPs for Node Information

If you're working at a larger site and need a topology map and more event history than NerveCenter provides, you can use NerveCenter with Hewlett Packard's OpenView Network Node Manager.

When used with OpenView Network Node Manager, NerveCenter can take its node information from the management platform and can be configured to take over all polling activity and event processing. NerveCenter's main task is to minimize the number of events that appear in the platform's event browser. NerveCenter does this by:

- Filtering out unimportant events
- Correlating related events and notifying the platform only of the underlying problem
- Handling problems through automated actions so that no notification is necessary

Figure 2-10 below shows an OpenView event browser that contains a flurry of events all caused by the same problem. *Figure 2-11* shows what might appear in the browser if NerveCenter were used to screen and correlate the conditions and pass on only important information to the platform event browser.

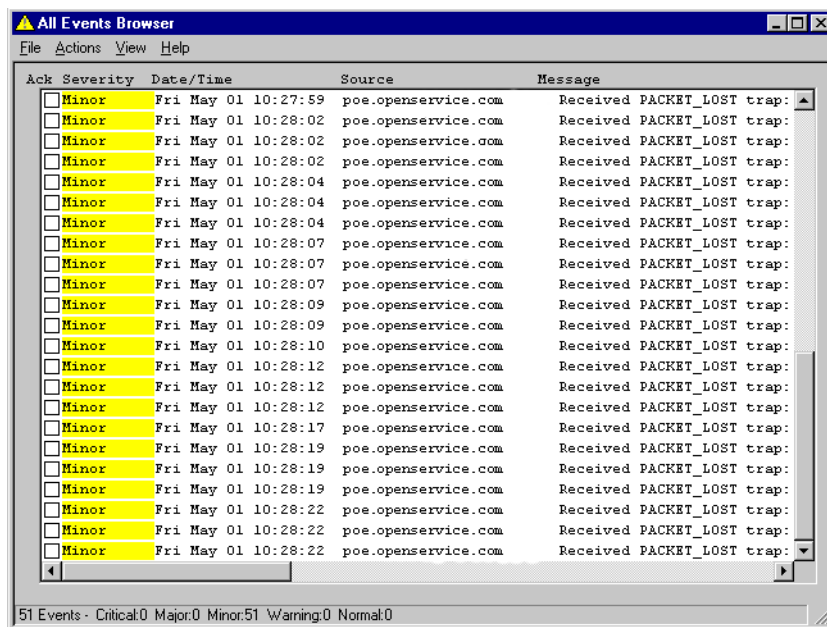


FIGURE 2-10. Too Many Events

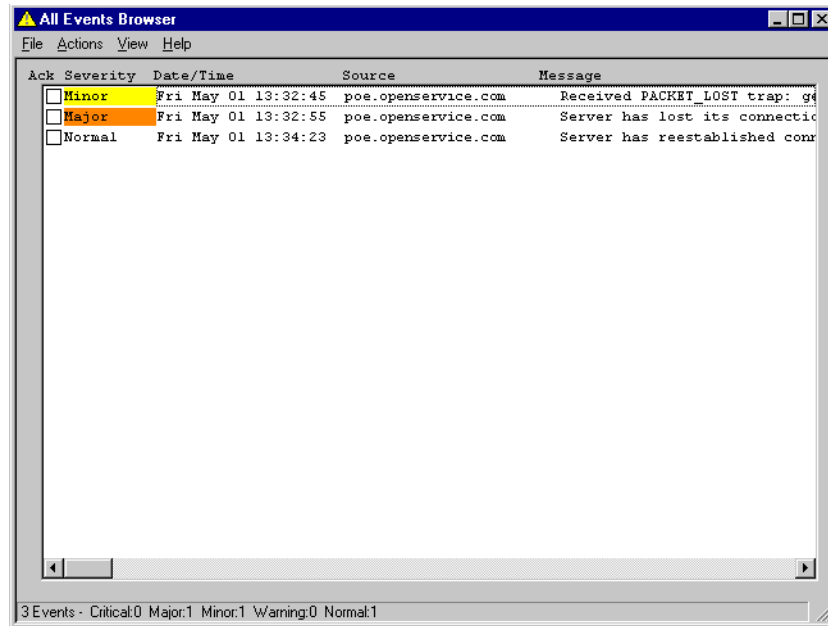


FIGURE 2-11. The Important Events

NerveCenter can also set the colors of nodes in the network management platform's map based on the severity of NerveCenter alarm states.

Behavior Models and Their Components

Chapter 2, Understanding NerveCenter introduced behavior models and the objects from which they're built. This chapter explains how to approach the design of a behavior model, provides detailed definitions of the NerveCenter objects used in building behavior models, and illustrates how these objects interact. For information on these topics, see the sections listed in the table below.

Section	Description
<i>Behavior Models on page 38</i>	Explains the basic design of a behavior model and which NerveCenter objects you use at each stage of the design.
<i>NerveCenter Objects on page 42</i>	Provides detailed information about the basic objects used in the construction of behavior models.
<i>NerveCenter and Perl on page 55</i>	Explains how the multiple Perl threads work for use with behavior models.
<i>Constructing Behavior Models on page 57</i>	Explains and illustrates the relationships between the objects in a behavior model.

Behavior Models

For NerveCenter to detect a network condition or correlate network conditions, someone must specify *how* NerveCenter is to detect and react to one or more conditions. Such a specification is called a *behavior model*. Some behavior models ship with NerveCenter—these are called *predefined behavior models*—and others you must write to handle site-specific conditions.

When writing a behavior model, you must answer the following questions:

- ◆ What condition or conditions do I want to detect?

Although NerveCenter can receive status information from a number of sources, the most common source of such information is an SNMP agent on a managed node. Therefore, in most cases, you must decide whether the behavior model will be poll driven or event driven. That is, will you poll the agent's MIB for status information, look for SNMP traps, or both?

NerveCenter provides two objects—*polls* and *trap masks*—that enable you to get information from SNMP agents. For an overview of these objects, see the section [Detecting Conditions on page 39](#).

- ◆ What network conditions, or states, do I want to keep track of?

Each behavior model includes at least one *alarm*, and the definition of each alarm consists primarily of a state diagram. For example, an alarm that tracks the status of a managed node's SNMP agent might have the following terminal states:

- ◆ Normal
- ◆ Device Unreachable
- ◆ Agent Down
- ◆ Device Down

The state of such an alarm changes as related polls and trap masks gather new information.

For an overview of alarms, see the section [Tracking Conditions on page 39](#).

- ◆ What set of nodes do I want to manage?

A particular behavior model may not be intended for all managed devices. NerveCenter enables you to specify the set of devices that a model will manage using the following objects: *nodes*, *property groups*, and *properties*.

For an overview of the roles these objects play in a behavior model, see the section [Monitoring a Set of Nodes on page 41](#).

Detecting Conditions

In the typical situation where your behavior model is either polling, or looking for a trap from, an SNMP agent, you detect network conditions by creating polls and trap masks.

A poll contains a poll condition that refers to a single MIB base object. For example, the following poll condition looks at an attribute of the ip base object (1.3.6.1.2.1.4):

```
if (ip.ipForwarding == 1) {  
    FireTrigger("gatewayFound");  
}
```

When NerveCenter polls an agent on a device, NerveCenter evaluates the poll condition against information stored in the agent's MIB. In the case of the poll condition shown above, NerveCenter would check the value of the ipForwarding attribute and compare it to 1. If the value of ipForwarding is 1—indicating that the device is a gateway—the poll generates a *trigger*. In this case, the trigger is *gatewayFound*. Every poll must be capable of generating at least one trigger.

A trap mask describes the contents of an SNMP trap. This description can be very general, such as “generic trap 4.” Or it can be very specific and include an enterprise OID, a specific trap number, and the contents of the trap's variable bindings. In either case, if the NerveCenter server receives an SNMP trap that matches the description given in a trap mask, that trap mask generates a trigger. Like the triggers generated by polls, this trigger can affect the state of one or more alarms.

Tracking Conditions

NerveCenter tracks each detected network condition using one or more alarms. The scope of an alarm is variable: an alarm can represent the state of an interface on a device, the device itself, or an entire enterprise. Many instances of an alarm can exist simultaneously.

Each alarm is basically a finite state machine. It consists of a series of states and transitions between the states. Each transition is initiated by one or more input events and can produce one or more output events. This state machine is represented in NerveCenter by a state transition diagram.

For example, you could use the state diagram in [Figure 3-1](#) to monitor the traffic on an interface.

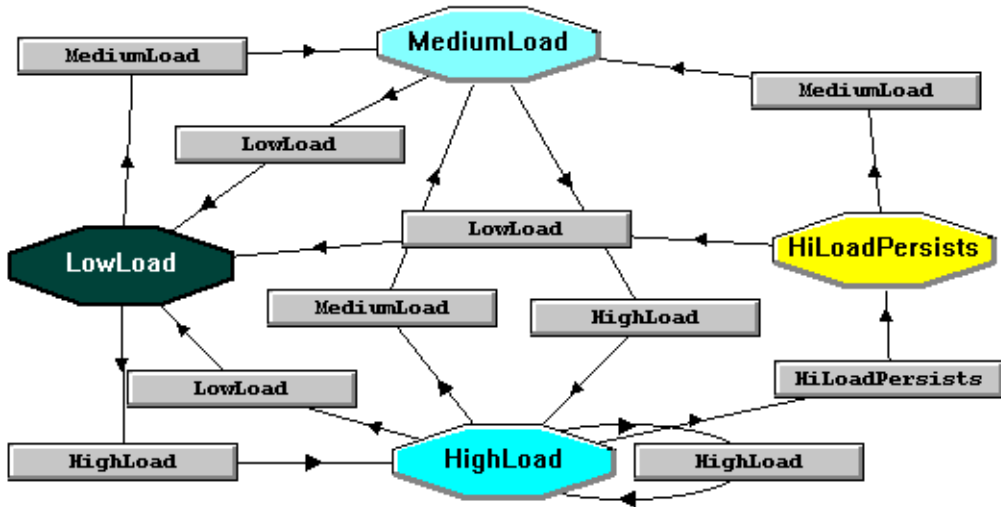


FIGURE 3-1. Monitoring the Load on an Interface

In this diagram, the states are low, medium, and high, and the transitions are LowLoad, MediumLoad, HighLoad, and HiLoadPersists. The initial state of the interface-traffic alarm is low. The instantiation of an alarm instance and a transition to the medium state occur when the alarm manager receives the trigger mediumLoad from a poll that is gathering information about an interface. *Note that the trigger name and the transition name are the same.*

When a transition occurs, not only does the alarm's state change, but NerveCenter can perform *actions*. These actions are defined as part of the transition and can include such things as sending e-mail to an administrator or notifying a network management platform that a condition has been detected. For an overview of NerveCenter's alarm actions, see the section [Responding to Conditions on page 19](#).

Monitoring a Set of Nodes

In addition to creating the polls, trap masks, and alarms that define how to detect a network condition, track its severity, and respond to it, you must define which devices you want to monitor for this condition. NerveCenter uses a simple mechanism, involving three types of objects, to define this set of devices. The three types of objects are:

- ◆ Nodes
- ◆ Property groups
- ◆ Properties

Nodes represent workstations and network devices and contain property groups, which in turn contain strings called properties. Polls and alarms are assigned properties. Given this situation, NerveCenter can enforce the following rules:

- ◆ *A poll can be sent to a particular node only if the node's property group contains the poll's property.*
- ◆ *An alarm can be instantiated for a node only if the node's property group contains the alarm's property.*

For more detailed information about the NerveCenter objects used to construct behavior models, see [NerveCenter Objects on page 42](#).

NerveCenter Objects

The upcoming sections provide details about the data structures of the NerveCenter objects used in the construction of behavior models. These sections not only list each object's data members, but explain how each member affects the way a behavior model functions (where appropriate). It's important to understand these details before you attempt to:

- ◆ Design a behavior model
- ◆ Create one these objects

The objects are discussed in the following sections:

- ◆ *Nodes on page 42*
- ◆ *Property Groups and Properties on page 44*
- ◆ *Polls on page 45*
- ◆ *Trap Masks on page 48*
- ◆ *Alarms on page 50*

Nodes

In NerveCenter terminology, a node is either a workstation or a network device such as a router. NerveCenter monitors and manages a set of nodes, and each behavior model manages a subset of those nodes.

A node object has the data set shown in [Table 3-1](#). The table explains what information these data members contain and, where appropriate, how NerveCenter uses that information.



NOTE

The names of the data members shown in [Table 3-1](#) match the labels used in NerveCenter's Node Definition window, where you create and modify node objects.

TABLE 3-1. Definitions of Node Attributes

Node Attribute	Definition
Name	Contains the name of the workstation or network device. The name can be a hostname or an IP address.
Read Community	Contains the community name that NerveCenter will include in any SNMP GetRequest or GetNextRequest it sends to the agent on this node. By default, set to public.
Write Community	Contains the community name that NerveCenter will include in any SNMP SetRequest it sends to the agent on this node. By default, set to public.
Group	<p>Contains the node's property group. This property group helps determine whether a particular poll will query this node and whether a particular alarm will be instantiated for the node. For further information about property groups, see the section <i>Property Groups and Properties on page 44</i>.</p> <p>The value of this attribute affects how this object interacts with other objects in a behavior model.</p>
Port	Contains the number of the port that the node's agent uses to receive SNMP messages. By default, the port is set to 161.
IP Address List	Contains the node's IP address. If the node is multihomed, IP Address List can contain a list of addresses.
Managed	<p>Boolean. Indicates whether NerveCenter is to manage the node. By default, NerveCenter manages all nodes it or a network management platform discovers. However, you can mark a node as unmanaged if you do not want it to be affected by any NerveCenter behavior models.</p> <p>The value of this attribute can disable the object.</p>
Auto Delete	Boolean. Used when NerveCenter is integrated with a network management platform. If a node is removed from the platform's database, NerveCenter removes the node from its database if this attribute is set.
Platform	Boolean. Indicates whether a network management platform discovered the node.
Suppressed	<p>Boolean. Indicates that the node is in a suppressed state. Suppressing a node limits polling because if the node is suppressed and a related poll is suppressible, that poll cannot cause an SNMP GetRequest to be sent to the node.</p> <p>The value of this attribute affects how this object interacts with other objects in a behavior model.</p>

Property Groups and Properties

Another attribute of a node—one that requires a little explanation—is the node’s *property group*. A property group is a list of *properties*, which are strings that generally name either an object in the management information base (MIB) used to manage a node, or the role the node plays in the network (such as “router”). These property strings can be:

- ♦ The name of a MIB base object
- ♦ A user-defined string

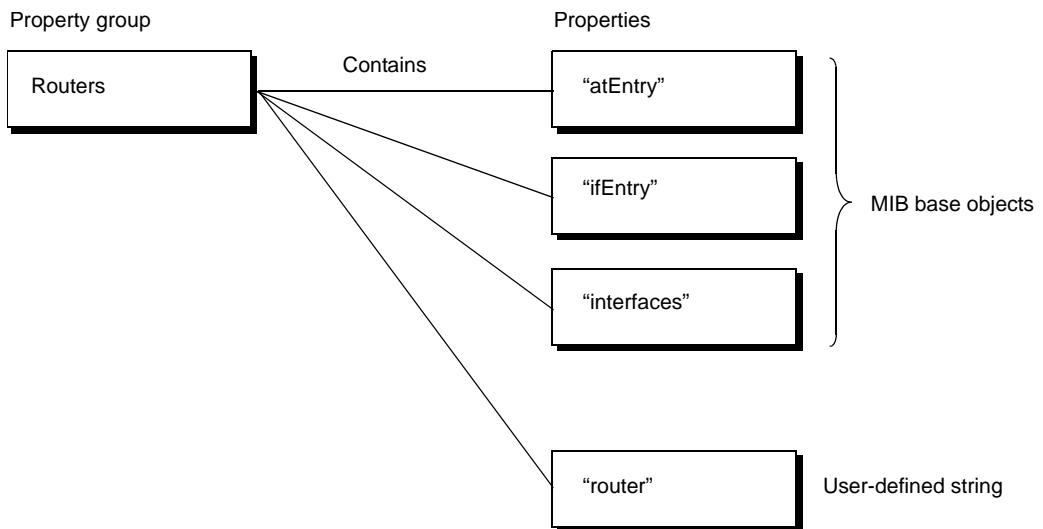


FIGURE 3-2. Property Groups and Properties

Property groups are assigned to nodes and control which nodes will be contacted by a particular poll and which nodes can be monitored using a particular alarm. Both types of properties—MIB base objects and user-defined strings—play a part in making these determinations.

For example, NerveCenter ships with a predefined property group called Router. This property group contains the following properties:

- | | | |
|-----------------|---------------------|----------------|
| ◆ atEntry | ◆ ip | ◆ snmp |
| ◆ egp | ◆ ipAddrEntry | ◆ system |
| ◆ egpNeighEntry | ◆ ipNetToMediaEntry | ◆ tcp |
| ◆ icmp | ◆ ipRouteEntry | ◆ tcpConnEntry |
| ◆ ifEntry | ◆ nl-ping | ◆ udp |
| ◆ interfaces | ◆ router | ◆ udpEntry |

In this case, all the properties are MIB objects except “router,” which describes the type of the device.

For the person who programs NerveCenter to monitor particular devices for specific error conditions, the properties associated with each node are important. These properties allow the programmer to define which devices NerveCenter should poll for MIB data and which error conditions NerveCenter should look for on each device, among other things.

You can filter the nodes that you are monitoring based on their properties. For example, you might choose to monitor only nodes that have been assigned the Router property group, that is, all routers.

Polls

A NerveCenter poll periodically sends an SNMP message to a set of nodes, requesting information from the agents running on those nodes. When the poll receives this information from a node, it uses the information in the evaluation of a poll condition, which may cause a trigger to be fired. For example, a poll may fire a trigger if the number of discarded packets on an interface is too high. The poll condition must be able to fire at least one trigger, and may be capable of firing several. These triggers can cause alarms to be instantiated, to change states, or perform actions—under the right circumstances.

The key attributes of a poll are listed in [Table 3-2](#). This table explains what information these data members contain and, where appropriate, how NerveCenter uses that information.



NOTE

The names of the data members shown in [Table 3-2](#) match the labels used in NerveCenter’s Poll Definition window, where you create and modify poll objects.

TABLE 3-2. Definitions of Poll Attributes

Data Member	Definition
Name	A unique name that you assign to the poll.
Property	The Property attribute is a string. This string determines (in part) whether a poll will request MIB data from a particular node. Only if the node's property group contains the poll's property can polling possibly occur. However, before a poll will request information from a node's SNMP agent, other conditions must be satisfied as well. For further information, see the explanation below for Poll Condition.
Port	Optional. If you specify a port number here, NerveCenter will send the poll to this port on the nodes that are configured to receive the poll. Otherwise, NerveCenter will send the poll to the port specified in each node's definition.
Poll Rate	The number of seconds, minutes, or hours between polls.
Enabled	A poll's enabled status (Off or On) is similar to a node's Managed status. That is, if a poll is disabled, it will never send a request to an SNMP agent.
Poll Condition	<p>The Poll Condition is a Perl script that can fire one or more triggers. Which trigger is fired (if any) depends of what data the poll retrieves from an SNMP agent. Generally, this data is used in evaluating an if statement.</p> <p>This poll condition must be expressed in terms of <i>one</i> MIB base object. For example, a valid condition would be:</p> <pre>if (delta(snmp.snmpInBadCommunityNames) >= 1 or delta(snmp.snmpInBadCommunityUses) >= 1) { FireTrigger("AuthFail"); }</pre> <p>In this case, the base object is snmp. The name of this base object must be one of the properties in a node's property group before the node can receive a request from a poll with this poll condition.</p>
Suppressible	A poll's Suppressible attribute works in conjunction with a node's Suppressed attribute. If a node is suppressed and a related poll is suppressible, that poll will not query that node. If a poll is not suppressible, then it will poll even a suppressed node. Generally, the only polls that are insuppressible are those designed to determine when an unresponsive node becomes responsive again. When a node becomes responsive, the behavior model of which the poll is a part can change the status of the node from suppressed to unsuppressed. (You set an attribute of a node using the Set Attribute alarm action.)

If a poll fires a trigger, that trigger has the attributes shown in [Table 3-3](#).

TABLE 3-3. Definitions of Trigger Attributes

Data Member	Definition
Name	The name of the trigger, which is defined in the poll definition.
Node name/IP address	The name or IP address of the node that responded to the poll and caused the trigger to be fired.
Subobject	In general, the Subobject has a value of the form <i>BaseObject.Instance</i> . <i>BaseObject</i> is the name of the MIB base object that the poll inquired about, and <i>Instance</i> is the unique identifier associated with a row of MIB data returned by the poll. In most cases, <i>Instance</i> is the number associated with a particular interface on the node. The subobject, however, can also be an arbitrary string. The important thing is that subobjects can be used to uniquely identify alarm instances so that triggers can be directed to exactly the right alarm instance.
Property	The Property, as always, is simply a string. A trigger fired by a poll does not have a property, but as you'll see later, other triggers do.
Variable bindings	The trigger also contains the values of the MIB attributes referred to in the Poll Condition. Each attribute and its value are called a <i>variable binding</i> .

A trigger's Name, Node name/IP address, Subobject, and Property are all important when it comes to determining what effect, if any, a trigger has on an alarm. You'll find more on this subject in the section [Constructing Behavior Models on page 57](#).

Trap Masks

A trap mask filters SNMP traps that NerveCenter receives. Based on criteria that you specify, the trap mask either filters out each trap or fires a trigger in response to it. A trigger fired by a mask is exactly the same as a trigger fired by a poll except that a trap trigger contains the trap's variable binding list instead of the values of MIB attributes. (For further information about the trigger object, see the section *Polls on page 45*.)

The principal attributes of a trap mask are shown in *Table 3-4*. The table explains what information these data members contain and, where appropriate, how NerveCenter uses that information.



NOTE

The names of the data members shown above match the labels used in NerveCenter's Mask Definition window, where you create and modify trap masks.

TABLE 3-4. Definitions of Trap Mask Attributes

Attribute	Definition
Name	The name of the trap mask.
Generic	<p>The generic trap type is an enumeration constant indicating the nature of the event being reported:</p> <ul style="list-style-type: none"> ◆ 0—coldStart ◆ 1—warmStart ◆ 2—linkDown ◆ 3—linkUp ◆ 4—authenticationFailure ◆ 5—egpNeighborLoss ◆ 6—enterpriseSpecific <p>You supply a Specific trap number (see below) only if the generic trap type is 6.</p>
From	Indicates that the object identifier (OID) contained in the trap's Enterprise field must represent a branch in the MIB tree that is the same as, or subordinate to, the branch represented by the contents of the trap mask's Enterprise field.
From Only	Indicates that the OID contained in the trap's Enterprise field must <i>match</i> the trap mask's Enterprise attribute exactly.
Enterprise	An OID (or name) representing the object referenced by the trap.
Specific	A trap number supplied by the vendor of the product whose agent generated the trap. The significance of the trap number is defined in an ASN.1 file provided by the vendor.

TABLE 3-4. Definitions of Trap Mask Attributes (Continued)

Attribute	Definition
Trigger Type	Trigger Type can be set to either Simple Trigger or Trigger Function. See the next two table entries for definitions of these trigger types.
Simple Trigger	<p>A simple trigger is one that will be fired whenever the trap mask sees a trap that meets the criteria specified in the fields discussed above.</p> <p>The value of this attribute affects how this object interacts with other objects in a behavior model.</p>
Trigger Function	<p>A trigger function is a Perl script that is called whenever the trap mask sees a trap that meets the criteria specified in the fields discussed above. This function typically looks at information in the trap's variable bindings and fires a trigger if a condition is fulfilled. The trigger function fires this trigger using NerveCenter's FireTrigger() function.</p> <p>The value of this attribute affects how this object interacts with other objects in a behavior model.</p>
Enabled	As with a poll, a trap that is disabled (Enabled is set to Off) is nonfunctional.

Alarms

As mentioned in the section *Behavior Models on page 25*, a NerveCenter alarm consists primarily of a state diagram, which defines the alarm's states, the transitions between states, and the alarm actions to be performed when each transition takes place. This alarm definition is analogous to a class in object-oriented programming. That is, the alarm itself does not monitor a network condition; rather, an alarm instance (comparable to an object) is created to track such a condition.

For example, the section *Behavior Models on page 25* showed the definition of an alarm designed to monitor traffic on an interface.

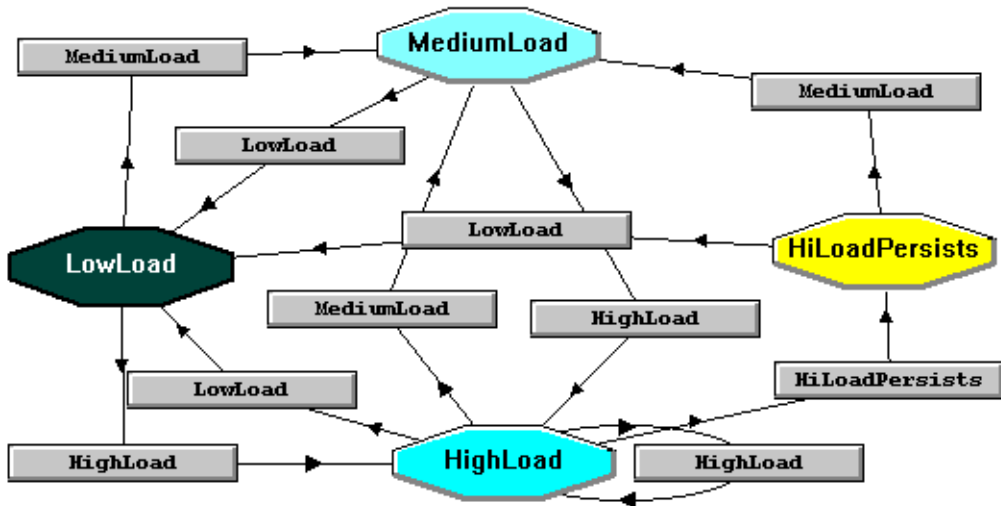


FIGURE 3-3. Definition of the alarm IfLoad

If NerveCenter detects a medium or high level of traffic on an interface it is managing, it creates an instance of this alarm to track the condition. If NerveCenter detects medium or high traffic on five interfaces, it creates five instances of the alarm. Each instance of the alarm maintains such information as:

- ◆ The instance's current state
- ◆ The severity of that state
- ◆ The node the instance is monitoring

In addition, each alarm instance causes the appropriate alarm actions to take place when a state transition occurs.

If five instances of IfLoad are created, how do you distinguish them? Depending on the *scope* of the alarm, you might need to look at the instance's node attribute or at both its node and *subject* attributes.

In NerveCenter, alarms can have one of four scopes: enterprise, instance, node, or subobject. Only one instance of an enterprise-scope alarm can be created. This instance monitors a condition across all managed nodes. For example, one alarm instance could cause an action to take place if three or more routers in an enterprise are down at the same time.

A node-scope alarm monitors a single managed device for a condition. For instance, the alarm SnmpStatus (shipped with NerveCenter) determines whether a device is in a normal state, unreachable, down, or up but unable to respond to SNMP requests. An instance of this type of alarm can be identified by its alarm name and the name of the node it is monitoring. This node name is an attribute of the alarm instance.

A subobject-scope alarm most often monitors an interface on a device. For example, an instance of the alarm IfLoad monitors each interface that is experiencing a medium to high level of traffic. This type of instance can be identified by its alarm name, the name of the node it is monitoring, and the name of the subobject being monitored. This subobject name is usually composed of the name of a MIB table followed by an instance number. That is, if an instance of the IfLoad alarm is monitoring port 2 on a device, its subobject attribute has the value ifEntry.2.

Instance scope alarms track instances for every interface or port that fits the polled condition regardless of the base object. Instance scope is similar to Subobject scope but has the following difference: Instance scope lets you monitor any instance for different base objects. This allows you to track a variety of events for any managed subobject in a single alarm instance.

Alarm Scope

All NerveCenter alarms have a property called *scope*. This property can have one of four values:

- ◆ Subobject
- ◆ Instance
- ◆ Node
- ◆ Enterprise

If an alarm has Subobject scope, an instance of that alarm tracks activity on a component that can be described using a nonzero MIB object instance, for example, an interface on a router.

Instance scope alarms track instances for every interface or port that fits the polled condition regardless of the base object. Instance scope is similar to Subobject scope but has the following difference: Instance scope lets you monitor any instance for different base objects. This allows you to track a variety of events for any managed subobject in a single alarm instance.

If an alarm has Node scope, an instance of that alarm tracks activity on a single device. If an alarm has Enterprise scope, an instance of that alarm tracks activity on all managed nodes.



NOTE

It might be useful to think of an alarm instance as a copy of the alarm's state diagram whose current state is something other than Ground.

Why is NerveCenter architected this way? Well, think about the following network management problem: You want to be notified whenever four interfaces on a device experience high traffic.

Your first step in solving this problem might be to create a poll that detects high traffic on an interface and fires the trigger `highTraffic`. You might then create an alarm with node scope and five states, as shown in [Figure 3-4](#).

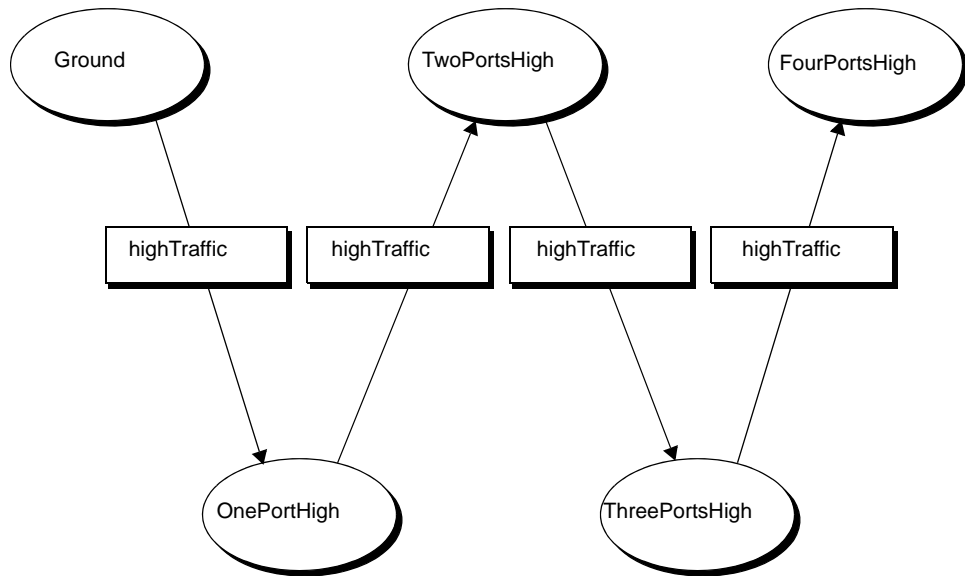


FIGURE 3-4. Possible Alarm Diagram for Looking for High Traffic on Four Interfaces

Most likely, this alarm won't detect the condition you're looking for because all four transitions can be effected if the poll repeatedly detects high traffic on a *single* port.

To solve your problem, the trigger highTraffic must cause one or more transitions in a *subobject* scope alarm, and this alarm must fire a busyPort trigger (using the Fire Trigger alarm action) during its final transition. Such an alarm is shown in [Figure 3-5](#).

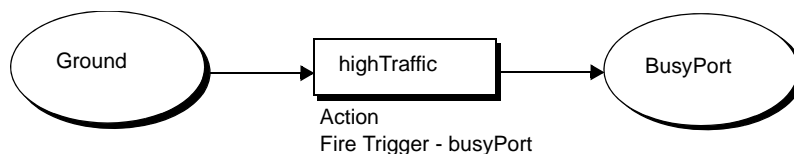


FIGURE 3-5. A Subobject Scope Alarm

When the high-traffic poll detects high traffic on an interface, a subobject scope alarm will be instantiated, and the transition highTraffic will occur. During this transition, the alarm will fire a trigger called busyPort. Note that once a subobject alarm instance transitions to the BusyPort state, additional high-traffic triggers for the interface concerned have no effect. However, if the high-traffic poll detects high traffic on other interfaces, new alarms will be instantiated and fire the trigger busyPort. Each instance fires its own busyPort trigger.

Now a node scope alarm similar to the one shown in *Figure 3-6* can be configured to receive up to four busyPort triggers, each one from its own instance of the high traffic alarm. Each busyPort trigger signals high traffic on a different interface.

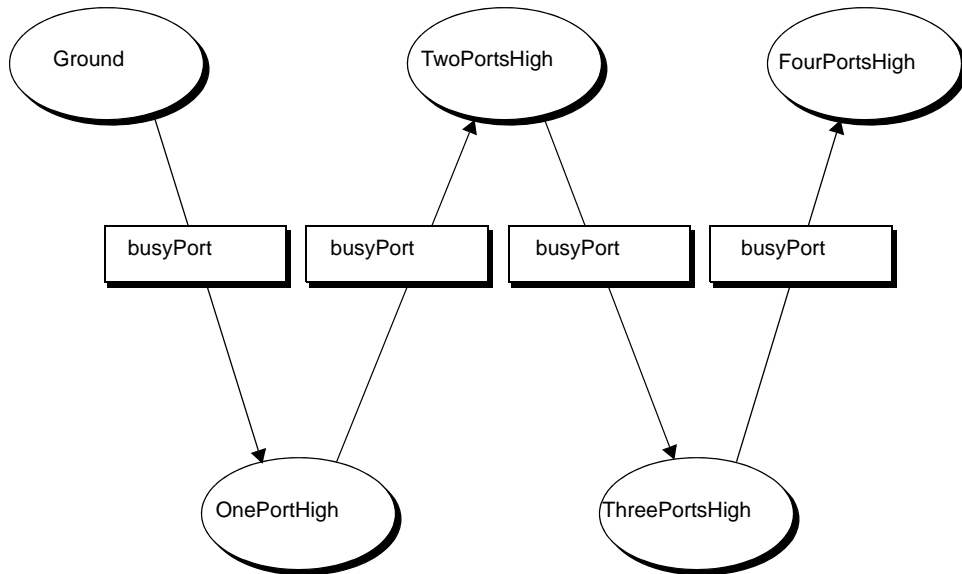


FIGURE 3-6. Node Scope Alarm Detecting High Traffic from Four Alarm Instances

An instance scope alarm behaves in a similar manner as the subobject scope alarm. The main difference between subobject and instance scope is that, with instance scope, you could add another transition to the alarm to monitor a different base object than the one for high traffic. Then, the alarm could be instantiated by the high-traffic poll and then transition again when an entirely different condition (MIB object) is detected.

NerveCenter and Perl

In prior versions of NerveCenter, there was one Perl interpreter and that interpreter was single threaded. This meant that only one poll, trap mask function, Perl subroutine, or action router rule could run at one time. Perl scripts that take a long time to run, such as logging to a file, performing database queries, or issuing external system calls, can slow down NerveCenter's performance.

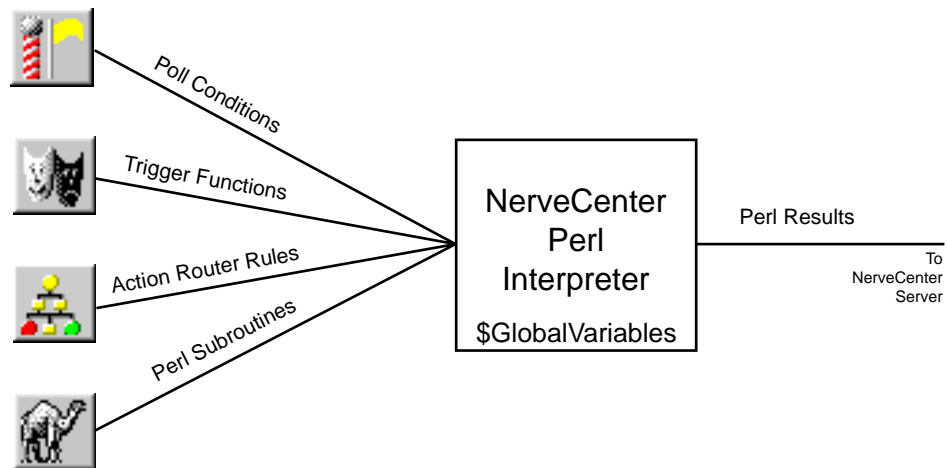


FIGURE 3-7. Previous NerveCenter Perl Interpreter Architecture

As shown in [Figure 3-7](#), all poll conditions, trigger functions, action router rules and Perl subroutines all used the same Perl interpreter. The advantage of this architecture is that you can use the same variables through out your Perl in NerveCenter. The disadvantage comes with high-use situations. Since there is only one Perl interpreter, only one Perl routine can run at a time. If your NerveCenter installation is receiving thousands of traps, and hundreds of these traps cause Perl-intensive triggers to fire or polls to run, with hundreds of Perl subroutines to follow as actions, NerveCenter performance can quickly degrade.

NerveCenter 4.0 and above give you the option of using separate Perl interpreters for the three major components in NerveCenter which use Perl—poll conditions, trigger functions, perl subroutines. Action router rules and OpC trigger functions continue to use a global—or shared—Perl interpreter. [Figure 3-8](#) shows the new architecture.

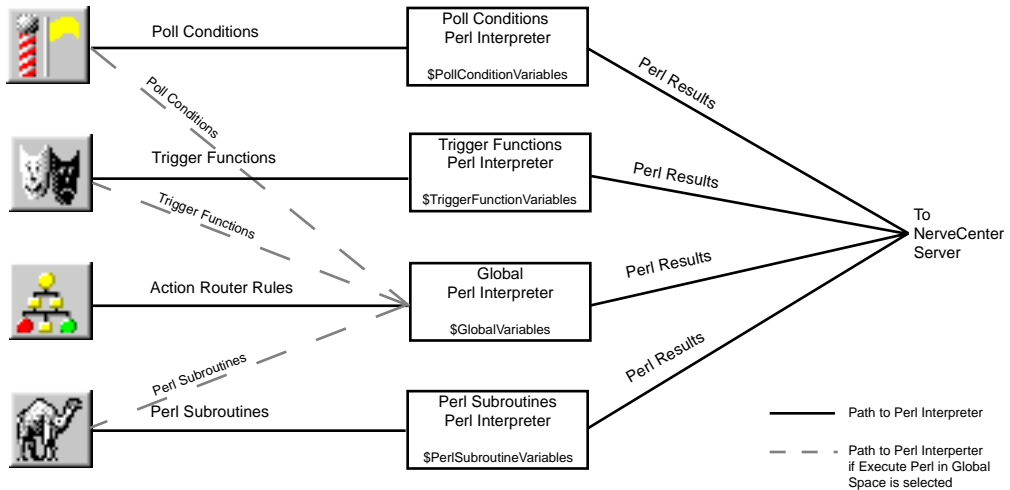


FIGURE 3-8. Current NerveCenter Perl Interpreter Architecture

With four different interpreters handling the Perl work load, less time is spent waiting for one Perl routine to finish. Polls can run independent of triggers or Perl subroutines. Remember, now that each interpreter is separate, global variables only work within one interpreter.

Using multiple interpreters is optional. If it is better for your NerveCenter configuration to continue using a single interpreter, you can choose to send some or all of your poll conditions, trigger functions, and Perl subroutines to the Global Perl interpreter used by the action router and OpC triggers.

For more information about the Perl interpreters, see [Upgrading Perl in Upgrading NerveCenter](#).

Constructing Behavior Models

Given the NerveCenter objects discussed in *NerveCenter Objects on page 42*, it's possible to create a *behavior model*, which can be defined as the set of NerveCenter objects required to deal with a single network or system condition. *Figure 3-9* shows a simple example of the objects that might make up a behavior model.

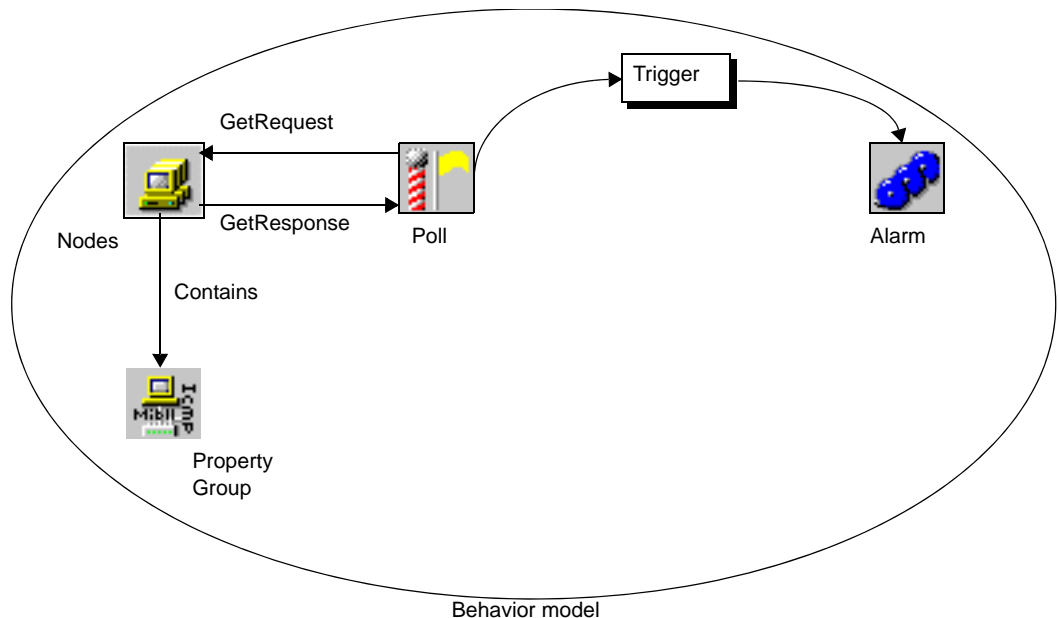


FIGURE 3-9. A Behavior Model

The next two sections:

- ◆ Discuss in general how the various objects fit together to make a model
- ◆ Present an example of a behavior model

How the Pieces Fit Together

Let's first review how you define which managed nodes a behavior model will monitor and manage. As *Figure 3-10* shows, each node belongs to a property group, and that property group contains properties.

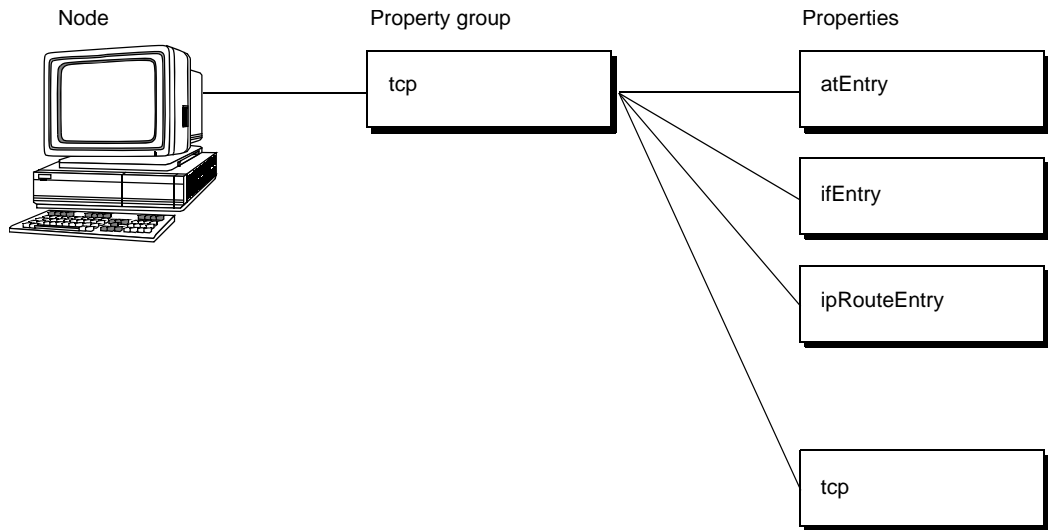


FIGURE 3-10. Nodes, Property Groups, and Properties

Any set of nodes that share a unique property can be managed as a set of devices. (The nodes need not be members of the same property group.) In the figure above, the tcp property might be that unique property.

For a node to be pollable, the principal requirements are that:

- ◆ The poll's property must be in the node's property group.
- ◆ The base object around which the poll's poll condition is built must be a property in the node's property group.
- ◆ The poll's trigger must correspond to a pending alarm transition, and the alarm's property must be in the node's property group.

Figure 3-11 shows the definition of a poll that has been designed to work with the node shown in *Figure 3-10*.

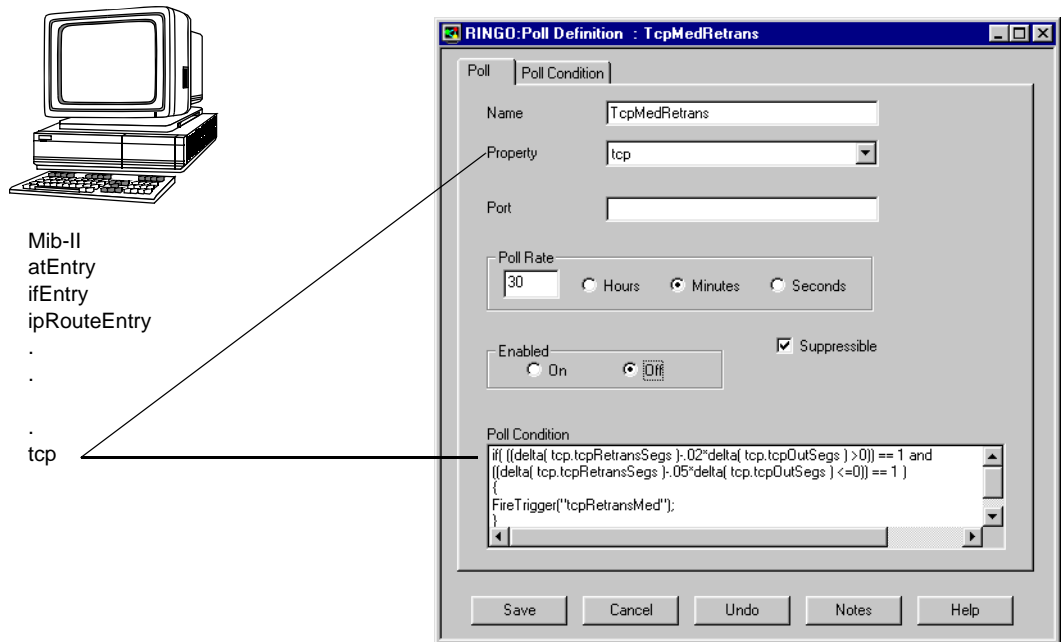


FIGURE 3-11. Relationship Between Node and Poll

As you can see, the node's property group, Mib-II, contains a property `tcp` that matches the poll's property *and* the base object used in the poll's poll condition. Once this poll is enabled, the poll `TcpMedRetrans` *will* poll the node, unless there is no alarm that the poll can affect or the node is suppressed. (If the node is suppressed, no polling will occur because the poll is marked suppressible.)



NOTE

Since trap masks do not have properties, this type of matching is not necessary for masks.

If `TcpMedRetrans` polls the node, receives a response to its query, and that response satisfies the poll condition, the poll will fire a trigger. If an alarm has been defined whose first transition is `tcpRetransMed` (the poll's trigger) and that alarm is enabled has the property `tcp`, a new instance of that alarm will be instantiated to monitor the node. Because the alarm is instantiated using the trigger's Node and Subobject, the key attributes of the trigger and alarm will match, and the first transition will be effected.

Once an alarm instance has been instantiated and has gone through one transition, the transitions that can be effected from its current state determine which triggers affect the alarm. For example consider the following alarm, TcpRetransMon.

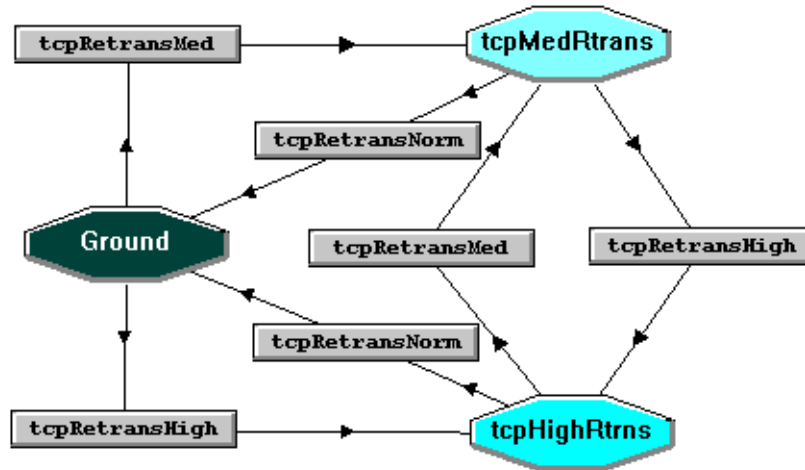


FIGURE 3-12. An Alarm: TcpRetransMon

When this alarm is first instantiated and the tcpRetransMed transition is made, the alarm transitions to the tcpMedRtrans state, so two transitions are pending: tcpRetransNorm and tcpRetransHigh. If NerveCenter sees a trigger with one of those names, and the trigger's Node and Subobject match those of the transition, the transition occurs.

An Example of a Behavior Model

This section presents an overview of the set of steps you would need to perform to create a behavior model that monitors node interfaces. The possible interface conditions are link up and link down.



NOTE

Don't try to follow these directions. Just read over them to get an overview of the procedure. Detailed procedures are available in following chapters.

1. Create a property group named CheckLink.
2. Add to this property group the properties ifEntry (base object) and checkLink (user defined).
3. Assign the property group CheckLink to all of the managed nodes whose interfaces you want to monitor.
4. Create two masks: LinkUp and LinkDown.

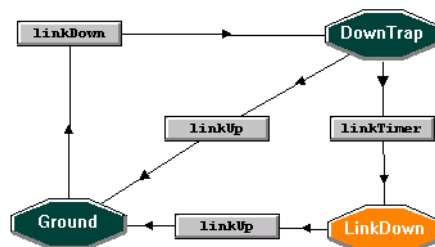
The values you use to create LinkUp are shown in the table below.

TABLE 3-5. Values Needed to Create LinkUp

Attribute	Value
Name	LinkUp
Generic	LinkUp=3
Trigger Type	Simple Trigger
Enabled	On

The definition for LinkDown is the same as the definition of LinkUp except for the name of the mask and Generic SNMP trap number (LinkDown=2).

5. Create the alarm shown below.



Once this alarm is enabled, the behavior model will become functional.

The IfLinkUpDown alarm contains the property ifEntry, which is in the property group CheckLink. Even though a trap mask filters all traps sent to NerveCenter, the IfLinkUpDown alarm will only become instantiated when the SNMP agent sending the trap belongs to a node in the CheckLink property group.

Here's how the behavior model might interact with one port on a workstation that belongs to the property group:

1. The mask LinkDown will cause a transition to the DownTrap state, as well as start a three-minute timer (linkTimer).
2. If the agent comes back up, then the alarm transitions back to Ground and the timer is cleared.
3. If three minutes has past, and the interface remains down, then the alarm transitions to LinkDown, and sends a 7004 Inform to the network management platform.

SNMP version 3 is an extension of SNMP that addresses security and administration. The following topics describe how NerveCenter provides support for SNMP v3. You can find other topics related to SNMP v3—for example, changing the SNMP version for a node—in the section *Configuring SNMP Settings for Nodes on page 125*.

Section	Description
<i>Overview of NerveCenter SNMP v3 Support on page 64</i>	Summarizes NerveCenter support for SNMP v3 and points to where you can find information about specific settings and requirements.
<i>SNMP v3 Operations Log on page 68</i>	Describes the Operations Log that records SNMP v3 operations and errors that occur while attempting to perform those operations.
<i>SNMP Error Status on page 73</i>	Describes SNMP v3 error status messages and indicates which ones cause polling to stop for a node.
<i>Using the SNMP Test Version Poll on page 76</i>	Explains how to use the V3 Test Poll to verify communication with an SNMP v3 agent.

Overview of NerveCenter SNMP v3 Support

NerveCenter support for SNMP v2c (community-based SNMP v2) and v3 includes new data types and enhanced security for communication. SNMP v1 and v2c rely on community names for authentication. SNMP v3 enhances authentication and expands its services to include privacy. SNMP v3 expands on the earlier concept of MIB views to control access to management information. SNMP v3 uses a View-based Access Control Model (VACM) to determine the level of access a user has for viewing MIB data.

Following are highlights of NerveCenter support for SNMP v2c/v3:

- ◆ Before NerveCenter can discover SNMP v3 agents on nodes, the nodes must have an initial user configured for discovery.

See *Configuring an Initial User for Discovering an SNMP v3 Agent in Managing NerveCenter*.

Refer to *Confirming the SNMP Version for a Node on page 135* for details about testing communication with a node using the NerveCenter Test Version poll.

- ◆ NerveCenter communicates (sends polls) with an SNMP v3 agent on behalf of a specified NerveCenter user in a defined context. Before NerveCenter can poll SNMP v3 agents, the agents must be configured to support the NerveCenter user and context. By default, the user name is NCUser and the context is NCContext, though you can change both in NerveCenter.

See *Configuring an SNMP v3 Agent for NerveCenter in Managing NerveCenter*.

See *Changing the NerveCenter SNMP v3 User Name and Context in Managing NerveCenter*.

- ◆ NerveCenter supports three security levels for communicating with SNMP v3 agents. By default, NerveCenter sets the security level to noAuthNoPriv, which means the v3 agent sends and receives messages without authentication or encryption.

See *NerveCenter Support for SNMP v3 Security on page 66* for details about security.

Refer to *Changing the Security Level of an SNMP v3 Node on page 128* for details about setting a node's security level.

See *NerveCenter Support for SNMP v3 Digest Keys and Passwords on page 67*.

See *Changing the SNMP v3 Key Passwords in Managing NerveCenter*.

- ◆ NerveCenter supports either HMAC-MD5-96 (MD5) or HMAC-SHA-96 (SHA) as authentication protocol on a per-node basis and CBC-DES as the privacy protocol. The default authentication protocol for NerveCenter is MD5. If you change the authentication

protocol on an SNMP v3 agent, you must likewise change the protocol used by NerveCenter to manage the corresponding node in its database.

Refer to *Changing the Authentication Protocol for an SNMP v3 Node on page 130* for details about changing the authentication protocol used by NerveCenter for an agent.

- ◆ A node must have SNMP version information before NerveCenter can poll the node or process a trap from the node. NerveCenter can discover the version of a node automatically or manually. If auto-classification is enabled, then a newly added node (discovered from a trap, added from a platform such as HP OpenView, imported from another NerveCenter) will be classified at the highest level possible.

**NOTE**

Auto-classification is disabled when you install NerveCenter. You must enable it before NerveCenter can classify nodes added to its database.

See *SNMP Auto and Manual Classification Settings in Managing NerveCenter*.

Refer to *Classifying the SNMP Version Configured on Nodes on page 132* for details about classifying nodes manually.

- ◆ The trap source specified during installation can be changed to MSTRap, OVTrapD or NerveCenter. Changing the trap source requires stopping and starting the related applications (e.g., OVTrapD) and restarting the NerveCenter Server.

See *Managing the NerveCenter Trap Source in Managing NerveCenter*.

- ◆ SNMP v3 operations are logged to a file so that you can follow the progress of v3 activities. The log includes information about activities (e.g., a key change initiated by the user) as well as errors that occur while NerveCenter attempts to perform the activities.

See *SNMP v3 Operations Log on page 68*.

See *SNMP Error Status on page 73* for information about SNMP v3 errors.

- ◆ NerveCenter ships with behavior models that provide the status of various applications monitored by the SNMP Research CIAgent.

For complete details about these and all behavior models, refer to the *Behavior Models Cookbook*.

NerveCenter Support for SNMP v3 Security

SNMP v3 specifications enable any two devices to communicate in a secure fashion using message authentication to validate users and encryption to ensure communication secrecy. SNMP v3 provides a User-based Security Model (USM) to establish authentication and secrecy.

NerveCenter supports three security levels for communicating with an SNMP v3 agent:

- ◆ **NoAuth/NoPriv:** Passwords for authorization and privacy are not required to communicate with the agent. NerveCenter still requires the user name and context for polling.
- ◆ **Auth/NoPriv:** The authorization protocol and password are required to communicate with the agent. NerveCenter requires the user name, context, and authentication password for polling.
- ◆ **Auth/Priv:** All security parameters are required to communicate with the agent. NerveCenter requires the user name, context, and the privacy and authentication passwords for polling.

Communication between any two SNMP v3 entities takes place on behalf of a uniquely identified domain user

. The security level used for this communication defines the security services—message authentication and encryption—used while exchanging data. NerveCenter communicates with SNMP v3 nodes on behalf of the NerveCenter poll user in the poll context. By default, the user name is NCUser and the context is NCContext.

If you do not specify a security level for an SNMP v3 node, NerveCenter uses a default security level of NoAuthNoPriv, which means that message authentication and encryption services are not used for data exchange with the node. You can later change the security level in NerveCenter.



NOTE

The NerveCenter poll user, context, authentication password, and privacy password can be changed in NerveCenter Administrator. If you change the passwords, you can update this information on all nodes directly from the NerveCenter Administrator.

The security level used by NerveCenter while polling SNMP v3 nodes is configured for each node in NerveCenter Client. Information specific to nodes, such as version, security level, and authentication protocol, are entered in NerveCenter Client for the node.

NerveCenter Support for SNMP v3 Digest Keys and Passwords

SNMPv3 protocols allow any two devices to communicate in a completely secure fashion using message authentication and message encryption to ensure the secrecy of the communication. In any SNMP v3 communication, one of the two communicating entities plays a role of authoritative entity for the communication, and communication is performed on behalf of a unique user within the management domain.

The sender of a secure message attaches a code, called a digest, for authentication and encrypts the message to ensure privacy. To generate this digest, the sender uses an authentication key at the authoritative entity of the user on whose behalf communication takes place. Similarly, to encrypt a message, the sender uses a privacy key at the authoritative entity of the user on whose behalf communication takes place. These keys are generated from the authentication password and privacy password, respectively, for the user.

SNMP v3 specifications have defined a localized key-generation scheme. For every user, the authentication key at every SNMP v3 entity is a function of the `snmpEngineID` of that entity, the user's authentication password, and the authentication protocol. For every user, the privacy key at every SNMP v3 entity is a function of the `snmpEngineID` of that entity, the user's privacy password, and the privacy protocol. NerveCenter supports this localized key-generation scheme.

NerveCenter communicates with SNMP v3 nodes on behalf of the NerveCenter poll user (by default, `NCUser` for MD5 authentication and `NCUserSHA1` for SHA-1 authentication) in the poll context (`NCContext` by default). NerveCenter needs to know the authentication and privacy passwords for this user in order to generate the keys required for secure communication. Whenever NerveCenter learns the `snmpEngineID` of a newly discovered SNMP v3 agent with a security level other than `NoAuthNoPriv`, NerveCenter generates these keys for the NerveCenter poll user on that agent. By default, the passwords are `NCUserAuthPwd` (authentication) and `NCUserPrivPwd` (privacy), though you can change both in NerveCenter Administrator. These passwords are used for all nodes that NerveCenter manages.

When the message is sent, if authentication is required (a security level of `AuthNoPriv` is specified for the node), the sender uses the authentication key to generate the digest for the message. This digest is appended to the message.

If encryption is required (a security level of `AuthPriv` is specified for the node), the sender uses the privacy key to generate the digest for the message. For this security level, only the privacy digest is required; privacy assumes authentication, and you cannot have encryption without authentication.

On receipt of a secure message, a receiver does the following:

- ◆ Separates the message from the digest (authentication or privacy).
- ◆ Uses the corresponding key available in its local store to generate its local copy of the digest from the message.

- ◆ Compares the two digests (i.e. one received in the message and one generated locally). If both digests are the same, the recipient authenticates or decrypts the message using the corresponding local key. If the digests are not the same (indicating a lack of authentication), the recipient discards the message.
- ◆ The recipient reads and processes the message.

SNMP v3 Operations Log

Whenever a NerveCenter Server receives a request for an SNMP v3 operation (e.g. authorization or privacy key change request) or an error occurs while attempting to perform an SNMP v3 operation (e.g. v3 initialization fails), the NerveCenter Server logs a message to a file. This log file, named `v3messages.log`, resides in the NerveCenter installation log directory on the NerveCenter Server host machine. The file contains messages about SNMP v3 operations and errors resulting from requests that originate with any connected NerveCenter Clients, Administrators, and Command Line interfaces.

When an error occurs after attempting to perform an SNMP v3 operation, aside from logging the error in the log file, the NerveCenter Server notifies all connected NerveCenter Clients and Administrators in the following ways:

- ◆ If you are logged on to the NerveCenter Client or Administrator that initiated the operation that caused an error condition, NerveCenter displays a dialog box with the error that is logged.
- ◆ If you are logged on to some other NerveCenter Client or Administrator (one that did not initiate the error condition), you see a red icon in the status bar. When you double-click the icon, a dialog box displays the NerveCenter Server with the SNMP v3 error. If your Client or Administrator is connected to more than one Server, the dialog box lists all servers that currently have an error condition.



NOTE

The dialogs are displayed only in NerveCenter Client, not in the NerveCenter Web Client.

When your NerveCenter Client or Administrator displays a dialog box with an error condition, you can do either of the following:

- ◆ Acknowledge the error condition by “signing the log.” When you sign the log, NerveCenter notes this fact in the log file and changes the red icon to green for all connected Clients and Administrators.

- ◆ Dismiss the dialog box without acknowledging the error condition. If you merely dismiss the dialog box, only the icon in your Client or Administrator turns green. For all other connected Clients and Administrators, the icon remains red and signals to those modules that the NerveCenter Server has some error that remains unacknowledged, or unsigned. Moreover, the Server does not indicate acknowledgment in the log file.

If the SNMP v3 operation affects a group of nodes (e.g., version change or classification failure), you will see only one instance for the group displayed in the error message dialog box. To see details for each node, you can look in the log file.

You must have administrator rights to initiate an SNMP v3 operation that can result in an error or to acknowledge a logged error condition. If you are logged on with only user rights, you can dismiss the error dialog box but not acknowledge an error condition.

Whether you acknowledge or dismiss the error, all messages remain in the `v3messages.log` for you to read.

For more information, refer to the following topics:

- ◆ *[Signing a Log for SNMP v3 Errors Associated with Your Client on page 70](#)*
- ◆ *[Signing a Log for SNMP v3 Errors Associated with a Remote Client or Administrator on page 71](#)*
- ◆ *[Viewing the SNMP v3 Operations Log on page 72](#)*

Signing a Log for SNMP v3 Errors Associated with Your Client

Whenever an SNMP v3 operation is requested or an error occurs while attempting an SNMP v3 operation, the NerveCenter Server logs a message to a file. If you are logged in to the NerveCenter Client that initiated the request causing a logged condition, NerveCenter displays a dialog box with the error that is logged.



FIGURE 4-1. Operations Log Error in Server Dialog Box for Your Client

Users with administrator rights can acknowledge a logged condition from NerveCenter Client by signing the Operations log. Signing the log causes the icon to turn green in all connected Clients/Administrators.

You can also dismiss the dialog box without acknowledging the error condition. If you are logged on with user rights rather than administrator rights, your only option is to dismiss the dialog box; you cannot sign the Operations log.

TO SIGN THE OPERATIONS LOG

1. After viewing the message that NerveCenter displays on your screen, check the Sign the log and dismiss errors checkbox.
2. Select **OK**.

The icon in the Status Bar turns green for all Clients or Administrators connected to the designated NerveCenter Server. You can later view this message again in the Operations log.

This file, named v3messages.log, resides in the NerveCenter installation log directory. The file can be viewed in a text editor or word processor.

TO DISMISS THE ERROR IN SERVER DIALOG BOX

- ◆ Select **OK** without checking the checkbox.

In this case, only the icon in your Client turns green. For all other connected Clients and Administrators, the icon remains red and signals to those modules that the NerveCenter Server has some error that remains unacknowledged.

Signing a Log for SNMP v3 Errors Associated with a Remote Client or Administrator

Whenever an error occurs while attempting an SNMP v3 operation, the NerveCenter Server logs a message to a file. If you are logged on to some remote NerveCenter Client (one that did not initiate the error condition), you see a red icon in the status bar.

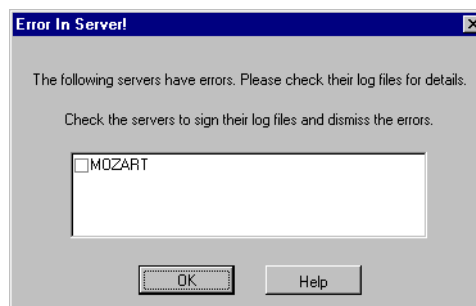
Users with administrator rights can acknowledge a logged condition from NerveCenter Client by signing the Operations log. Signing the log causes the icon to turn green in all connected Clients/Administrators.

You can also dismiss the dialog box without acknowledging the error condition. If you are logged on with user rights rather than administrator rights, your only option is to dismiss the dialog box; you cannot sign the Operations log.

TO SIGN THE OPERATIONS LOG

1. Double-click the red icon in the Status Bar.

The Error In Server dialog box is displayed.



2. Check the NerveCenter Server or Servers for which you want to sign the log.
3. Select **OK**.

The icon in the Status Bar turns green for all Clients or Administrators connected to the servers you checked. At a suitable time, you can open the Operations log and view the new message. This file, named `v3messages.log`, resides in the NerveCenter installation log directory. The file can be viewed in a text editor or word processor.

TO DISMISS THE ERROR IN SERVER DIALOG BOX

1. Double-click the red icon in the Status Bar.
The Error In Server dialog box is displayed.
2. Select **OK** without checking any of the checkboxes.

In this case, only the icon in your Client turns green. For all other connected Clients and Administrators, the icon remains red and signals to those modules that the NerveCenter Server has some error that remains unacknowledged.

Viewing the SNMP v3 Operations Log

Whenever an SNMP v3 operation is requested or an error occurs while attempting the operation, the NerveCenter Server logs a message to a file. This log file, named `v3messages.log`, resides in the NerveCenter installation log directory on the NerveCenter Server host machine.

The file can be viewed in a text editor or word processor. As NerveCenter adds more messages to the file, the file continues to grow until you manually remove old messages.

The log entries resemble the following:

```
06/20/2000 09:26:29 Tue - Event ID : NC_SERVER; Category ID :  
NC_THREAD_V3OP; Error Status : AutoClassifyFail; Error while communicationg  
using SNMPv1 for 10.52.174.51 because of : NC_PORT_UNREACHABLE;
```

Following are the fields in the log:

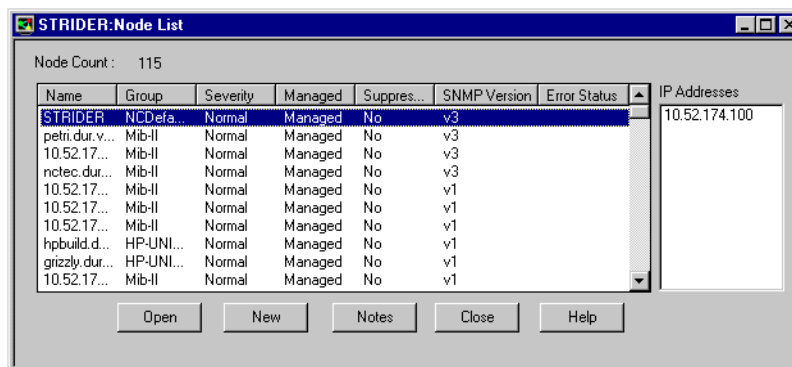
TABLE 4-1. Fields in the Operations Log

Field	Description
Date/Time	Date and time the record was logged. The format is month/day/year, hour/minute/second, and day (for example, 12/16/2000 11:32:29 Sat).
EventID	This always NC_SERVER.
CategoryID	Name of the thread where the event occurred.
Error Status	One of several error status strings. See <i>Error Status</i> for a description of SNMP v3 error status messages and which ones cause polling to stop for a node.
Error Description	Details of the error or operation.

SNMP Error Status

When NerveCenter is unable to complete an SNMP operation on a node, the error status is displayed in the Node List (NerveCenter Client and Web Client) and in the SNMP tab of the node's definition window (NerveCenter Client).

The following illustration shows the Node List window in the Client.

**FIGURE 4-2.** Node List Window

Though most of the error strings correspond to SNMP v3 errors, some are applicable for v1 and v2c errors as well. These are noted in the descriptions below.

Sometimes error conditions can be corrected simply by running the SNMP Test Version poll. Others may require configuration changes to the node's SNMP agent. After changing the

configuration of an SNMP agent, always test communication with the node in NerveCenter Client prior to polling the node.

**NOTE**

For information about the Test Version poll, see [Using the SNMP Test Version Poll on page 76](#).

The following list describes each possible SNMP error status.

- ♦ **AuthKeyFail** – The change for the authentication key failed. Polling will not happen for nodes with this error. You must rectify the problem manually on the agent and use the Test Version poll to verify NerveCenter communication with this node.
- ♦ **PrivKeyFail** – The change for the privacy key failed. Polling will not happen for nodes with this error. You must rectify the problem manually on the agent and use the Test Version poll to verify NerveCenter communication with this node.
- ♦ **AuthPrivKeyFail** – Change for both the authentication and privacy keys failed. Polling will not happen for nodes with this error. You must rectify the problem manually on the agent and use the Test Version poll to verify NerveCenter communication with this node.
- ♦ **V3InitFail** – An attempt to get the engine ID failed and NerveCenter could not initialize the node. Polling will not happen for this node. You can try running the Test Version poll, which attempts to get the engine ID for this node again. Alternatively, if the node sends a trap that NerveCenter can decode, NerveCenter will then get the engine ID from that trap.
- ♦ **ClassifyFail** – At attempt to obtain the node’s version failed during a classification attempt. The version will be “Unknown” for this node and polling will not happen. You can manually change the version or try to classify the node again.
- ♦ **AutoClassifyFail** – At attempt to obtain the node’s version failed during a classification attempt while NerveCenter was using auto-classification. The version will be “Unknown” for this node and polling will not happen. You can manually change the version or try to classify the node again.

**NOTE**

ClassifyFail and AutoClassifyFail status values are not limited to SNMP v3 agents. If NerveCenter attempts classification of an agent and the classification attempt fails for some reason (e.g., the agent is down), NerveCenter will mark the node with ClassifyFail or AutoClassifyFail regardless of the SNMP version supported on the agent.

- ♦ **TestVersionFail** – At attempt to poll the SNMP agent failed. The Test Version poll sends a GetRequest message for a node based on the SNMP version configured for that node.

If the Test Version poll fails, polling will not happen for this node. In that case, you may need to reconfigure the agent on this node. Then, try running the Test Version poll again (from a node's definition window or the right-click menu in the node list).

**NOTE**

TestVersionFail is not limited to SNMP v3 agents. You can test the version of any SNMP agent with this feature.

- ◆ **Configuration Mismatch** – Indicates an SNMP trap was received but there is some problem with the configuration on the agent. If NerveCenter is unable to decode a trap due to some unspecified reason (e.g., unsupported authentication or privacy parameters on the agent, or an incorrect NerveCenter user name), NerveCenter can receive the trap and add the node to its database if NerveCenter is configured to discover nodes via traps. After adding the node to its database, however, NerveCenter assigns an error status of Configuration Mismatch.

**NOTE**

Any error that occurs during the decoding of traps always results in a Configuration Mismatch error message.

- ◆ **TimeSyncFail** – An attempt to get the engine boots/timeticks failed for the node. Polling will continue for this node. If any polls successfully reach the node, the node responds with an “Out of time window” report PDU that contains the correct boots/timeticks, and NerveCenter can then update this information for the node. For the initial polls that generate the report PDU, the SNMP_NOT_IN_TIME_WINDOW trigger will be fired.

You can ignore this message, which simply indicates that NerveCenter is getting in sync with that node. Moreover, it is easy to recover from this error status. Right-click the node in the Node List and select v3TestPoll. If the agent corresponding to the node is up, the test poll should be successful and NerveCenter will clear the error message.

NerveCenter will not poll any nodes whose error status is one of the following:

- ◆ AuthKeyFail
- ◆ PrivKeyFail
- ◆ AuthPrivKeyFail
- ◆ TestVersionFail
- ◆ V3InitFail
- ◆ ClassifyFail

Using the SNMP Test Version Poll

When configuring an SNMP agent or if you encounter problems polling a node, you can test whether NerveCenter can communicate with the agent. NerveCenter provides an SNMP test poll that verifies communication with the node using the SNMP version specified for the node. If the agent is configured for SNMP v3, this poll helps you determine whether the agent is correctly configured for communication with NerveCenter.

If the poll fails to establish a connection for the specified SNMP version, a `TestVersionFail` error is displayed for the node, and polling will not happen for this node.

Testing SNMP v1 and v2c Agents

To test the agent on a node configured in NerveCenter with SNMP version 1 or 2c, the Test Version poll sends the agent an SNMP `GetRequest` for the system description. This operation is similar to the `GetRequest` issued by clicking the Get button on the Query Node tab of a node's definition window.

Testing SNMP v3 Agents

To test the agent on a node configured in NerveCenter with SNMP v3, the Test Version poll issues `GetRequest` messages for the following:

- ◆ Engine ID for a node
- ◆ Boots/timeticks if the security level on the node is either `AuthNoPriv` or `AuthPriv`
- ◆ `SysObjectID` for the node

To establish communication, NerveCenter sends a `GetRequest` for the node's `sysobjectID`. Before sending this `GetRequest`, however, NerveCenter first requires engine information such as `engineID`, engine boots, and time ticks. If this information is not known to NerveCenter, NerveCenter must send a request to the agent.

NerveCenter must obtain engine information in the following cases:

- ◆ When the SNMPv3 node has an `'v3InitFail'` error status. This status indicates that the `engineID` for that node is not available to NerveCenter.
- ◆ NerveCenter first obtains the engine ID. Then, if the security level for the node is other than `NoAuthNoPriv`, NerveCenter obtains the boots and time ticks.

- ◆ When the SNMPv3 node has an error status of 'TimeSyncFail.' This status indicates that the engine boots and time ticks for that node are not available to NerveCenter.
- ◆ When someone has changed the Authentication and Privacy passwords in NerveCenter Administrator but did not update the passwords on the SNMP v3 agent. You must change the passwords on the agent and run the V3TestPoll to restore proper communication.

After obtaining the engine information, NerveCenter can send the SysObjectID request.

How To Use the Test Version Poll

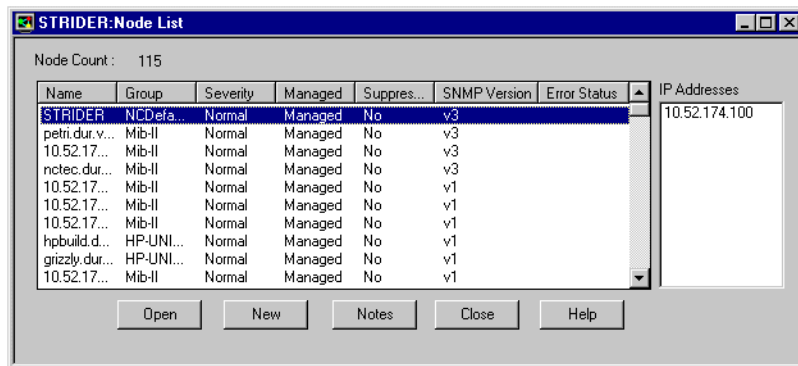
Follow the steps below to verify communication with a node using the Test Version poll.

TO USE THE SNMP TEST VERSION POLL



1. From the client's **Admin** menu, select **Node List**.

The Node List window is displayed.



2. Right-click one or more nodes you want to test, then select **Test Version**.

TIP

You can also issue this poll for a particular node by selecting the node in the list, clicking the Open button, and selecting **Test Version** in the SNMP tab.

The Status Bar indicates the status of the test. If the test fails to establish a connection for the specified SNMP version, a TestVersionFail error is displayed for the node.

Getting Started with the NerveCenter Client

Before you can begin monitoring your network using the NerveCenter Client, you must start the client and then establish a connection between the client and one or more NerveCenter servers. You may also want to set up alarm filters to control which alarm instances the NerveCenter Client will display information about.

For instructions on how to perform these and related tasks, see the sections listed below:

Section	Description
<i>Starting the Client on page 80</i>	Describes how to start the NerveCenter Client.
<i>Connecting to a Server on page 81</i>	Explains how to log on to one or more NerveCenter Servers, discusses the various server connection options, and describes how to select an active server.
<i>Setting Up Alarm-Instance Filters on page 88</i>	Provides instructions for setting up alarm viewing preferences. You can request that the alarm instances from the servers you're connected to be filtered by: IP range, severity, or property group.
<i>Specifying Heartbeat Messaging on page 104</i>	Explains heartbeat messaging: how to set message intervals and how to deactivate heartbeat messaging.
<i>Disconnecting from a Server on page 106</i>	Describes how to log off the NerveCenter Server.

Starting the Client

The NerveCenter Client enables you to monitor current alarm instances, view an alarm's history, reset an alarm, and monitor the status of nodes.

TO START THE CLIENT

- ◆ If you're working on a UNIX system, from a terminal window, enter the command:

```
client &
```

If you receive the error message **client: Command not found**, NerveCenter has not been installed in the default location (`/opt/OSInc`). In this case, you must change directories to the NerveCenter bin directory before entering this command, or enter the full pathname of the executable.



NOTE

Before running NerveCenter, you must set the necessary UNIX environment variables with the appropriate `ncenv` shell script. For more information about environment variables, refer to *Running the NerveCenter Server on UNIX in Managing NerveCenter*.

- ◆ On a Windows system, start the client using the **Start** menu. If the person who installed NerveCenter selected the default program folder, NerveCenter, select the following set of menu entries: From the **Start** menu, select **Programs > OpenService NerveCenter > Client**.

If the installer used a program folder other than OpenService NerveCenter, select **Client** from that folder instead.

After you perform this step, you see the client window shown in *Figure 5-1*.

FIGURE 5-1. NerveCenter Client

Most of the buttons on the button bar and the options on the menus are not enabled until you connect the client to a NerveCenter server.

Connecting to a Server

Before you can use the client, you must connect the client to a NerveCenter server. This server collects data from managed devices, creates alarm instances, and performs the actions defined in alarms. The server also gives the client access to information about alarm instances and the status of nodes.

You can connect your client to more than one server at one time and view information about all the active alarm instances being managed by those servers. However, only one server can be the *active* server. The active server determines which NerveCenter database is used when you ask for a list of polls or the definition of an alarm.

For information on how to establish a connection with a NerveCenter server, see the following subsections:

- ◆ *Connecting to a Server Manually on page 82*
- ◆ *Connecting to a Server Automatically on page 84*
- ◆ *Sharing MIB Information from Multiple Servers on page 86*

You may also be interested in the following topics, which relate to connecting to a server:

- ♦ [Selecting the Active Server on page 86](#)
- ♦ [Deleting a Server from the Server List on page 87](#)
- ♦ [Changing the Server Port on the Client on page 87](#)

Connecting to a Server Manually

If you haven't configured the client to connect to one or more servers at startup, or if you want to establish a connection with a server that you don't typically use, you must establish your connection with the server manually.

TO CONNECT TO A NERVECENTER SERVER MANUALLY

1. From the **Server** menu, select **Connect**.

The Connect to Server window displays.

2. In the **Server Name** field, type the hostname or IP address of the machine where the NerveCenter server is running. Or choose a hostname or IP address from the **Server Name** drop-down list.

The first time you connect to a server, the drop-down list is empty. After that, it contains a list of the machines to which you've connected, or attempted to connect, in the past. (The list won't display the names of machines to which you're already connected.) For information on removing an entry from the drop-down list box, see the section [Deleting a Server from the Server List on page 87](#).

3. Type a user name and password in the **User ID** and **Password** fields.

You must enter a user name and password. The user whose name you enter here must be a member of the NerveCenter Users or NerveCenter Admins group (Windows) or the ncusers or ncadmins group (UNIX).

4. Select the **Connect** button.

If the machine to which you try to connect is not running the NerveCenter server, you see the message **The server did not respond**.

When the client successfully connects to the server, all of the buttons in the button bar become enabled, and the Aggregate Alarm Summary window appears.

FIGURE 5-2. Client Connected to a Server

Table 5-1 lists the client windows you can reach by using the buttons in the client's toolbar.

TABLE 5-1. Windows Accessible from Toolbar

Button	Window
	Opens the Connect to Server window, from which you can connect the client to a NerveCenter server.
	Opens a Client message window containing the prompt Disconnecting from Hostname . Use this window to confirm that you want to disconnect the client from a NerveCenter server.
	Opens the Property Group List window. From this window, you can view the currently defined property groups and the properties that each property group contains.
	Opens the Node List window. From this window, you can view a list of the nodes defined in the NerveCenter database and a brief definition of each node.
	Opens the Poll List window. From this window, you can view a list of the polls defined in the NerveCenter database and a brief definition of each poll.
	Opens the Mask List window. From this window, you can view a list of the trap masks defined in the NerveCenter database and a brief definition of each trap mask.
	Opens the Alarm Definition List window. From this window, you can view a list of the alarms defined in the NerveCenter database and open a definition window for each alarm.
	Displays a list of currently defined correlation expressions. Correlation expressions enable you to create alarms from boolean expressions.
	Opens the Severity List window, from which you can view a list of the severities defined in the NerveCenter database. (A severity has a name, a severity level, and a color associated with it.)
	Opens the Perl Subroutine List window. From this window, you can view a list of the currently defined Perl subroutines.
	Opens the Report List window. From this window, you can view a list of reports.
	Opens the Action Router Rule List window. From this window, you can view a list of the current set of rules that you have defined for the Action Router.
	Opens the Import Objects and Nodes dialog. From this dialog, you can import behavior models from one NerveCenter to another.

TABLE 5-1. Windows Accessible from Toolbar (Continued)

Button	Window
	Opens the Export Objects and Nodes dialog. From this dialog, you can export specific objects or groups of objects from one database to another.
	Opens the Server Status dialog. This dialog provides you with a comprehensive view of all your NerveCenter server settings.
	Opens the Alarm Summary window. This window presents information about the current alarm instances for the active server.
	Opens the Aggregate Summary window. This window presents information about the current alarm instances for all the servers to which you're connected.

Connecting to a Server Automatically

If you want to establish a connection with the same set of servers each time you run the client, you can use NerveCenter's Autoconnect feature.

TIP

Before you activate the Autoconnect feature, you might want to manually connect to the NerveCenter Server, to verify that you can indeed access the server.

TO SET UP A LIST OF SERVERS TO WHICH YOU'LL CONNECT AT STARTUP

1. From the client's **Client** menu, choose **Configuration**.
The Client Configuration dialog displays.
2. Enter the hostname or IP address of the server to which you want to connect in the **Server Name** field.

3. Generally, you'll leave the default value in the **Server Port** field.

However, if the administrator who configured the server you want to connect to has changed the server port to be used for client/server communication, you must enter the new port number here. The NerveCenter Client uses this same port number for every NerveCenter Server to which it attempts to connect.

4. Check the **Autoconnect** checkbox.
5. Type a user name and password in the **User ID** and **Password** fields.

You must enter a user name and password. The user whose name you enter here must be a member of the NerveCenter Users or NerveCenter Admins group (Windows) or the ncusers or ncadmins group (UNIX).

On UNIX, if you have activated Autoconnect and your password changes, you must manually update your password in the Client Configuration dialog box for the Autoconnect feature to work. For the Autoconnect feature, NerveCenter does not update your password automatically.

6. Select the **Add** button.

The server's name and automatic-connection status are displayed in the list near the bottom of the window.

7. Repeat step 2 through step 6 for each server you want to connect to automatically.
8. Select the **OK** button.

When you restart and log on to the client, you will be connected to the servers that have an Autoconnect status of On. Alternatively, you can connect, or reconnect, to these servers by selecting **Autoconnect** from the client's **Server** menu.

Sharing MIB Information from Multiple Servers

The NerveCenter Client needs a copy of the same MIB file that a NerveCenter Server uses to provide MIB base objects and attributes. If you intend to connect to multiple servers that use the same MIB file, you can direct NerveCenter to share MIB information. When you use this option, the NerveCenter Client saves only the MIB information sent to it by the first connected server.

For more information about MIBs, refer to *Managing Management Information Bases (MIBs) in Managing NerveCenter*.

TO SHARE MIB INFORMATION

1. Disconnect from any connected servers.
2. From the client's **Client** menu, choose **Configuration**.

The Client Configuration dialog is displayed.

3. Select the **Share MIB** checkbox.
 4. Select the **OK** button.
-

Selecting the Active Server

The active server is the one whose database you can read data from. That is, you have access to this server's alarm definitions, poll definitions, and so on. You can view alarm instances for any number of servers at the same time.

TO MAKE A PARTICULAR SERVER THE ACTIVE SERVER

1. Display the server drop-down list on the client's button bar.

FIGURE 5-3. Server Drop-Down List

2. Select from the list the name of the server you want to make the active server.
The name of the active server appears in the drop-down list box.
-

Deleting a Server from the Server List

NerveCenter maintains a list of servers that a client has connected to, or attempted to connect to, in the past. This list is used in the Connect to Server window, which you use to establish a connection to a server manually, and it also appears in the Client Configuration window. This list may contain the names of servers that you will never connect to again, or, even worse, the misspelled names of servers you were unable to connect to because of a misspelling.

TO DELETE THE NAME OF A SERVER FROM THE SERVER LIST

1. From the client's **Client** menu, select **Configuration**.
NerveCenter's Client Configuration window is displayed.
2. In the **Server List** near the bottom of the window, select the server name you want to remove from the server list.
3. Select the **Delete** button.
4. Select the **OK** button.

Changing the Server Port on the Client

Each NerveCenter server uses a special port on its host for client/server communication. By default, servers use port 32504; however, the person who configures the NerveCenter server can change the number of this communication port if port 32504 is being used by another application. If this number is changed on the server side, you must make a corresponding change on the client side before you will be able to connect to the server.

TO CHANGE THE CLIENT'S SERVER PORT

1. From the client's **Client** menu, choose **Configuration**.
The Client Configuration window is displayed.
2. In the **Server List** near the bottom of the window, select the name of the server that uses the non-default port number.
Connection information for that server is displayed.

3. Type the new port number in the **Server Port** text field.
 4. Select the **OK** button.
-

Setting Up Alarm-Instance Filters

Before or after you've connected to the servers from which you want to retrieve alarm instances, you can set up one or more alarm-instance filters, per server. These filters control which alarm instances are displayed in the NerveCenter Client. You can filter alarm instances by:

- ◆ The IP address of the instance's node
- ◆ The severity of the instance's state
- ◆ The property group associated with the instance's node

If you filter alarm instances by a severity, only instances whose states have this severity will be displayed in the client. Filters based on property groups and IP address ranges work similarly.

A single filter can contain any combination of:

- ◆ A list of subnets
- ◆ A list of severities
- ◆ A list of property groups

These filters offer two advantages. First, they limit the number of alarm instances that will show up in the client, enabling you to focus your attention on the alarm instances that are specifically of interest to you. Using filters also improves the performance of the client, since NerveCenter only transfers to the client those alarm instances that match the filter criteria.

For information on how to build an alarm-instance filter and on how to associate a filter with a server, see the sections listed below:

- ◆ [Filtering Alarms by IP Range on page 89](#)
- ◆ [Filtering Alarms by Severity on page 96](#)
- ◆ [Filtering Alarms by Property Groups on page 98](#)
- ◆ [Associating a Filter with a Server on page 101](#)
- ◆ [Rules for Associating Filters with Alarms on page 103](#)

Filtering Alarms by IP Range

When you filter alarms by IP range, you are specifying that you only want to display alarm instances in the NerveCenter Client from particular nodes identified by their IP addresses.

See *IP Subnet Filter Exclusion Rules on page 92*, for more about filtering alarms by IP ranges.

Although you can create a filter simply based on an IP range, a single filter can contain any combination of:

- ◆ A list of subnets
- ◆ A list of severities
- ◆ A list of property groups

For information on how to build an alarm-instance filter based on severities and property groups, see the respective section listed below:

- ◆ *Filtering Alarms by Severity on page 96*
- ◆ *Filtering Alarms by Property Groups on page 98*

TO CREATE AN ALARM FILTER BASED ON AN IP RANGE

1. Choose **Configuration** from the **Client** menu.
The Client Configuration dialog is displayed.

2. Select the **Alarm Filter Modification** tab.

The Alarm Filter Modification page is displayed.

3. Select the **New** button.

The Alarm Filter Definition dialog is displayed.

4. If you want to filter alarm instances based on the IP addresses of the alarm instances' nodes, perform the steps below for each subnet you want to be part of the filter. That is, you want to see information about instances whose nodes have IP addresses on these subnets.

- a. Enter an IP address in the **Subnet** text field.

The IP address must consist of four octets separated by periods.

- b. Enter a subnet mask in the **Mask** text field.

The subnet mask must consist of four octets separated by periods. Taken together with the subnet address, this mask defines the subnet whose nodes you're monitoring.

- c. In the **Exclusion** text field, enter the last octet of the IP address of any node on the subnet that you're not monitoring.

You can enter multiple exclusions separated by commas. You can also enter a range of excluded nodes using a hyphen. For example, if you enter 24, 76-78 in the Exclusion field, the nodes whose addresses end in 24, 76, 77, and 78 will be excluded by the filter.

- d. Select the **Add** button.

- e. Repeat step a to step d to add other subnets to the alarm filter.

5. Enter a name for your filter in the **Filter Name** field.

6. Select the **OK** button.

The Alarm Filter Definition dialog is closed and you return to the Client Configuration dialog box.

You've now defined an alarm filter based on an IP range. Before the client will use the filter, however, you must associate the filter with a server. For instructions on how to create this association, see the section [Associating a Filter with a Server on page 101](#).

IP Subnet Filter Exclusion Rules

When you filter by subnet, you specify which subsets of nodes are managed by NerveCenter. Filtering does not apply to nodes that have been imported from a file or from another NerveCenter. For an example, see *IP Subnet Filter Examples on page 94*.

You can exclude specific nodes that belong to the filter by entering an exclusion. To exclude one or more nodes, you must specify the full subnet and mask, and then enter the individual nodes you want excluded. Enter the part of the IP address that is not affected by the subnet's mask.

NerveCenter filters Class B and C networks.

Class C Networks

In a Class C network, the first three octets of the address specify the network and the last octet specifies the host. For example, in network 194.123.45.0, the 194.123.45 value pertains to the network. The remaining octet is used to identify nodes (up to 254) on the network, and you can exclude nodes by specifying ID values in this octet.

Class B Networks

For a Class B network, only the first two octets of the address specify the network. For example, in network 132.45.0.0, the 132.45 value pertains to the network. The remaining two octets are used to identify nodes, and you can exclude nodes by specifying ID values in these two octets.

Example

In the following example, the node whose IP address is 134.204.179.40 is excluded from the filter (the node is filtered out and, therefore, is not managed by NerveCenter).

```
134 . 204 . 179 . 0
255 . 255 . 255 . 0
40
```

Rules for Exclusions

- ◆ You can enter several nodes separated by a comma. NerveCenter accepts comma-separated values with or without spaces following the commas. You can enter the node values in any order.

The following three examples (each on a separate line) illustrate valid exclusions:

```
7,8,9,15
7, 8, 9, 15
8,7,9,15
```

- ◆ You can enter a range of values using a hyphen.

For example, you can enter as an exclusion range: **40-60**

You can also enter the range in inverse order: **60-40**

- ◆ You can include multiple entries for the same subnet if you have values or ranges that are not incremental.

- ◆ For example, you can enter as a filter:

```
134.204.179.0
255.255.255.0
7,8,9
134.204.179.0
255.255.255.0
40-60
134.204.179.0
255.255.255.0
70-90
```

- ◆ You can combine ranges, for example:

```
134.204.179.0
255.255.255.0
40-60,70-90
```

- ◆ You can also combine formats, for example:

```
134.204.179.0
255.255.255.0
7-9,31,33,40-60
```

IP Subnet Filter Examples

The following examples can help you understand how to filter nodes for Class B and C networks.

Class C Network

The following subnet filters are for two sample nodes:

- ◆ Sample node #1 with IP address: 197.204.179.25
- ◆ Sample node #2 with two IP addresses:
 - ◆ 134.204.179.40
 - ◆ 197.204.179.7

The filter values in [Table 5-2](#) have the following effects on the sample nodes:

TABLE 5-2. Class C Network Examples

Subnet Mask Exclusion	Results of Filter
134.204.179.0	This filter does not contain any exclusions.
255.255.255.0	Node #1 is not on this subnet and is not included in the filter or managed by NerveCenter. Node #2 is included in the filter because it's on the subnet.
134.204.179.0	Node #1 is not on this subnet and is not included in the filter.
255.255.255.0	Node #2 is listed as an exclusion and is not included in the filter.
25,40	
197.204.179.0	Node #1 is included.
255.255.255.0	Node #2 is not included because it's listed in the exclusion range.
7-20	
197.204.179.0	Node #1 is included in the first subnet.
255.255.255.0	Node #2 is not included because it's listed as an exclusion on both subnets.
7-20	
134.204.179.0	
255.255.255.0	
40	

TABLE 5-2. Class C Network Examples

Subnet Mask Exclusion	Results of Filter
197.204.179.0	Node #1 is not included because it's listed as an exclusion.
255.255.255.0 25,40	Node #2 is included.

Class B Filters

The following subnet filters are for two sample nodes:

- ◆ Sample node #1 with IP address: 132.45.160.10
- ◆ Sample node #2 with IP address: 132.45.174.10

The mask you use for this filter is 255.255.0.0.

TABLE 5-3. Class B Filter Examples (Set One)

Subnet Mask Exclusion	Results of Filter
132.45.0.0 255.255.0.0	Both nodes are included in the filter and managed by NerveCenter.
132.45.0.0 255.255.0.0 174.10	Node #1 is included in the filter. Node #2 is excluded from the filter. The filter includes all nodes except 132.45.174.10.
132.45.0.0 255.255.0.0 160.10-174.5	Node #1 is listed in the exclusion range and is excluded from the filter. Node #2 is included in the filter.
132.45.0.0 255.255.0.0 10	Both nodes are excluded from the filter and, therefore, neither node is managed by NerveCenter. The filter includes all nodes except 132.45.xxx.10, where xxx can be any value greater than 1 and less than 255.

If you use a subnet mask of 255.255.240.0, you would get different results.

- ◆ Sample node #1 with IP address: 132.45.160.10
- ◆ Sample node #2 with IP address: 132.45.174.10

You must first apply the filter before determining the node's ID. The filter values in the table below have the following effects:

TABLE 5-4. Class B Filter Examples (Set Two)

Subnet Mask Exclusion	Results of Filter
132.45.160.0 255.255.240.0 174.10	The node is not included in the filter. The filter includes all nodes except 132.45.174.10.
132.45.160.0 255.255.240.0 10	Neither node is included in the filter. The filter includes all nodes except those ending in .10. The third octet of an excluded node can be 174 or any value between 160 and 174.

Filtering Alarms by Severity

When you filter alarms by severity, you are specifying that you only want to display alarm instances in the NerveCenter Client from particular nodes identified by the severity of the alarm instance's state.

Although you can create a filter simply based on severity, a single filter can contain any combination of:

- ◆ A list of subnets
- ◆ A list of severities
- ◆ A list of property groups

For information on how to build an alarm-instance filter based on IP range and property groups, see the respective section listed below:

- ◆ [Filtering Alarms by IP Range on page 89](#)
- ◆ [Filtering Alarms by Property Groups on page 98](#)

TO CREATE AN ALARM FILTER BASED ON SEVERITY

1. Choose **Configuration** from the **Client** menu.
The Client Configuration dialog is displayed.
2. Select the **Alarm Filter Modification** tab.
The Alarm Filter Modification page is displayed.
3. Select the **New** button.
The Alarm Filter Definition dialog is displayed.

This is the dialog you use to define your filter.

4. Select the **Severity** tab.

The Severity tab is displayed.

5. In the **Available Severities** list, for each severity you want to use in your filter, select the severity and then select the >> button. That is, you want to see information about alarm instances whose states have these severities.

The severities in this list box are the union of the severities defined by all of the servers to which you're connected. You can also add a user-defined severity to the list of severities to filter by entering it in the **And User-specified Severity** text box, and then clicking >>.

The name of the severity is moved to the **Selected Severities** list. Information about alarm instances with this severity will be displayed in the alarm summary views.

To remove a severity from the **Selected Severities** list, select the severity and then click <<.

6. Enter a name for your filter in the **Filter Name** field.
7. Select the **OK** button.

You return to the Client Configuration dialog box.

You've now defined an alarm filter based on severity. Before the client will use the filter, however, you must associate the filter with a server. For instructions on how to create this association, see the section [Associating a Filter with a Server on page 101](#).

Filtering Alarms by Property Groups

When you filter alarms by property groups, you are displaying alarm instances in the NerveCenter Client from particular nodes belonging to one or more property groups. While you can create a filter based on membership within a property group, a single filter can contain any combination of subnets, severities, or property groups.

For more on building an alarm-instance filter based on an IP range and severities, see the respective section listed below:

- ◆ [Filtering Alarms by IP Range on page 89](#)
- ◆ [Filtering Alarms by Severity on page 96](#)

TO CREATE AN ALARM FILTER BASED ON PROPERTY GROUPS

1. Choose **Configuration** from the **Client** menu.

The Client Configuration dialog is displayed.

2. Select the **Alarm Filter Modification** tab.

The Alarm Filter Modification tab is displayed.

3. Select the **New** button.

The Alarm Filter Definition dialog is displayed.

This is the dialog you use to define your filter.

4. Select the **Property Group** tab.

The Property Group tab is displayed.

5. In the **Available Property Groups** list, for each property group of each alarm instance's node, perform the steps below for each property group you want to be part of the filter. That is, you want to see information about instances whose nodes belong to these property groups.

The property groups in this list box are the union of the property groups defined by all of the servers to which you're connected.

The property group is moved to the **Selected Property Groups** list. Information about alarm instances with this property will be displayed in the alarm summary views. Optionally, you can also add a user-defined property group to the list of properties to filter by entering a property group in the **And User-specified Property Group** text box, and then click >>. To remove a property group from the **Selected Properties** list, select it and then click <<.

6. Enter a name for your filter in the **Filter Name** field.
7. Select the **OK** button.

You return to the Client Configuration dialog box.

You've now defined an alarm filter based on property groups. Before the client will use the filter, however, you must associate the filter with a server. For instructions on how to create this association, see the section [Associating a Filter with a Server on page 101](#).

Associating a Filter with a Server

When you define an alarm filter, that filter is not used to filter alarm instances from all connected servers. It is only used to filter alarm instances from a server with which you have explicitly associated it.

TO ASSOCIATE AN ALARM FILTER WITH A NERVECENTER SERVER

1. Choose **Configuration** from the **Client** menu.

The Client Configuration dialog is displayed.

2. Select a server from the list of servers at the bottom of the dialog.

The name of the server appears in the **Server Name** text field in the Connection Information group box. This is the server with which you will associate your alarm filter.

3. Select the **Alarm Filter Selection** tab.

The Alarm Filter Selection page is displayed.

4. Select a filter from the **Available Filters** list.

This is the filter you want to associate with the server you selected in step 2.

5. Select the >> button to move the filter from the **Available Filters** list to the **Selected Filters** list.

To remove a filter from the **Selected Filters** list, select the filter and then select the << button.

6. Select the **OK** button at the bottom of the dialog.
-

Rules for Associating Filters with Alarms

When deciding whether to apply multiple filters to your alarms, you should keep in mind the following general rules:

- ◆ Multiple filters are ORed together
- ◆ Multiple conditions in a single filter are ANDed together

Multiple Filters are ORed Together

When you select more than one filter for a server, each filter is independent of the other filters. Their behavior is equivalent to a logical OR operation.

For example, say you associate two filters with a NerveCenter Server. The two filters are defined as follows:

- ◆ Filter #1 is configured to display only those alarms that have a severity level of Critical.
- ◆ Filter #2 is configured to display only those alarms coming from the network 132.168.196.0.

When both filters are applied to a server, you see the following alarms:

- ◆ Alarms with a Critical severity level from all existing networks defined for the server.
- ◆ From the network 132.168.196.0, you see all alarms regardless of severity.

Multiple Conditions in a Single Filter are ANDed Together

If, instead of the above view, you want to limit your alarms to Critical instances coming from the network 132.168.196.0, you need to create one filter with both of those conditions. You would create one filter that:

- ◆ Specifies a severity level of Critical, and
- ◆ Specifies an IP range of 132.168.196.0.

With this filter applied to the server, you see only those alarms that have a Critical severity level *and* that come from network 132.168.196.0. One filter with multiple conditions is equivalent to a logical AND operation; each condition is ANDed with the other conditions for optimum filtering.

Specifying Heartbeat Messaging

The NerveCenter Client sends a message called a *heartbeat* to each connected NerveCenter Server on a standard interval. This messaging ensures the reliability of communications between the server and client. If a server fails to respond after three consecutive heartbeat messages from the client, a message box is displayed on the client console to alert the operator of the server's heartbeat failure. (In such cases, you should check with your network administrator to obtain the status of that particular NerveCenter Server.)

You can set the interval at which the NerveCenter Client sends a heartbeat to the NerveCenter Server. (By default, this interval is 30 seconds.) You can also choose to deactivate heartbeat messaging.

See the following sections for more information:

- ◆ [Modifying the Heartbeat Message Interval on page 105](#)
- ◆ [Deactivating Heartbeat Messaging on page 106](#)

Modifying the Heartbeat Message Interval

You can change the interval NerveCenter Client uses to send heartbeat messages to verify its connection with your NerveCenter Servers.

TO MODIFY THE HEARTBEAT MESSAGE INTERVAL

1. Choose **Configuration** from the **Client** menu.
The Client Configuration dialog is displayed.
2. In the **Heartbeat Configuration** panel, make sure the **Heartbeat** checkbox is checked. If it's not checked, heartbeat messaging is turned off.
3. In the **Retry Interval** field, enter the number of seconds you want NerveCenter Client to wait between heartbeat messages. The default is 30 seconds. (The number of retries is three.)



NOTE

When you modify heartbeat messaging, it applies to all NerveCenter Servers to which this client connects.

4. Select the **OK** button.
-

Deactivating Heartbeat Messaging

The NerveCenter Client sends heartbeat messages on an interval that you specify (or by default, every 30 seconds) to verify its connection with your NerveCenter Servers. If you choose, you can deactivate (or activate) heartbeat messages going to and from *all* your connected servers.

TO DEACTIVATE HEARTBEAT MESSAGES

1. Choose **Configuration** from the **Client** menu.

The Client Configuration dialog is displayed.

2. In the Heartbeat Configuration panel, uncheck the **Heartbeat** checkbox.



NOTE

If there is no check mark in this checkbox, heartbeat messaging has already been deactivated for NerveCenter Client. When you activate or deactivate heartbeat messaging, it applies to all NerveCenter Servers to which this client connects.

3. Select the **OK** button.

Heartbeat deactivation takes effect the next time you connect NerveCenter Client to one or more of your NerveCenter Servers.

Disconnecting from a Server

When you exit the client, all connections to NerveCenter servers are broken. However, you may also want to disconnect the client from a server without stopping the client.

TO DISCONNECT THE CLIENT FROM A SERVER

1. From the server drop-down list on the client's button bar, select the server with which you want to break the connection.
2. From the client's **Server** menu, choose **Disconnect**.

You see a pop-up window that asks you to confirm that you want to disconnect from the selected server.

3. Select the **OK** button.

Before NerveCenter can manage a set of devices, a set of node definitions must reside in the NerveCenter database. There are two ways to enter these definitions into the NerveCenter database:

- ◆ By using a discovery mechanism. Both network management platforms and NerveCenter itself have the ability to explore a network and discover what devices are on the network. NerveCenter can use the information gleaned during this discovery process to create a set of node definitions.
- ◆ By defining the nodes manually using the NerveCenter GUI.

Generally, if you're managing a network of any size, you'll use a discovery mechanism to gather information about the devices on your networks. Defining nodes manually is appropriate only if you have a very small network or if you want to add to your database some nodes that were not found during the discovery process (perhaps because they were on a subnet that the discovery program did not explore).

For further information on these two methods of adding node definitions to the NerveCenter database, see the following sections:

Section	Description
Discovering Nodes on page 110	Explains how to add node definitions to the NerveCenter database using a discovery mechanism, such as that provided by HP OpenView Network Node Manager or by NerveCenter.
Defining Nodes Manually on page 118	Explains how to add node definitions to the NerveCenter database manually using the NerveCenter graphical user interface.
IPv6 and NerveCenter on page 123	Explains the NerveCenter support for IPv6.

Discovering Nodes

Generally, you add node definitions to the NerveCenter database using a discovery program. The two most common scenarios are listed below:

- ◆ You are using NerveCenter with a network management platform such as Hewlett Packard's OpenView Network Node Manager, and you use the platform's discovery mechanism to explore the network and write node definitions to the platform's database. You then define the machine on which the platform is running as NerveCenter's *node source*. This action causes NerveCenter to copy the node definitions in the platform's database to its own database. The node information in NerveCenter's database is updated whenever the node information in the platform's database changes, for example, if a node is added to or deleted from the platform's database or if a node's attributes are changed.
- ◆ You are using NerveCenter in standalone mode, and you use NerveCenter's IPSweep behavior model to explore the network and write node definitions to NerveCenter's database.

There are also other, less common, scenarios. For example, you may be using NerveCenter with a network management platform, but NerveCenter may be set up at a remote site and the platform may be running at a central site. In this case, it may make sense to have NerveCenter discover the remote network and forward the node information it gathers to the platform. NerveCenter can then retrieve node definitions from the platform as in the first case mentioned above.

In any of these situations, you may only want information about nodes on particular subnets. This type of filtering is easy to do with NerveCenter; however, it must be set up from the NerveCenter Administrator. For information on how to perform this task, see *Filtering Nodes in Managing NerveCenter*.

For more detailed information about discovering nodes, see the following sections:

- ◆ *Using a Network Management Platform Discovery Mechanism on page 111*
- ◆ *Using IPSweep Behavior Model on page 112*

Using a Network Management Platform Discovery Mechanism

The most common method of writing node definitions to the NerveCenter database is to copy them from a network management platform's database. NerveCenter can be configured to receive node information from Hewlett Packard OpenView Network Node Manager.

To use OpenView to collect node information, you perform these steps:

1. You use the platform's discovery mechanism to explore your network and write node definitions to the platform's database.
2. You specify in NerveCenter your node source (the machine on which your platform's database is located) and a set of filters. Using these filters, you can request that a node be copied to the NerveCenter database if:
 - ♦ It is located on a particular subnet and is not explicitly excluded
 - ♦ It has particular capabilities, such as `isRouter`, `isHub`, or `isSNMPSupported`
 - ♦ It has a particular object identifier (OID)

Once you've done this setup, NerveCenter reads the appropriate node definitions into its own database. The node information in NerveCenter's database is updated whenever the node information in the platform's database changes.



NOTE

Every node must have SNMP version information before NerveCenter can poll the node or process a trap from the node. When NerveCenter receives nodes from OpenView, NerveCenter deems the SNMP version for these nodes to be version 1. See [Classifying the SNMP Version Configured on Nodes on page 132](#) for more information.

You cannot perform the tasks mentioned in step 2 from the NerveCenter Client, however. These tasks must be taken care of either when NerveCenter is installed or later from the NerveCenter Administrator. For information about performing these tasks at installation, see [Installing NerveCenter](#), and for information about performing them later using the NerveCenter Administrator, see [Managing the NerveCenter Trap Source in Managing NerveCenter](#).

Using IPSweep Behavior Model

NerveCenter can be configured to discover nodes and add them to its database. When you enable discovery, if the NerveCenter database does not already have a node matching the source of an SNMP trap or NerveCenter Inform, it adds the node to the database. If NerveCenter Administrator is configured for auto-classification, NerveCenter also attempts to classify the SNMP version of a node.

You typically use NerveCenter to discover nodes when NerveCenter is not integrated with a network management platform.

For times when you want NerveCenter to discover the devices on a network, NerveCenter includes the IPSweep behavior model. To use this behavior model, you—or for the first step, an administrator—must perform the following tasks:

1. Someone must specify the following information:
 - ◆ What subnets the IPSweep behavior model should explore and any nodes on those subnets that the model should ignore
 - ◆ Whether node information should be sent to NerveCenter or to a network management platform
 - ◆ Whether the IPSweep alarm should be started automatically when the NerveCenter Client is started.

This information can be specified either when NerveCenter is installed or later via the NerveCenter Administrator. For details on installing NerveCenter, see *Installing NerveCenter*, and for information about using the NerveCenter Administrator, see *Populating Using the IPSweep Behavior Model in Managing NerveCenter*.

2. You must make minor changes to the predefined NerveCenter alarm: IPSweep.
3. You must enable the IPSweep alarm.

Once the IPSweep behavior model becomes operational, it will find the devices on the subnets you've specified and, for each node, send a trap to either the NerveCenter server or the network management platform. If the trap is sent to NerveCenter, the server creates a node definition and places it in the NerveCenter database. If the trap is sent to the platform, the platform writes information about the node to its database, and then that information becomes available to NerveCenter.

Both the customization and enabling of the IPSweep alarm is handled from the NerveCenter Client. For instructions on how to modify and enable these alarms, refer to the following sections:

- ◆ [Modifying the IPSweep Alarm on page 113](#)
- ◆ [Enabling the IPSweep Alarm on page 116](#)

Modifying the IPSweep Alarm

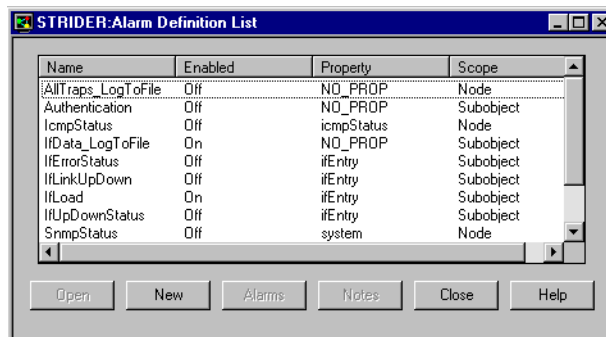
The IPSweep alarm actually executes the program, ipsweep, that discovers devices on your network. If NerveCenter was installed in the default directory, this alarm will work correctly without modification. However, if the product was installed in a non-default directory, you must change the Command action associated with one of the alarm's transitions so that the path to ipsweep is correct. You may also want to change the delay between executions of the ipsweep program. The instructions below explain how to change both the delay and the path to the ipsweep program.

TO MODIFY THE IPSWEEP ALARM



1. From the client's **Admin** menu, choose **Alarm Definition List**.

The Alarm Definition List window is displayed.

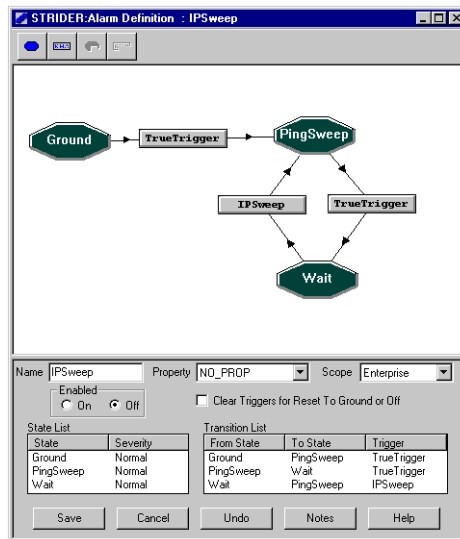


2. Select the IPSweep alarm from the list.

The Open button is enabled.

3. Select the **Open** button.

The definition of the IPSweep alarm is displayed in the Alarm Definition window.

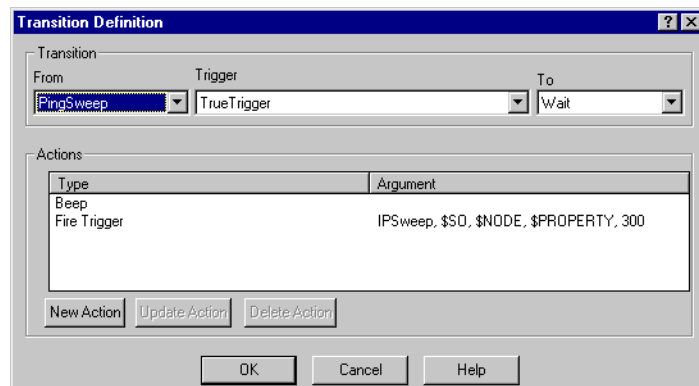


4. If the alarm is enabled, set its Enabled status to **Off**.

The alarm may be turned on even if you've never explicitly enabled it. This is possible because the person who configured NerveCenter may have requested that the server enable this alarm on startup.

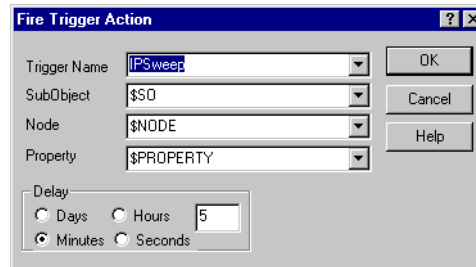
5. Double-click the transition from the PingSweep state to the Wait state.

The Transition Definition dialog is displayed.



6. Double-click the Fire Trigger action.

The Fire Trigger Action dialog is displayed.



7. Change the delay for the Fire Trigger action from 5 minutes to the length of time you want to wait between invocations of the ipsweep program.

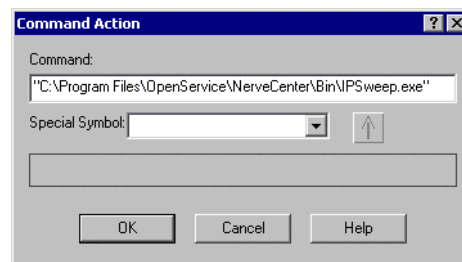
A short delay will generate more network traffic, while a long delay will mean a longer wait for new devices to be discovered.

8. Select the **OK** button in the Fire Trigger Action window.
9. Select the **OK** button in the Transition Definition window.
10. Double-click the IPSweep transition.

The Transition Definition window is displayed.

11. Double-click the Process Command action in the Transition Definition window.

The Command Action dialog is displayed.



12. Edit the **Command** text field so that it contains the correct path to the ipsweep program.
13. Select the **OK** button in the Command Action window.
14. Select the **OK** button in the Transition Definition window.
15. Select the **Save** button in the Alarm Definition window.

Enabling the IPSweep Alarm

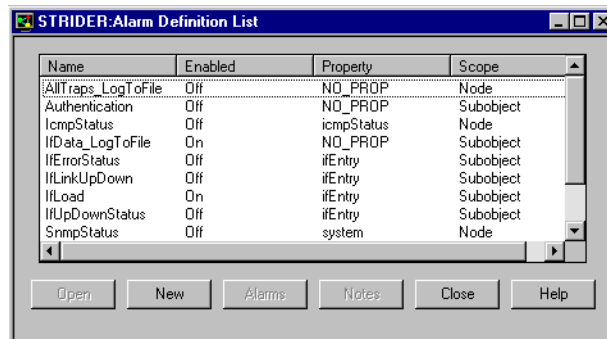
Once you've modified the IPSweep alarm, you must enable the alarm for the IPSweep behavior model to become functional.

TO ENABLE THE IPSWEEP ALARM



1. For each alarm, perform this step and the following steps. From the client's **Admin** menu, select **Alarm Definition List**.

The Alarm Definition List window is displayed.

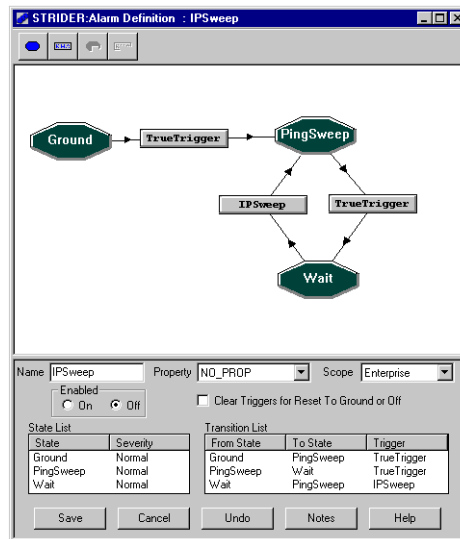


2. Highlight the name of the alarm you want to enable.

The Open button is enabled.

3. Select the **Open** button.

The alarm's definition is displayed in the Alarm Definition window.



4. Select the **On** radio button in the Enabled frame.
5. Select the **Save** button at the bottom of the window.

TIP

You can also enable an alarm by selecting it in the Alarm Definition list, pressing the right mouse button while your cursor is positioned over the highlighted alarm, and selecting On from the pop-up menu.

Defining Nodes Manually

There are three situations in which you should define nodes manually using the NerveCenter Client.

- You are managing a very small network, and it is easier to define the nodes in the network manually than to configure NerveCenter's IPSweep behavior model.
- You've discovered most of your nodes using either your network management platform's or NerveCenter's discovery mechanism, but you need to add to your database a few nodes on a subnet that wasn't explored during the discovery process.
- You are managing a network with IPv6 support.

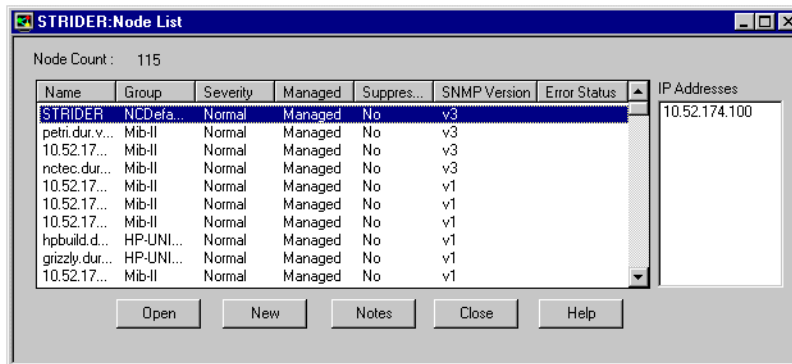
In any case, you can define your nodes using the Node Definition window in the client.

TO DEFINE A NODE MANUALLY



1. From the client's **Admin** menu, select **Node List**.

The Node List window is displayed.



2. In the Node List window, select the **New** button.

The Node Definition window appears.

The screenshot shows the 'STRIDER Node Definition' dialog box. It has a title bar with standard window controls. Below the title bar are several tabs: 'Node', 'Alarms', 'Alarm Instances', 'Query Node', 'Parents', and 'SNMP'. The 'Node' tab is selected. The main area contains the following elements:

- Name:** A text input field.
- Property Group:** A dropdown menu with 'NCDefaultGroup' selected.
- Managed:** An unchecked checkbox.
- Autodelete:** A checked checkbox.
- Suppressed:** An unchecked checkbox.
- Platform Node:** An unchecked checkbox.
- IP Address:** A section containing an 'IP Address' text field and five buttons: 'Add', 'Update', 'Delete', 'IP Lookup', and 'StopLookup'.
- IP Address List:** A large empty list box at the bottom.

3. In the **Name** text field, type the name of the workstation or network device that the node object represents. The name can be a fully qualified hostname or an IP address.

**NOTE**

The maximum length for node names is 255 characters.

4. Select the node's property group from the **Group** list box.
The **Group** list box contains a list of all the valid property group names defined in the NerveCenter database.
5. In the **Port** text field, type the number of the port on the node to which NerveCenter should send messages.
SNMP agents use port 161 to receive SNMP messages.
6. In the **New IP** text field, type the node's IP address. Then select the **Add** button to add the address to the IP Address List. If the node is multihomed, you can add the node's other addresses to the list in the same manner.
If you need to delete an address from the address list, highlight that address, and then select the **Delete** button.

If you have a properly configured DNS or NIS server, you can also use IP Lookup to find the IP Address(es) for the node. See [Using IP Lookup on page 121](#) for more details.

7. Check the **Managed** checkbox if you want NerveCenter to manage the node.

You can leave **Managed** unchecked if you do not want the node to be affected by any NerveCenter behavior models.

8. Check the **Auto Delete** checkbox if you want the node to be deleted if it is not in your network management platform's (NMP's) node database.

The setting of this property is meaningful only if you are using an NMP as your node source. If you're using an NMP as a node source and you check the Auto Delete checkbox, the node you're defining will be deleted when the NerveCenter database is synchronized with the NMP's node database, *if the node you're defining is not found in the NMP's node database*. If you don't want the node to be deleted in this situation, don't check the Auto Delete checkbox.

9. The **Platform** checkbox is a read-only control.

When you define a node manually, **Platform** is read-only and is unchecked and indicates that the node you are defining was not discovered by a network management platform.

10. Check the **Suppressed** checkbox if you want the node to be in a suppressed state.

A suppressed node is not polled by any suppressible polls (a poll's default state). Only polls designed to monitor a device's responsive/unresponsive state are not suppressible.

 **TIP**

Normally, you do not check **Suppressed**. A node's suppressed attribute is usually set by an alarm action when the alarm detects that the node is not reachable.

11. By default, NerveCenter deems the SNMP version for a node to be version 1. If you want to manage the node using SNMP version 2c or 3, you must configure the appropriate SNMP settings in the SNMP tab. In the SNMP tab, you can also change the Read and Write community names for a node that's using SNMP version 1 or 2c.

For details, see [Configuring SNMP Settings for Nodes on page 125](#).

12. Select the **Save** button.
-

When adding nodes manually, you can also search for the IP Addresses available for the hostname of the node.

**NOTE**

IP Lookup functions only if you have a properly configured DNS or NIS server. Connectivity is not enough for IP Lookup to find the correct IP address. IP Lookup is separate from the DNS Lookup used by NerveCenter when discovering nodes from traps. See *Managing Node Data in Managing NerveCenter* for more details about DNS Lookup.

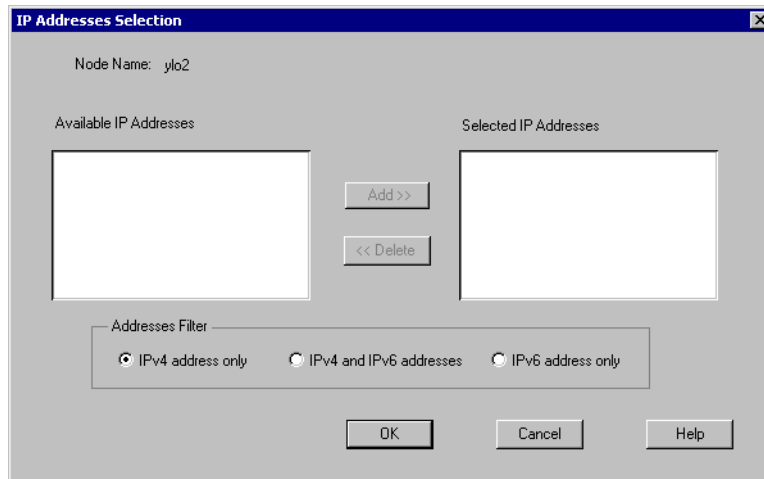
USING IP LOOKUP


- From the client's **Admin** menu, select **Node List**.
The Node List window is displayed.
- In the Node List window, select the **New** button or select a Node and select **Open**.
The Node Definition window appears.

- In the **Name** text field, type the fully qualified name of the workstation or network device that the node object represents.
- Select **IP Lookup**.

The IP Address Selection window opens.

If the IP Address Selection window does not open, you can click **StopLookup** to stop the NerveCenter server from performing the IP lookup and return control to the NerveCenter client.



If you have already defined any IP Addresses for the node, they appear in the Selected IP Addresses field.

5. If you already defined IP addresses for the node, select them all and select **Delete** to move them to the Available IP Addresses field.
6. Select what type of IP Addresses you want to collect, IPv4, IPv6, or a combination of IPv4 and IPv6 addresses.

See [IPv6 and NerveCenter on page 123](#) for more details about NerveCenter's IPv6 support.



NOTE

If you have any invalid IP Addresses in the Available IP Addresses field—for example, if you defined IP Address manually in the Node Definition window—NerveCenter deletes them when you select an Address Filter.

7. Select the IP Addresses you want to assign to the Node from the Available IP Addresses field and click **Add** to move them to the Selected IP Addresses field.
8. Select **OK** to return to the Node Definition window.
9. Select **Save**.

IPv6 and NerveCenter

Formally known as IP Next Generation or IPng, IPv6 is the network protocol to replace IPv4. With the popularity of the Internet, and the advent of more network-capable devices, the addressing system created by IPv4 is quickly running out of addresses. Network address translation (NAT) has extended the useful life of IPv4, but many technologies do not work with NAT, including Voice over IP (VoIP).

One of the main features of IPv6 is an expanded addressing system. IPv4 can only support 4,294,967,296 addresses (256^4) with its 32-bit addressing system. IPv6 uses a 128-bit addressing system, and can support 3.4×10^{38} addresses. The Internet Engineering Task Force (IETF) believes that this large number of addresses will support all the devices which might become internet capable in the future including cell phones, televisions, inventory control devices, etc.

NerveCenter supports networks running IPv6 and IPv4 within the following guidelines:

- Your network must support the IPv6 protocol. If IPv6 devices reside on different network than the NerveCenter management node, your routers must support IPv6 routing.
- You must configure The SNMP agent on your IPv6 devices to support all SNMP requests on IPv6.
- You must install the NerveCenter server on a machine with IPv6 and IPv4 stack support.
- You must have a working DNS, NIS or other server properly configured to use name resolution for IPv6 addresses.
- You must install the NerveCenter server on a machine with IPv6 and IPv4 stack support.

While NerveCenter supports monitoring IPv6 networks, it has the following limitations:

- Communication between the NerveCenter server, the Administrator, and the Client does *not* support IPv6.
- Communication between NerveCenter and network management platforms such as HP Openview does *not* support IPv6.
- The IPSweep alarm does *not* support IPv6.
- When using Perl, commands generated by NerveCenter work with IPv6. However, all Perl network packages do not support IPv6. For example, get or set commands in the NET::SNMP package do not work with IPv6.

Configuring SNMP Settings for Nodes

A node must have SNMP version information before NerveCenter can poll the node or process a trap from the node. If the node is using SNMP v3, the SNMP agent must be configured properly on the node. See *Using the SNMP Test Version Poll on page 76* for help testing communication with a node.

You can manually specify the correct SNMP version for the node or command NerveCenter to classify the node. If you specify the node as SNMP v3 or if the node is classified as SNMP v3, you can set the security level and, if applicable, the authentication protocol used by NerveCenter to poll the node. By default, NerveCenter sets the SNMP v3 security level to NoAuthNoPriv, which means that NerveCenter uses neither message authentication nor encryption when communicating with the agent.

For more information, see the following sections:

Section	Description
<i>Manually Changing the SNMP Version Used to Manage a Node on page 126</i>	Describes how to change manually the SNMP version used by NerveCenter to communicate with the agent on a node.
<i>Changing the Security Level of an SNMP v3 Node on page 128</i>	Describes how to change manually the security level used by NerveCenter to communicate with the SNMP v3 agent on a node.
<i>Changing the Authentication Protocol for an SNMP v3 Node on page 130</i>	Describes how to change manually the authentication protocol used by NerveCenter to communicate with the SNMP v3 agent on a node.
<i>Classifying the SNMP Version Configured on Nodes on page 132</i>	Describes the different possible ways in which NerveCenter classifies the SNMP version on a node.

Manually Changing the SNMP Version Used to Manage a Node

NerveCenter must use different SNMP protocols to communicate with the different versions of SNMP agents. Most often, you will want NerveCenter to classify the SNMP version for nodes when they are added to your database. You can, however, manually change the version that NerveCenter uses for communicating with a particular node.

You might want to change the version manually, for example, if the node supports SNMP versions v1, v2c, and v3, and the version currently assigned—say it's SNMP v3—is not configured correctly at the agent. Rather than continue sending SNMP v3 polls that may generate numerous alarms, you can temporarily change the node's SNMP version to v2c (which is supported on the node) until you have a chance to reconfigure the v3 information at the agent. With this change, you can still poll the node for certain MIB variables defined in your behavior models and continue monitoring minimal MIB information for the node.

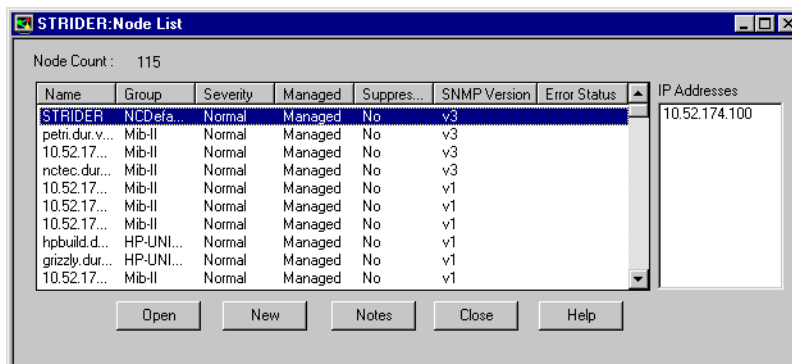
This feature also provides a way to override the maximum version classification value configured in NerveCenter Administrator. For example, say the maximum classification value is v2c, you can specify SNMP v3 for a particular node and run a test poll against that node.

TO CHANGE A NODE'S SNMP VERSION MANUALLY



1. From the client's **Admin** menu, select **Node List**.

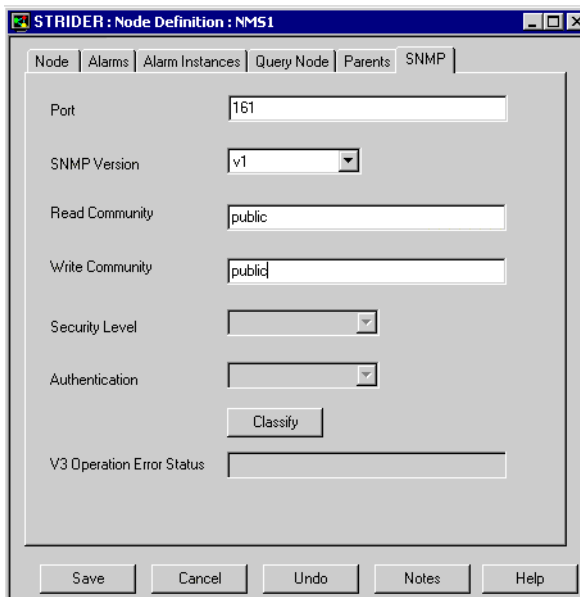
The Node List window is displayed.



2. In the Node List window, select **New** if defining a new node, or select the node and then **Open** to change an existing node.

The Node Definition window appears.

3. Select the **SNMP** tab.



The screenshot shows a dialog box titled "STRIDER: Node Definition: NMS1" with several tabs: "Node", "Alarms", "Alarm Instances", "Query Node", "Parents", and "SNMP". The "SNMP" tab is selected. The dialog contains the following fields and controls:

- Port: 161
- SNMP Version: v1 (dropdown menu)
- Read Community: public
- Write Community: public
- Security Level: (dropdown menu)
- Authentication: (dropdown menu)
- Classify: (button)
- V3 Operation Error Status: (text field)

At the bottom of the dialog are buttons for "Save", "Cancel", "Undo", "Notes", and "Help".

4. Select the node's SNMP version from the **SNMP Version** list box.

Remember that if you select **Unknown** or a version that's incorrect, NerveCenter can not poll the node or process traps from the node.

5. Select the **Save** button.



CAUTION

When you change the version, NerveCenter performs no type of error check to confirm the version you choose. However, you can manually confirm SNMP v3 communication with the node. Select **Save** and then test this setting with **Get** on the Query Node tab.



TIP

You can also change the version of one or more nodes from the Node List window. Right-click one or more nodes, select Version, and then select the version you want for the nodes.

Changing the Security Level of an SNMP v3 Node

NerveCenter lets you set the security level you want for each managed node using SNMP v3. The security level of a node determines whether authentication or encryption services are used with communications between NerveCenter and the node.

SNMP v3 nodes can have one of the following security levels:

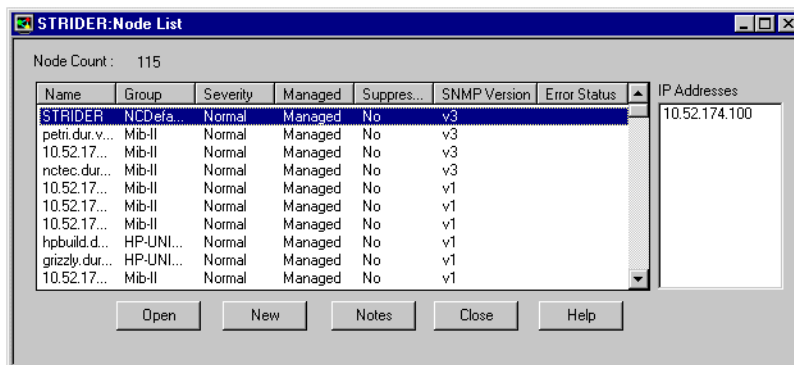
- ◆ **NoAuthNoPriv**—Neither message authentication nor encryption is used while communicating with the agent. No passwords are required.
- ◆ **AuthNoPriv**—Message authentication is used without encryption while communicating with the agent. An authentication protocol and password are required. The authentication password is the same for all nodes managed by the NerveCenter user (by default NCUser). The password can be changed in NerveCenter Administrator.
- ◆ **AuthPriv**—Both authentication and encryption are used when communicating with the agent. Both the authentication and privacy protocols and passwords are required. These passwords are the same for all nodes managed by the NerveCenter user (by default NCUser). Passwords can be changed in NerveCenter Administrator.

For more information about SNMP v3 security, see [NerveCenter Support for SNMP v3 Security on page 66](#). For details about passwords, see [NerveCenter Support for SNMP v3 Digest Keys and Passwords on page 67](#).

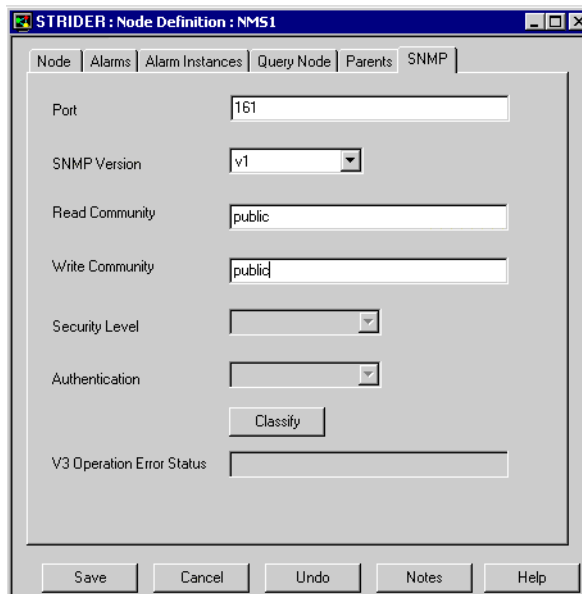
TO CHANGE AN SNMP V3 NODE'S SECURITY LEVEL



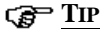
1. From the client's **Admin** menu, select **Node List**.
The Node List window is displayed.



- In the Node List window, select **New** if defining a new node, or select the node and then **Open** to change an existing node.
The Node Definition window appears.
- Select the **SNMP** tab.



- Select the new security level from the **Security Level** list box.
- Select the **Save** button.

**TIP**

You can also change the security level for one or more nodes from the Node List window. Right-click one or more nodes, select **Security Level**, and then select the level you want for the nodes.

Changing the Authentication Protocol for an SNMP v3 Node

If you change the authentication protocol on an SNMP v3 agent, you must likewise change the protocol used by NerveCenter to manage that agent.

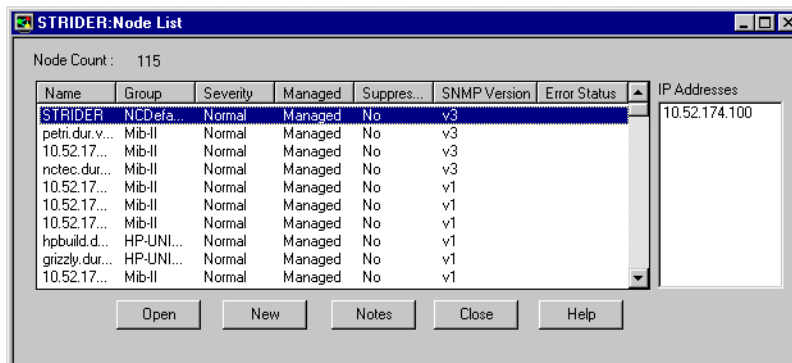
An authentication protocol must be specified when the node's security level is AuthNoPriv or AuthPriv. NerveCenter supports either HMAC-MD5-96 (MD5) or HMAC-SHA-96 (SHA) as authentication protocols. The default is MD5.

TO CHANGE THE AUTHENTICATION PROTOCOL USED BY NERVECENTER TO MANAGE AN SNMP V3 NODE



1. From the client's **Admin** menu, select **Node List**.

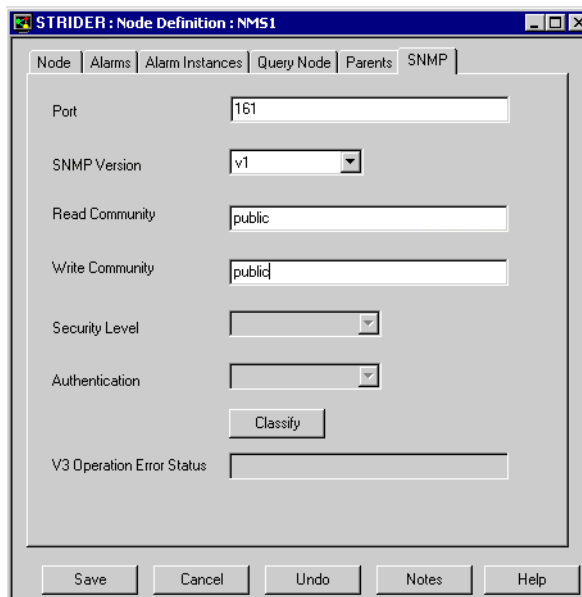
The Node List window is displayed.



2. In the Node List window, select **New** if defining a new node, or select the node and then **Open** to change an existing node.

The Node Definition window appears.

3. Select the **SNMP** tab.



The screenshot shows a dialog box titled "STRIDER: Node Definition: NMS1" with the "SNMP" tab selected. The dialog contains the following fields and controls:


- Port: Text box containing "161"
- SNMP Version: Dropdown menu showing "v1"
- Read Community: Text box containing "public"
- Write Community: Text box containing "public"
- Security Level: Dropdown menu (empty)
- Authentication: Dropdown menu (empty)
- Classify: Button
- V3 Operation Error Status: Text box (empty)

At the bottom of the dialog are buttons for "Save", "Cancel", "Undo", "Notes", and "Help".

4. Select the new protocol from the **Authentication** list box.
5. Select the **Save** button.

A message box informs you that polling will be stopped for the node during this change and prompts you to confirm the operation.

6. Select **Yes** to proceed with the protocol change or **No** to cancel the operation.

 **TIP**

You can also change the protocol for one or more nodes from the Node List window. Right-click one or more nodes, select **Authentication**, and then select the protocol you want for the nodes.

Polling will be halted for all selected nodes during this change.

Classifying the SNMP Version Configured on Nodes

A node must have SNMP version information before NerveCenter can poll the node or process a trap from the node. NerveCenter enables you to obtain the SNMP version for a node and classify the node with that version. This is required when you don't know the SNMP version for a node or when NerveCenter receives its nodes from Hewlett Packard OpenView Network Node Manager. When NerveCenter receives nodes from OpenView, NerveCenter deems the SNMP version for these nodes to be version 1.

A node must already exist in the database before it can be classified. To classify a node as SNMP v3, the agent must have an initial user configured for discovery. For details, refer *SNMP Auto and Manual Classification Settings in Managing NerveCenter*.

For a detailed study of classification, refer to *The Need for Node Classification in Managing NerveCenter*.

There are three ways in which NerveCenter classifies nodes:

- ◆ Enable auto-classification of nodes. If auto-classification is enabled, when NerveCenter adds nodes to its database (discovered from a trap, added from OpenView, or imported from another NerveCenter), any nodes without version information are classified at the highest possible level up to the maximum version specified in NerveCenter Administrator. NerveCenter does not attempt auto-classification for nodes that you add manually in Client.

For details, refer to *Managing Node Data in Managing NerveCenter*.

- ◆ Manually classify SNMP version for one or more nodes. NerveCenter attempts to classify one or more nodes at the highest level up to the maximum version specified in NerveCenter Administrator.

For details, see *Classifying the SNMP Version for One or More Nodes Manually on page 134*.

- ◆ Manually classify all nodes in the Client's Node List. NerveCenter attempts to classify all nodes in its database at the highest level up to the maximum version specified in NerveCenter Administrator.

For details, see *Classifying the SNMP Version for All Nodes Manually on page 135*.



NOTE

You can also manually confirm the SNMP version defined for a node. When you use this option, NerveCenter attempts to poll a node using the version specified for the node. The maximum classified version configured in NerveCenter Administrator has no effect on this operation. For details, see *Confirming the SNMP Version for a Node on page 135*.

Classification of a node is temporarily disabled when you or someone else performs an SNMP v3 key change operation on the node. The authentication and privacy keys are changed from NerveCenter Administrator.

If NerveCenter classifies a node as SNMP v3, NerveCenter assigns a default security level for communicating with the node. The default security level is NoAuthNoPriv. For details about changing the security level, see [Changing the Security Level of an SNMP v3 Node on page 128](#).

**CAUTION**

If NerveCenter classifies a node as “Unknown”, any existing version information for the node is lost during classification. For example, if the node was previously identified as SNMP v3 and is now changed (to v1, v2c, or Unknown), then the v3 related security information for the node is lost.

If NerveCenter fails to classify the node, then the version of the node is set to “Unknown.” NerveCenter does not poll nodes or process traps from nodes whose SNMP version is Unknown.

For more information about classification, see also:

- ◆ [When NerveCenter Classifies Node SNMP Versions on page 139](#)
- ◆ [How NerveCenter Classifies a Node SNMP Versions on page 140](#)

SNMP version classification is also important for using the GetBulk function.

NerveCenter utilizes the SNMP `getbulk` operation. `Getbulk` operations allow NerveCenter to retrieve large portions of a table in a single response, instead of making repeated `getNext` requests. This increases NerveCenter's polling performance on nodes possessing a large number of instances, such as a managed device with many ports or interfaces (for example, multiple `ifEntry` table rows).

You do not need to make any changes to take advantage of the `getbulk` functionality; however certain criteria must be met for NerveCenter server to use `getbulk` over the standard `getNext` operation.

- ◆ `Getbulk` operations are used whenever a polled Node's SNMP version is classified as v2c or v3.
- ◆ Node classification can be viewed on the Client's Node Definition dialog SNMP tab.
- ◆ The Property being polled must be associated with a MIB table (as opposed to a singleton object).
- ◆ The Property Group's Property must not have a Filter applied, as this effectively reduces the required processing of multiple responses.

- ◆ Property Filters can be viewed from the Client's Property Group List dialog.
- ◆ Instance-scope and Subject-scope alarm instances that have transitioned out of ground utilize standard individual polls to allow flexible state transitions for each unique instance.

With these restrictions in mind, you can employ several techniques to optimize the performance of NerveCenter polling:

- ◆ Classify Node versions as at least v2c if they support that level of SNMP
- ◆ Utilize Property Filters only when eliminating a large range of instances from a large table
- ◆ Design Alarm models that do not transition out of ground for trivial events.

Classifying the SNMP Version for One or More Nodes Manually

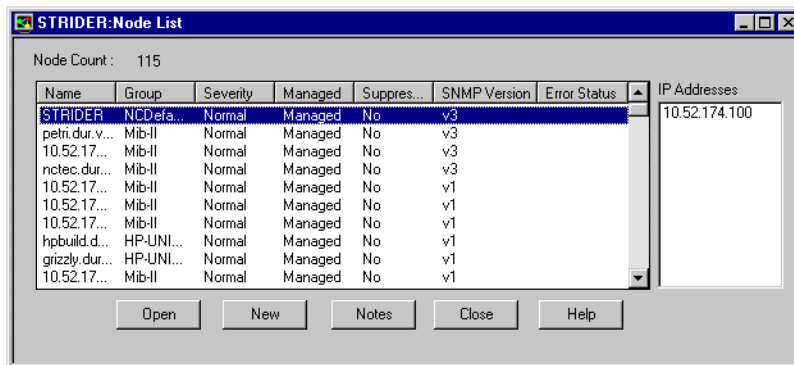
Follow the procedure below to classify the SNMP version for one or more nodes manually. When using this method, NerveCenter attempts to classify the selected nodes at the highest level up to the maximum version specified in NerveCenter Administrator.

TO CHANGE THE AUTHENTICATION PROTOCOL USED BY NERVECENTER TO MANAGE AN SNMP V3 NODE



1. From the client's **Admin** menu, select **Node List**.

The Node List window is displayed.



2. In the Node List window, select **New** if defining a new node, or select the node and then **Open** to change an existing node.

The Node Definition window appears.

3. Right-click the node or nodes you want to classify and select **Classify**.

NerveCenter attempts to classify the SNMP version on the nodes up to the highest level specified in NerveCenter Administrator.

Classifying the SNMP Version for All Nodes Manually

NerveCenter Client allows you to classify the SNMP version for all nodes in its node list. With this method, NerveCenter attempts to classify nodes at the highest level up to the maximum version specified in NerveCenter Administrator.

TO CLASSIFY NODES MANUALLY



- ◆ From the client's **Admin** menu, select **Classify All Nodes**.

NerveCenter attempts to classify the SNMP version on all nodes up to the highest level specified in NerveCenter Administrator.

Confirming the SNMP Version for a Node

You can verify the SNMP version that NerveCenter has configured for any particular node. This is useful when manually defining a node to be added to the node list.

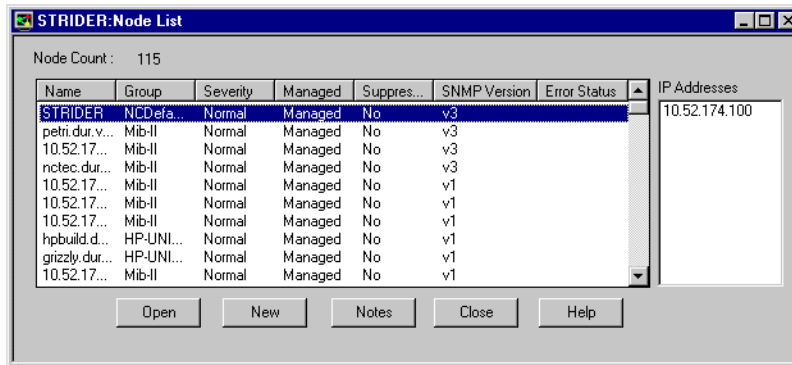
With this option, NerveCenter attempts to poll the node using the version specified for the node. The maximum classified version configured in NerveCenter Administrator has no effect on this method of classification. For example, say the maximum classification value set in NerveCenter Administrator is v2c and you have set the version for a particular node to SNMP v3. You can still confirm SNMP v3 communication with the node using the method described below.

TO CONFIRM A NODE'S SNMP



1. From the client's **Admin** menu, select **Node List**.

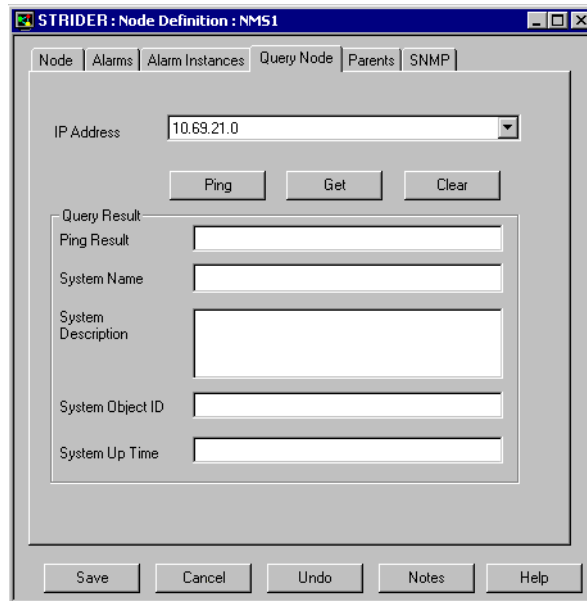
The Node List window is displayed.



2. In the Node List window, select **New** if defining a new node, or select the node and then **Open** to change an existing node.

The Node Definition window appears.

3. Select the **Query Node** tab.



4. Select the **Get** button.

NerveCenter attempts to communicate with the node using the SNMP version specified in the SNMP Version field on the SNMP tab. See [Testing SNMP v1 and v2c agents on page 137](#) and [Testing SNMP v3 agents on page 138](#) for details.

Testing SNMP v1 and v2c agents

To test the agent on a node configured in NerveCenter with SNMP version 1 or 2c, the Test Version poll sends the agent an SNMP GetRequest for the system description. This operation is similar to the GetRequest issued by clicking the Get button on the Query Node tab of a node's definition window.

Testing SNMP v3 agents

To test the agent on a node configured in NerveCenter with SNMP v3, the Test Version poll issues GetRequest messages for the following:

- ♦ Engine ID for a node
- ♦ Boots/timeticks if the security level on the node is either AuthNoPriv or AuthPriv
- ♦ SysObjectID for the node

To establish communication, NerveCenter sends a GetRequest for the node's sysobjectID. Before sending this GetRequest, however, NerveCenter first requires engine information such as engineID, engine boots, and time ticks. If this information is not known to NerveCenter, NerveCenter must send a request to the agent.

NerveCenter must obtain engine information in the following cases:

- ♦ When the SNMPv3 node has an 'v3InitFail' error status. This status indicates that the engineID for that node is not available to NerveCenter.
NerveCenter first obtains the engine ID. Then, if the security level for the node is other than NoAuthNoPriv, NerveCenter obtains the boots and time ticks.
- ♦ When the SNMPv3 node has an error status of 'TimeSyncFail.' This status indicates that the engine boots and time ticks for that node are not available to NerveCenter.
- ♦ When someone has changed the Authentication and Privacy passwords in NerveCenter Administrator but did not update the passwords on the SNMP v3 agent.

You must change the passwords on the agent and run the TestVersionPoll to restore proper communication.

After obtaining the engine information, NerveCenter can send the SysObjectID request.

When NerveCenter Classifies Node SNMP Versions

There are two main ways that NerveCenter classifies nodes:

- ◆ **On demand**—You can issue a classify command in NerveCenter Client to classify one, several, or all nodes in the database.
- ◆ **Automatically**—You can set up auto-classification in NerveCenter Administrator. Then, when NerveCenter adds nodes to its database (discovered from a trap, added from a platform such as OpenView Network Node Manager, or imported from another NerveCenter), any nodes without version information are classified at the highest possible level. NerveCenter does not attempt auto-classification for nodes that you add manually in Client. Refer to *SNMP Auto and Manual Classification Settings in Managing NerveCenter* for details about auto-classification.

When you enable auto-classification, NerveCenter attempts auto-classification in the following instances:

- ◆ A node is added through a node file either from importutil or from the Client, and the node does not have a version or has the version “Unknown.” This would happen, for example, if you were importing the node from a previous version of NerveCenter.
- ◆ A node is imported from another NerveCenter Server, and the node does not have a version or has the version “Unknown.”
- ◆ A node is added from a trap, and the node’s version is not v3. NerveCenter needs to verify whether these nodes are v1 or v2. If the trap indicates v3, NerveCenter does not need any further verification.
- ◆ NerveCenter is co-resident with network management platform and the platform sends nodes to NerveCenter. All nodes added from OpenView Network Node Manager are v1 by default.



NOTE

NerveCenter does not attempt auto-classification for nodes that you add manually in Client.

Disabling auto-classification in Administrator prevents auto-classification for all these cases. If you choose to disable auto-classification, bear in mind that NerveCenter does not poll nodes whose SNMP version is unknown. (You can still classify nodes manually in NerveCenter Client using the available commands.)

How NerveCenter Classifies a Node SNMP Versions

There are two main ways that NerveCenter classifies nodes:

- ♦ **Manually**—You can issue a classify command in NerveCenter Client to classify one, several, or all nodes in the database.
- ♦ **Automatically**—NerveCenter can be configured to classify nodes when they are added to its database (discovered from a trap, added from a platform such as OpenView Network Node Manager, or imported from another NerveCenter). Refer to *SNMP Auto and Manual Classification Settings in Managing NerveCenter* for details about auto-classification.

Following is a summary of classification.

Each time NerveCenter attempts to classify a node, NerveCenter sends a series of classification requests (GetRequest messages) to the node. NerveCenter classifies the node based on the responses to these requests. Each request corresponds to an SNMP version—either v1, v2c, or v3.

While classifying a node, NerveCenter attempts to detect the maximum supported version on the agent up to a maximum specified version, which you can configure in NerveCenter Administrator. So, for example, if you set a maximum classification version of v2c, NerveCenter never attempts to classify nodes any higher than v2c. (However, you can manually specify any version for a node and then test communication with the agent using that version. See *Manually Changing the SNMP Version Used to Manage a Node on page 126* for details.)

Based on the response to its messages, NerveCenter changes its SNMP version setting for the node.

CAUTION

Note the following about node classification:

- ♦ When NerveCenter attempts to classify a node, any existing version information for the node is lost during classification. For example, if the node was previously identified as SNMP v3 and is now changed (to v1, v2c, or Unknown), then the v3 related security information for the node is lost.
- ♦ If NerveCenter fails to classify the node, then the version of the node is set to “Unknown.” NerveCenter cannot poll a node with an unknown version.
- ♦ A node must have correct version information, either supplied manually by the user or obtained via classification, before NerveCenter can poll the node or process a trap from the node.

Defining Property Groups and Properties

Recall that a property is a string, a property group is a container for properties, and property groups are assigned to nodes. In general, before NerveCenter will use a behavior model to manage a node, the following requirements must be met:

- ◆ The property of any poll in the behavior model must be in the node's property group.
- ◆ The name of the base object used in the poll condition of any poll in the behavior model must be in the node's property group.
- ◆ The property of any alarm in the behavior model must be in the node's property group.

This chapter concentrates on the mechanics of listing all existing property groups and properties, creating properties, creating property groups, and assigning property groups to nodes. The chapter concludes with a section that offers suggestions on how to use property groups effectively. For information on these subjects, see the following sections.

Section	Description
<i>Listing Property Groups and Properties on page 142</i>	Explains how to view the property groups and properties that are currently defined in the NerveCenter database.
<i>Creating a Property on page 144</i>	Explains how to create a new property.
<i>Creating a New Property Group on page 145</i>	Discusses the different methods of creating a new property group.
<i>The nl-ping Property on page 150</i>	Discusses the nl-ping property.
<i>Filtering Properties on page 150</i>	Explains how to create property filters.
<i>Assigning a Property Group to a Node on page 154</i>	Discusses the different methods of assigning a new property group to a node.
<i>Tips for Using Property Groups and Properties on page 167</i>	Recommends ways to use property groups to organize nodes.

Listing Property Groups and Properties

When NerveCenter is first installed and the NerveCenter database is created, many property groups are loaded into the database. Before you begin creating new property groups, you should review these existing property groups and see if one of them meets your needs. Or perhaps you can create the property group you need by modifying an existing property group.

The following sections explain how to display a list of property groups and how to display a list of the properties in a property group:

- ◆ [Listing Property Groups on page 142](#)
- ◆ [Listing Properties on page 143](#)

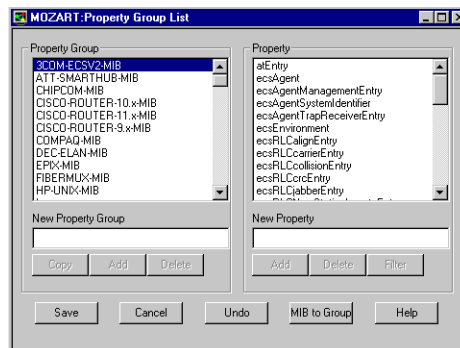
Listing Property Groups

TO DISPLAY A LIST OF THE PROPERTY GROUPS CURRENTLY DEFINED IN THE DATABASE FOR THE ACTIVE SERVER



- ◆ From the client's **Admin** menu, choose **Property Group List**.

This action causes NerveCenter to display the Property Group List window.



The existing property groups are listed in alphabetical order in the Property Group list on the left side of the window.

Listing Properties

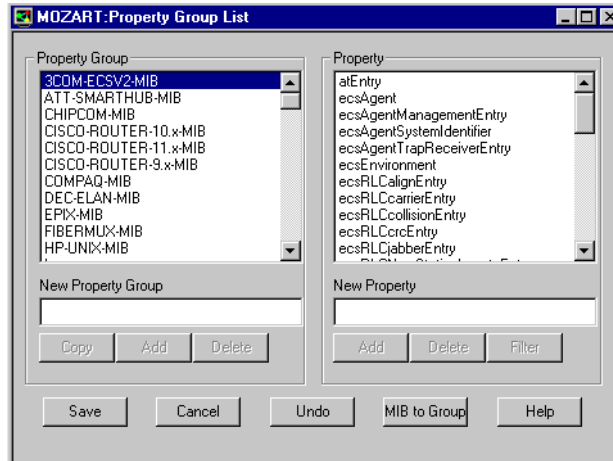
You generally only display properties in the context of a property group. That is, you don't view all the properties defined in the database in a single list; you view a list of properties that belong to the same property group.

TO LIST THE PROPERTIES IN A PROPERTY GROUP



1. From the client's **Admin** menu, choose **Property Group List**.

NerveCenter displays the Property Group List window.



2. Select a property group from the **Property Group** list.

All of the properties belonging to that property group are listed in alphabetical order in the Property list on the right side of the window.

Creating a Property

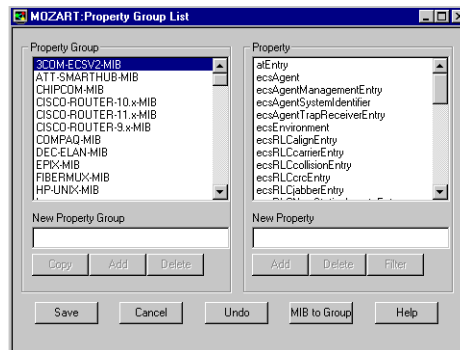
If you design a new behavior model and intend it to manage a group of nodes that don't currently share a unique property, you must create a property to serve as that unique property. Because you must create this property in the context of an existing property group, you will probably need to create a property group before you create your property, as described in [Creating a New Property Group on page 145](#). Once you've created both the property group and the property, you can assign the new property group to the nodes you want to manage with the new behavior model.

TO CREATE A PROPERTY



1. From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.



2. Select a property group from the **Property Group** list.
When you create the property, it will belong to this property group.
3. Type the name of the new property in the **New Property** text field.



NOTE

The maximum length for property names is 255 characters.

4. Select the **Add** button below the Property list.
The property is added to the Property list.
 5. Select the **Save** button at the bottom of the window.
-

Creating a New Property Group

As you develop your network management strategy, you may need to create new property groups. For example, NerveCenter ships with a property group called Router that you can use to uniquely identify the routers on your network. However, suppose you decide that while some of your behavior models should apply to all routers, others should apply to either campus routers or backbone routers, but not both. To handle this problem, you might create two new property groups, CampusRouter and BackboneRouter. Each can be a copy of Router to which you add one unique property. For instance, you might add the property campusRouter to the property group CampusRouter and the property backboneRouter to the property group BackboneRouter. You could then assign these new property groups to the appropriate nodes.

There are three methods of creating a property group:

- ◆ You can base the new property group on an existing one. In this case, you copy an existing property group and then add one or more new properties to it. This is the technique used in the hypothetical example above.
- ◆ You can create a property group that contains the names of the base objects in one or more MIB definitions. This technique is useful when you add new hardware to your network and there is a special MIB defined for that hardware. Basing the property group on this MIB ensures that you'll meet one of the prerequisites for making the new device pollable: the base object used in the poll condition will be in the property group.
- ◆ You can create an empty property group and add properties to it one by one. Obviously, this option gives you the greatest flexibility, but it also is the most time consuming.

For further information on the three methods of creating a property group, see the sections listed below:

- ◆ [Based on an Existing Property Group on page 146](#)
- ◆ [Based on the Contents of MIBs on page 147](#)
- ◆ [Adding Properties Manually on page 149](#)

Based on an Existing Property Group

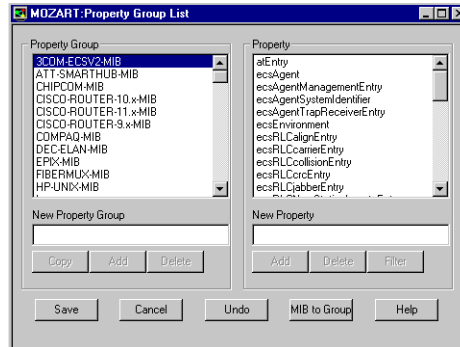
Earlier, we mentioned that you could create a property group for campus routers by copying the predefined property group Router, naming the copy CampusRouter, and adding to the new property group the unique property campusRouter.

TO CREATE A NEW PROPERTY GROUP BASED ON AN EXISTING ONE



1. From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.



2. From the **Property Group** list, select the property group that you want to copy.
The properties contained in this property group are displayed in the Property list.
3. Type a name for the new property group in the **New Property Group** text field.



NOTE

The maximum length for property group names is 255 characters.

4. Select the **Copy** button, located below the New Property Group text field.
Your new property group appears in the Property Group list and is highlighted.
 5. Use the procedure explained in the section [Creating a Property on page 144](#) to add one or more new properties to your property group.
 6. Select the **Save** button.
-

Based on the Contents of MIBs

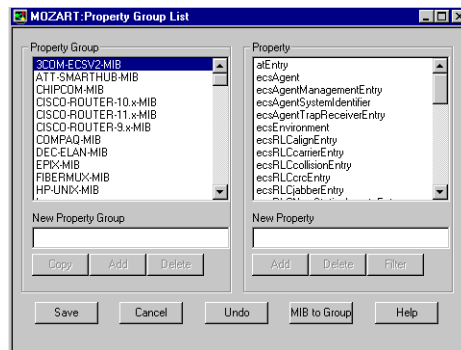
If you purchase a new device that comes with a new vendor MIB, your NerveCenter administrator should incorporate the new MIB into NerveCenter's compiled MIB so that you can take advantage of the new information provided by the vendor. In addition, you should create a new property group that contains properties for all the base objects in the new MIB. Why? Recall that a node's property group must contain properties for each of the MIB base objects you monitor on the node. If you want to poll the new device for the values of the attributes belonging to the new MIB objects, you need properties for the new base objects in the device's property group.

TO CREATE A NEW PROPERTY GROUP BASED ON THE CONTENTS OF ONE OR MORE MIBS



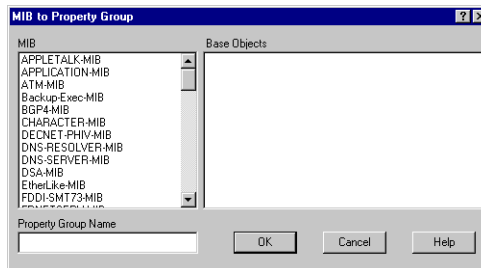
1. From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.



2. Select the **MIB to Group** button at the bottom of the window.

NerveCenter displays the MIB to Property Group window.



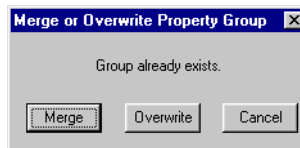
All of the MIBs in NerveCenter's compiled MIB are displayed in the MIB list. If you select one of the MIBs in the list, the names of the base objects for that MIB are displayed in the Base Objects list.

3. Select from the **MIB** list a MIB whose base objects you want to become properties in your new property group.
4. Enter a name for your property group in the **Property Group Name** text field. Or leave there the default name that NerveCenter has supplied.
5. Select the **OK** button.

The MIB to Property Group window is dismissed, and the name of your new property group appears in the Property Group list in the Property Group List window. If you wanted to base your property group on just one MIB, you're finished. If you want the new property group to contain the names of the base objects from more than one MIB, continue with step 6.

6. In the Property Group List window, select the **MIB to Group** button again.
The MIB to Property Group window is displayed.
7. In the MIB to Property Group window, select from the **MIB** list another MIB whose base objects you want included in your property group.
8. Enter in the **Property Group Name** field the same name you used in step 4.
9. Select the **OK** button.

The Merge or Overwrite Property Group window is displayed.



10. Select the **Merge** button.
11. Repeat step 6 through step 10 if necessary.
12. Select the **Save** button.

Adding Properties Manually

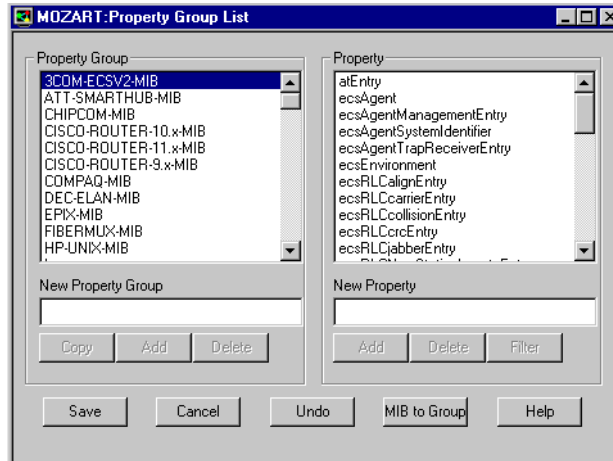
If you need a property group that contains only a few properties—maybe a couple of base object names and one user-defined property—you can create an empty property group and then add properties to it by hand.

TO CREATE AN EMPTY PROPERTY GROUP AND THEN ADD PROPERTIES TO IT



1. From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.



2. Type the name of your new property group in the **New Property Group** text field.
3. Select the **Add** button under the New Property Group text field.

Your new property group appears in the Property Group list and is highlighted. Note that no properties are listed in the Property list since the property group is empty.

4. To add one or more properties to the new property group, perform the steps covered in the section [Creating a Property on page 144](#).
5. Select the **Save** button.

The nl-ping Property

NerveCenter includes a special “nl-ping” property that identifies that an operation utilizes ICMP instead of SNMP. In the context of polling, nl-ping can be used to indicate either of two types of behavior:

- ♦ To indicate that a poll should use an ICMP Echo (or Ping) request, not an SNMP operation.
- ♦ To view the details of an ICMP response to an SNMP operation. In the context of event monitoring, nl-ping is used within a Trap Mask to decode ICMP message details.

The nl-ping property is defined in NerveCenter's NETLABS-PING-MIB module (nl-ping.asn1). This can be pulled in with the **MIB to Group** button on the Property Group List (select **NETLABS-PING-MIB** in the left-hand MIB column and **nl-ping** will appear in the right-hand Base Objects column).

When using the default database included with NerveCenter, “nl-ping” is included in many of the Property Groups such as “Icmp”, “Mib-II” and many of the vendor-based Property Groups. This provides ease of reference to this ability to access ICMP-related information.

You can find more information in the following sections:

- ♦ Use of nl-ping in polling and in poll conditions is presented in *The Basic Procedure for Creating a Poll Condition on page 177*.
- ♦ Use of nl-ping in Poll response handling is presented in *ICMP Responses on page 230*.
- ♦ Use of nl-ping in Trap Notification handling is presented in *How NerveCenter Decodes ICMP Events on page 204*.

Filtering Properties

When polling, NerveCenter steps through every property value to see if it meets the correct conditions to advance to the next state. Some properties defined by MIBs, such as ifEntry, can consist of hundreds of entries. In these cases, a single poll can use valuable resources as NerveCenter steps through every value, looking for the value that meets the condition defined in the poll. If the property has an associated MIB table index, and you know the specific property value or range of values you want to monitor, you can use property filters to constrain your poll.

Table 8-1 describes the property filter values.

TABLE 8-1. Property Filter Attributes

Attribute	Value
Property Index	<p>Automatically populated by NerveCenter.</p> <p>The MIB attribute that acts as the index of the property's associated MIB table. This MIB attribute can only consist of a single attribute; property filters do not support multiple field indices.</p>
Datatype	<p>Automatically populated by NerveCenter.</p> <p>The datatype of the Property Index attribute.</p> <p>Property filters work with the following datatypes: IpAddress, Integer32, INTEGER, Counter, Gauge, TimeTicks, Counter32, UInteger32, and Counter54.</p> <p>The following datatypes are <i>not</i> supported: NULL, DisplayString, Bits, NetworkAddress, OctetString, ObjectID, Timeout, and TimeStamp.</p>
Default Range	<p>Automatically populated by NerveCenter.</p> <p>The allowed values of the Property Index attribute as specified in the MIB.</p>
Filter Index Range	<p>The Property Index values you want to include. The Filter Range can consist of the following:</p> <ul style="list-style-type: none"> ◆ a comma delimited list of individual values For example: 7,12,19,34 ◆ a dash (-) delimited pair of values to indicate the lower and upper bounds of a range For example: 18-35 ◆ a combination of these values For example: 2,4,35-38 <p>Property filters have the following limitations:</p> <ul style="list-style-type: none"> ◆ the maximum value is 2,147,483,647 ◆ no negative numbers ◆ the filter range can be no more than 200 characters ◆ the filter can contain no more than 1,000 unique values. For example, 2000-4000 is not a valid filter index range because it encompasses more than 1,000 values.

**NOTE**

Property filters are only applied to the property belonging to the specified property group. The same property in a different property group will not be filtered.

**CAUTION**

Before creating or editing Property Filters, you must turn off all alarms using the property group you are editing.

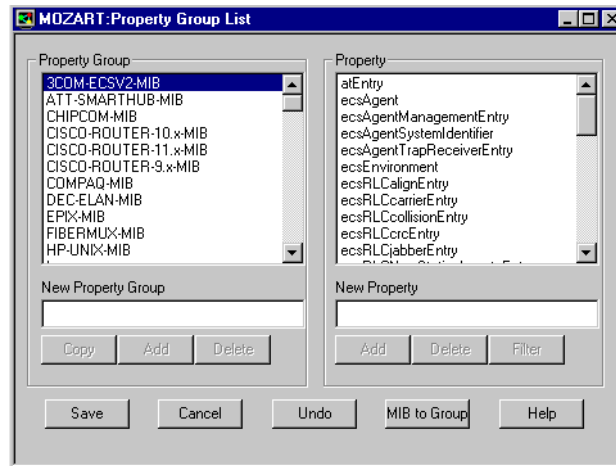
TO CREATE A PROPERTY FILTER



CAUTION

From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.

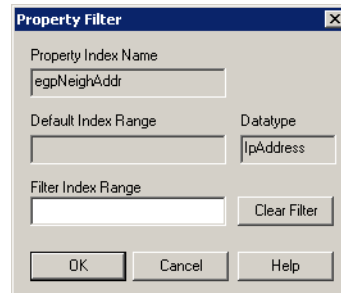


6. Select a **Property Group**.
7. Select a **Property**.

If the property has an associated MIB table index that meets the requirements described in [Table 8-1 on page 151](#), the Filter button is active. You must save a new property group or new property before the Filter button activates.

8. Click **Filter**.

The Property Filter window is displayed.



9. Enter a **Filter Index Range**.

See *Filter Index Range on page 151* for acceptable values. Click **Clear Filter** to delete the Filter Index Range.

10. Click **OK**.

You return to the Property Group List dialog box.

11. Click **Save**.

The filter is not saved until you save the property group. If you click Cancel in the Property Group List, all filters will be lost.



NOTE

Filters are applied when polled by an alarm with a SubObject or Instance scope only.

TO EDIT A PROPERTY FILTER



1. From the client's **Admin** menu, select **Property Group List**.

The Property Group List window is displayed.

2. Select the **Property Group** with the property filter.
3. Select the **Property** with the property filter.
4. Click **Filter**.

The Property Filter window is displayed, with the existing filter information.

5. Edit the **Filter Index Range**.

See *Filter Index Range on page 151* for acceptable values. Click **Clear Filter** to delete the Filter Index Range.

6. Click **OK**.

You return to the Property Group List dialog box.

7. Click **Save**.
-

Assigning a Property Group to a Node

When a node is created, it is assigned a property group, and this property group determines which behavior models NerveCenter uses to manage the node. Of course, this property group assignment isn't permanent. You can change the assignment manually, or a behavior model being used to manage the node can change it.

This section discusses a number of ways in which you can assign a property group to a node and explains when you would use each method. For further information, see the following subsections.

- ◆ *Using the Node Definition Window on page 154*
- ◆ *Using the Node List Window on page 156*
- ◆ *Using the AssignPropertyGroup() Function on page 157*
- ◆ *Using the Set Attribute Alarm Action on page 163*
- ◆ *Using OID to Property Group Mappings on page 165*

Using the Node Definition Window

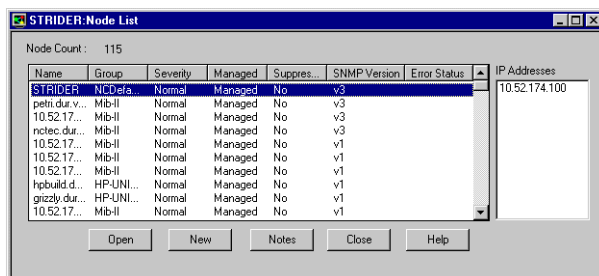
One way to change the property group of a node is to open the Node Definition window for that node and to change the value of the Group field. This method is an appropriate way to change a node's property group if:

- ◆ You know in advance which node or nodes need the new property group
- ◆ Only one node or a few nodes need the change

TO CHANGE A NODE'S PROPERTY GROUP USING THE NODE DEFINITION WINDOW

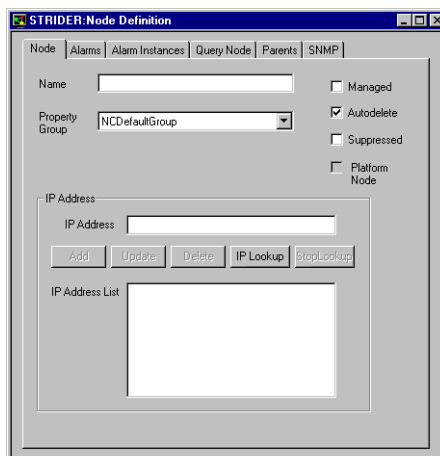
1. From the client's **Admin** menu, choose **Node List**.

NerveCenter displays the Node List window.



2. Highlight the name of the node whose property group you want to change.
3. Select the **Open** button.

The Node Definition window appears. This window enables you to edit the properties of the node you selected.



4. Select a new property group from the **Group** drop-down list.
5. Select the **Save** button.

Repeat this procedure for any additional nodes you want to assign a new property group to.

Using the Node List Window

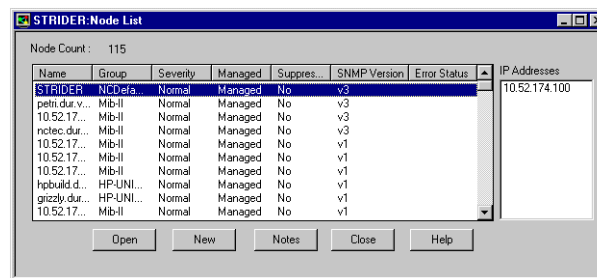
You can change the property group of a set of nodes from the Node List window, using a popup menu accessible from that window. It is appropriate to use this method of property group assignment if:

- You need to change the property group for more than a couple of nodes
- You want to assign the same property group to each of the nodes
- You know in advance which nodes you want to modify

TO CHANGE THE PROPERTY GROUP FOR A SET OF NODES FROM THE NODE LIST WINDOW

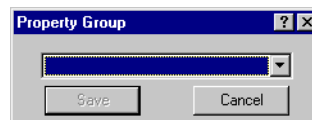
1. From the client's **Admin** menu, choose **Node List**.

NerveCenter displays the Node List window.



2. Select one node whose property group you want to change. Then hold down the Ctrl key and select the remainder of the nodes you want to modify.
3. With your cursor positioned over one of the highlighted entries, press the right mouse button to bring up the node-management popup menu, and select **Property Group** from the menu.

NerveCenter displays the Property Group Edit dialog box.



4. Select a property group from the drop-down list.
5. Select the **Save** button.

Using the AssignPropertyGroup() Function

In addition to being able to assign property groups to nodes manually using the NerveCenter user interface, you can use the `AssignPropertyGroup()` function in a behavior model to change a node's property group dynamically. This function can appear in a poll condition, a trap mask trigger function, or a Perl subroutine.

The syntax for this function is shown below:

```
AssignPropertyGroup( "PropertyName" )
```

The property group whose name is passed to the function must already exist.

For further information about how to use this function in a poll condition, a trigger function, or a Perl subroutine—and for information on when it's appropriate to use the function in each of these contexts—see the sections listed below:

- ◆ [In a Poll Condition on page 157](#)
- ◆ [In a Trigger Function on page 159](#)
- ◆ [In a Perl Subroutine on page 161](#)

In a Poll Condition

Suppose you want to change the property group assignment for all of your Cisco routers in Building 6. You can collect the names or IP addresses of all these nodes and change their property groups manually using the NerveCenter user interface. However, this can be an error prone process. All you have is your list of routers to make sure that you assign the new property group to exactly the right set of nodes. Alternatively, you can create a poll that will detect whether a polled node is a Cisco router located in Building 6 and will assign the new property group only to nodes that meet these criteria.



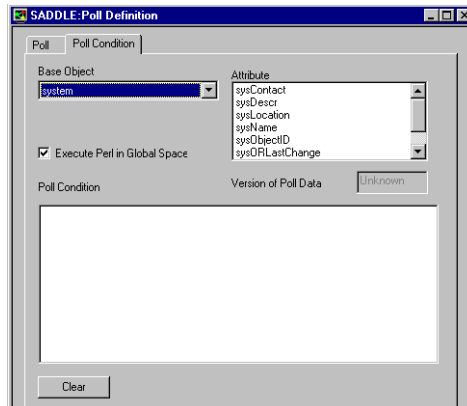
NOTE

The instructions below are not intended to explain in detail how to create this type of poll. Creating polls is a fairly large topic and is covered in [Using Polls on page 169](#). These instructions cover only the general procedure for incorporating a call to `AssignPropertyGroup()` into a poll condition.

This procedure details how to define a poll condition that changes the property group of each Cisco router in Building 6:

TO DEFINE A POLL CONDITION THAT CHANGES THE PROPERTY GROUP (SAMPLE)

1. Display the **Poll Condition** page in the **Poll Definition** window.



2. Create the condition that determines whether you want to call `AssignPropertyGroup()`:

```
if ((system.sysLocation eq "Building 6") &&
    (system.sysObjectID == 1.3.6.1.4.1.9.1))
```

3. Add a block including a call to `AssignPropertyGroup()` to the preceding condition:

```
if ((system.sysLocation eq "Building 6") &&
    (system.sysObjectID == 1.3.6.1.4.1.9.1)) {
    AssignPropertyGroup("Cisco6");}
```

This example assumes that the new property group is named Cisco6.



NOTE

Your poll condition must also include a call to `FireTrigger()`; otherwise, you won't be able to save the poll.

4. Select the **Save** button to save your poll.

Before NerveCenter will use this poll, there must be an enabled alarm in which the poll can cause a state transition.



CAUTION

When a poll changes a node's property group, any alarm instances that have been created for that node are deleted.

In a Trigger Function

Here's a simple example of when you might use the `AssignPropertyGroup()` function in a trap mask trigger function. Suppose that you want to use NerveCenter's Authentication behavior model to monitor your network for excessive SNMP authentication failures. This model includes a trap mask and two polls and looks for three authentication failures on a single node within a ten minute period.

You could enable the behavior model by assigning to the nodes you want to monitor a property group that contains the property `snmp` and turning on the Authentication alarm. But let's say that you don't want to monitor nodes that have never experienced an authentication failure, because the model does involve some polling. To monitor only nodes whose agents have sent authentication failure traps, you can initially assign your nodes a property group that doesn't contain the property `snmp`. You can then define a trap mask that looks for authentication failure traps and changes the property group of the nodes from which it receives these traps. Let's assume that the new property group is called `Mib-II` and contains the property `snmp`.



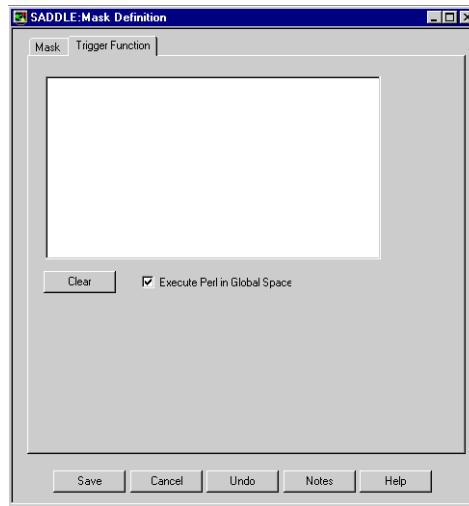
NOTE

The instructions below are not intended to explain in detail how to create this type of trap mask. Creating masks is a fairly large topic and is covered in [Chapter 10, Using Trap Masks](#). These instructions cover only the general procedure for incorporating a call to `AssignPropertyGroup()` into a trigger function.

TO DEFINE A TRAP MASK

This procedure defines a trap mask that changes the property group of each node that issues an authentication failure trap, you would:

1. Create a trap mask that looks for a generic trap 4.
2. Indicate that the trap mask will use a trigger function instead of a simple trigger.
3. Display the **Trigger Function** page in the Mask Definition window.



4. Type in your call to `AssignPropertyGroup()`:

```
AssignPropertyGroup( "Mib-II" );
```

You can make this property-group assignment conditional, based on the value of a variable binding if you need to. In the present case, such a condition isn't necessary.

5. Also type in a call to `FireTrigger()`:

```
FireTrigger( "TriggerName" );
```

Remember that before NerveCenter will use this mask, there must be an enabled alarm in which the mask can cause a state transition.

6. Save your trap mask.
-

**CAUTION**

When a mask changes a node's property group, any alarm instances that have been created for that node are deleted.

In a Perl Subroutine

Another place from which you can call the `AssignPropertyGroup()` function is a Perl Subroutine alarm-transition action. This is the appropriate context for using this function if you want to perform your property-group assignment conditionally, based on information that is available from with a Perl subroutine, but not elsewhere. For example, a Perl subroutine associated with an alarm transition has access to the name of the property group of the node that triggered the transition. You could use this information to change a node's property group only if:

- ◆ An alarm transition containing the appropriate Perl Subroutine action is caused by a trigger associated with the node
- ◆ The node currently has a particular property group

For a complete list of the information that is available to a Perl subroutine, see the section *NerveCenter Variables on page 342*.

**NOTE**

The instructions below do not explain in detail how to create a Perl subroutine or how to create an entire alarm. They explain only how to add to an alarm transition a Perl Subroutine action that will change the property group of a node. For complete information about creating Perl subroutines, see the section *Perl Subroutine on page 334*, and for complete information about creating alarms, see *Using Alarms on page 259*.

TO ADD A PERL SUBROUTINE TO AN ALARM TRANSITION

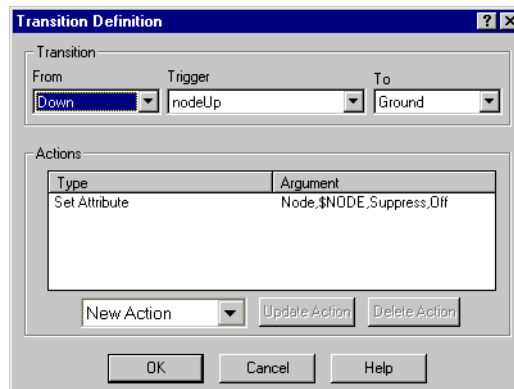
The procedure below explains how to add to an alarm transition a Perl Subroutine action that assigns the property group `Gateway` to the node associated with the trigger that caused the transition. The property group is assigned only if the node's current property group is `Mib-II`.

1. Use the Perl Subroutine Definition window to create your Perl subroutine.

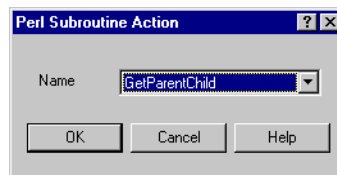
The subroutine should look something like this:

```
if ($NodePropertyGrp eq "Mib-II") {  
    AssignPropertyGroup("Gateway");  
}
```

- In the Alarm Definition window, open the **Transition Definition** dialog by double-clicking on the transition to which you want to add the Perl Subroutine action.



- Select the **New Action** list.
A list of available actions is displayed.
- Select the **Perl Subroutine** action.
NerveCenter displays the Perl Subroutine Action dialog box.



- Select the name of the subroutine you created in step 1 from the **Name** list box.
- Select the **OK** button in the Perl Subroutine Action dialog.
The dialog is dismissed, and the newly defined action appears in the Actions list in the Transition Definition dialog.
- Select the **OK** button in the Transition Definition dialog.
- Select the **Save** button in the Alarm Definition window.

**CAUTION**

When a Perl subroutine changes a node's property group, any alarm instances that have been created for that node are deleted.

Using the Set Attribute Alarm Action

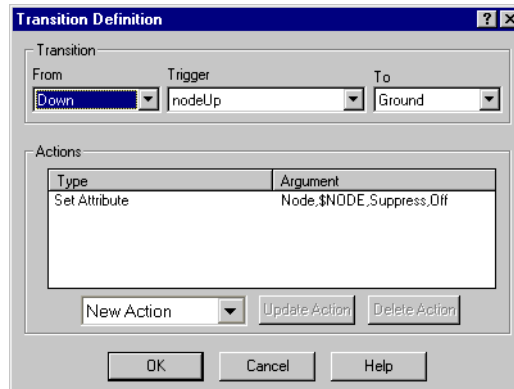
There are two ways to change a node's property group using alarm-transition actions: using the Perl Subroutine action and using the Set Attribute action. For information on changing a node's property group using the Perl Subroutine action, see the section [In a Perl Subroutine on page 161](#). Using a Perl Subroutine action to change a property group is appropriate when you want to use Perl to do something more complex than simply change the property group of the node associated with the trigger that causes the alarm transition (or the property group of any other node, for that matter). If the only action you would take from a Perl subroutine is to change a property group, you should use the Set Attribute action instead. This approach will save you the trouble of having to write and compile a Perl subroutine.

**NOTE**

The instructions below do not explain how to create an entire alarm. They explain only how to add to an alarm transition a Set Attribute action that will change the property group of a node. For complete information about creating alarms, see [Chapter 12, Using Alarms](#).

TO ADD TO AN ALARM TRANSITION A SET ATTRIBUTE ACTION THAT CHANGES A NODE'S PROPERTY GROUP

1. Open the **Transition Definition** dialog by double-clicking on the transition to which you want to add the Set Attribute action.

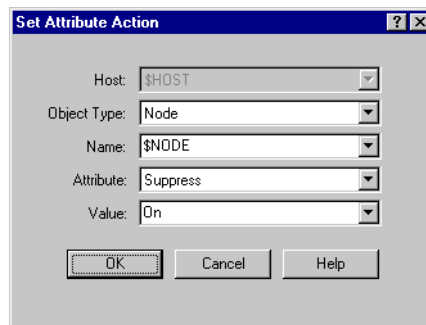


2. Select the **New Action** list.

A list of available actions is displayed.

3. Select the **Set Attribute** action.

NerveCenter displays the Set Attribute Action dialog.



4. Leave the **Object Type** value set to **Node** since you want to set an attribute of a node.

5. Usually you'll leave the **Name** value set to **\$NODE**.
\$NODE stands for the name of the node associated with the trigger that caused the alarm transition. However, you can change the value to the name of any node in the NerveCenter database if you know in advance the name of the node whose property group you want to change.
6. Select **Property Group** from the **Attribute** drop-down list.
7. Select a property-group name using the **Value** drop-down list.
The property group you choose will become the new property group for the node you chose in step 5 whenever this alarm transition takes place.
8. Select the **OK** button in the Set Attribute Action dialog.
The dialog is dismissed, and the newly defined action appears in the Actions list in the Transition Definition dialog.
9. Select the **OK** button in the Transition Definition dialog.
10. Select the **Save** button in the Alarm Definition window.

**CAUTION**

When a Set Attribute alarm action changes a node's property group, any alarm instances that have been created for that node are deleted.

Using OID to Property Group Mappings

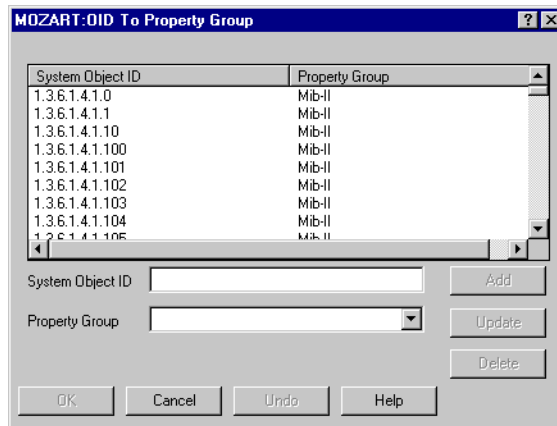
When a node is first written to the NerveCenter database, it is assigned a property group based on the object ID of the node. For example, a Cisco router with an OID of 1.3.6.1.4.1.9.1 is, by default, assigned a property group of CISCO-ROUTER-9.x-MIB. The assignments are based on a table of mappings between OIDs and property groups. If no mapping exists for a particular device, that device is assigned the default property group NCDefaultGroup.

Using the NerveCenter client, you can add entries to, or change entries in, this OID-to-property-group table. The new mappings will affect any nodes that are added to the NerveCenter database after you make your changes.

TO ADD A NEW OID-TO-PROPERTY-GROUP MAPPING

1. From the client's **Admin** menu, choose **OID to Group**.

The OID to Property Group dialog is displayed.



2. Enter an object identifier in the **System Object** text field.
 3. Enter the name of a property group in the **Property Group** text field.
 4. Select the **Add** button.
 5. Select the **Save** button.
-

Tips for Using Property Groups and Properties

Using property groups and properties is mainly a matter of common sense; however, the sections below give you a few suggestions for using them effectively.

Categorizing Nodes

We've said that property groups enable you to create groups of nodes, each of which is managed by a set of behavior models. As you create your groups, it's helpful to list a variety of criteria for categorizing your nodes and then to use the criteria that make the most sense for your network. For example, some criteria you could use in classifying your nodes are:

- ◆ Type of device (workstation, server, router)
- ◆ Location
- ◆ Importance (Which nodes need to be managed most closely?)
- ◆ Supported MIBs
- ◆ Business function

Apply whatever set of criteria is appropriate for your site.

Move from the General to the Specific

Set up property groups that establish general groups of devices first. Then create subcategories of nodes as necessary.

For instance, suppose that you have MIB-II agents running on all of your computers, including servers. You want to monitor the servers more closely than the personal computers, so you copy the existing Mib-II property group, name the copy *Server*, and add to the copy the property *server*. You can now set up polls and alarms that take one action, such as sending an e-mail message, when any workstation is unreachable, and another action, such as paging an administrator, when a server is unreachable.

Or maybe you want to refine how you monitor servers so that you can distinguish file servers from print servers. You can set up two new property groups, each a copy of *Server*. Name one *Fserver* and add the property *fserver*, and name the other *Pserver* and add the property *pserver*. Note that both groups still contain the property *server* because each is a copy of the *Server* property group. You can then set up polls and alarms to perform one action when any server is unreachable, perform a different action when a file server is unreachable, and perform a third action when a print server is unreachable.

MIB Objects

The property group for a device should contain a property for every MIB base object that might be used in a poll condition by a poll designed to contact that node. For further information on building poll conditions, see [Writing a Poll Condition on page 175](#).

If a base object is not in the node's property group, polls whose poll conditions refer to that object will not contact the node.

NerveCenter polls enable you to retrieve information from SNMP agents on devices in order to determine the status of those devices. *Figure 9-1* depicts the role that a poll plays in a behavior model

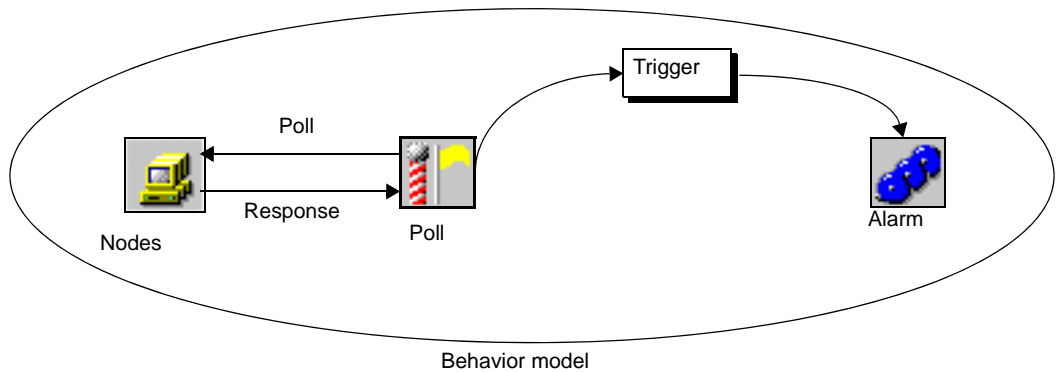


FIGURE 9-1. The Role of a Poll in a Behavior Model

To function as part of a behavior model, a poll must be tied to one or more alarms by means of one or more triggers. If the poll does not define a trigger that can affect a pending alarm transition, the poll is never sent to a device. This behavior is part of NerveCenter’s smart polling feature.

Other aspects of this smart polling feature are that NerveCenter doesn’t send a poll to a node unless the poll’s property is in the node’s property group and that NerveCenter never sends a suppressible poll to a suppressed node. Together, these behaviors sharply curtail the amount of network traffic NerveCenter generates by polling SNMP agents.

The remainder of this chapter explains in detail how to create and work with polls. Refer to the following sections:

Section	Description
<i>Listing Polls on page 171</i>	Explains how to display a list of the polls currently defined in the NerveCenter database.
<i>Defining a Poll on page 173</i>	Explains how to create a new poll.
<i>Writing a Poll Condition on page 175</i>	Explains how to write the poll condition for a new poll.
<i>Documenting a Poll on page 194</i>	Explains how to add notes (documentation) to a poll.
<i>Enabling a Poll on page 198</i>	Explains how to turn a poll on.

Listing Polls

This section explains how to display a list of the polls currently defined in the NerveCenter database. The section also explains how to view the definition of a particular poll.

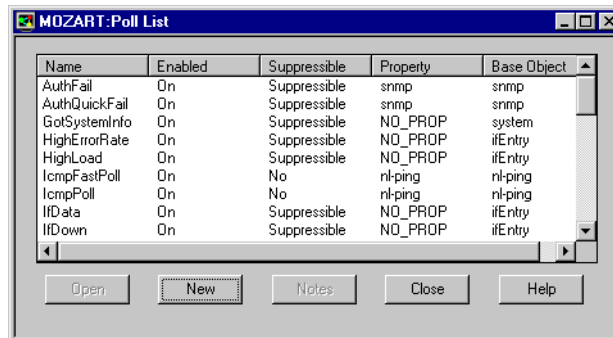
For information on creating a new poll, see [Defining a Poll on page 173](#).

TO DISPLAY A LIST OF POLLS AND THEN DISPLAY A PARTICULAR POLL'S DEFINITION



1. From the client's **Admin** menu, choose **Poll List**.

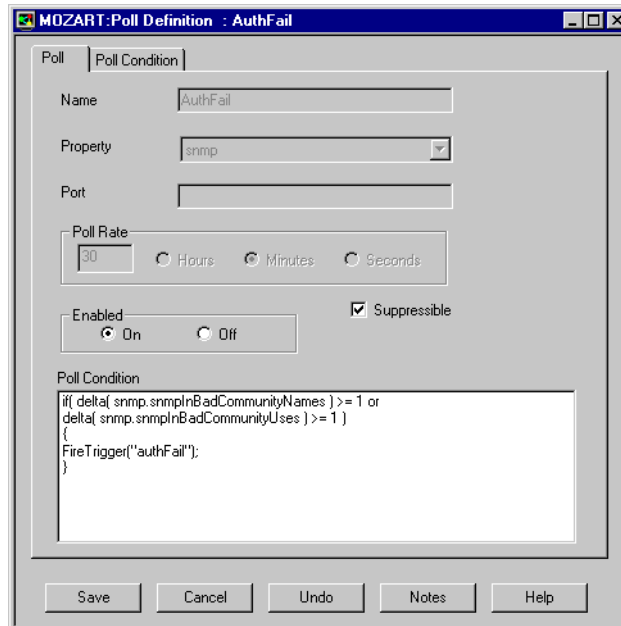
NerveCenter displays the Poll List window.



This window lists all NerveCenter polls and provides a brief definition of each. For each poll, the window specifies a name and the following information:

- ◆ Whether the poll is currently enabled
 - ◆ Whether the poll is suppressible
 - ◆ The poll's property
 - ◆ The name of the base object used to build the poll condition
2. Select a poll from the poll list.
 3. Select the **Open** button

NerveCenter displays the Poll Definition window.



The poll defined in this figure is named AuthFail. Every thirty minutes, the poll is sent to nodes whose property group includes the property snmp, and the poll checks for an increase in the value of snmpInBadCommunityNames or snmpInBadCommunityUses. If the poll finds an increase in either of these values, it fires the trigger authFail; otherwise, it does not fire a trigger. The poll is suppressible and is currently not enabled. It must be enabled before NerveCenter will use its definition to poll any devices.

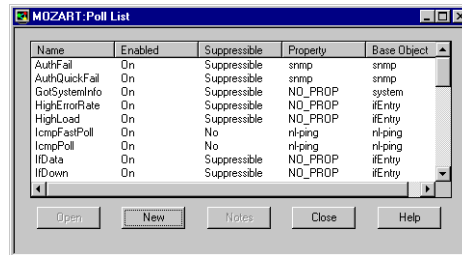
Defining a Poll

This section explains the steps required to create a new poll.

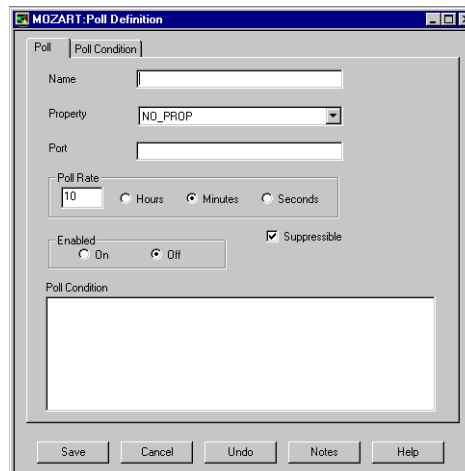
TO DEFINE A NEW POLL



- From the client's **Admin** menu, choose **Poll List**.
NerveCenter displays the Poll List window.



- Select the **New** button.
The Poll Definition window is displayed.



- Make sure that the **Off** radio button is selected in the **Enabled** frame.

The poll must remain off until you've completed defining the poll and saved your definition. You must then turn the poll on for it to become part of a functioning behavior model.

4. In the Name text field, type a unique name for the poll.

**NOTE**

The maximum length for poll names is 255 characters.

5. From the Property list box, select a property, or leave the **Property** set to NO_PROP.

The property you choose limits which nodes NerveCenter can retrieve data from using this poll definition. The poll will contact only those nodes whose property group contains this property. (Note that the property can be a member of multiple property groups.)

If you don't want to restrict the poll to any subset of nodes, leave the field set at NO_PROP. The poll will target all managed nodes.

6. Usually, you'll leave the Port text field blank. However, if you want this poll to communicate with nodes on a port other than that specified in the nodes' definitions, enter that port number here.
7. Define the poll rate by entering a number in the Poll Rate text field and selecting either the **Hours**, **Minutes**, or **Seconds** radio button.

**NOTE**

When defining the poll rate, the interval should be equal to or greater than $(numberOfRetries + 1) * retryInterval$. Otherwise, NerveCenter can issue a second poll before the first one times out. The number of retries and the retry interval are defined on the SNMP tab in the NerveCenter Administrator.

**CAUTION**

Choosing a frequent poll rate can have a serious impact on network traffic, especially if the poll applies to numerous nodes.

8. Uncheck the Suppressible checkbox if you want to send this poll to a node even when the node is suppressed.

A suppressible poll does not poll a node whose state is suppressed. This feature prevents repeated polling of devices that are not capable of responding. The default value for a poll is suppressible.

There might be specific polls that you want to send to a node even when it is suppressed. For example, if you want to check on the status of a suppressed node to determine whether it has returned to normal, use an insuppressible poll.

9. Select the Poll Condition tab to display the Poll Condition page, and enter your poll condition. For details on how to construct this poll condition, see [Writing a Poll Condition on page 175](#).
10. Select the **Save** button to save your poll.
11. If you want to enable you poll now, set the poll's Enabled status to **On**, and then select the **Save** button again.

Writing a Poll Condition

Every poll must include a poll condition. This poll condition, which you write using Perl, specifies which MIB variables the poll should read, what conditions the values of those variables must meet, and what triggers will be fired each time a value makes a condition true. For example, the following poll condition detects whether a node's desired and current operational status are both up and, if they are, fires the trigger ifUp:

```
if (ifEntry.ifAdminStatus == up and ifEntry.ifOperStatus == up) {
    FireTrigger("ifUp");
}
```

Note that both the MIB variables referred to in this condition are children of the same base object (ifEntry). In a single poll condition, you can only refer to one base object. If the condition that you want to detect requires that you inquire about variables associated with multiple base objects, you must design multiple polls.

Another important point about poll conditions is that if a poll causes a trigger to be fired, that trigger's variable bindings will include a name-value pair for each MIB variable referred to in the poll condition and read by the poll. If such a trigger causes a logging action, the value of each variable used in the poll condition is written to the log.

Most poll conditions are very similar in structure. They follow this pattern:

```
if (condition1) {
    FireTrigger(arguments);
}
elseif (condition2) {
    FireTrigger(arguments);
}
else {
    FireTrigger(arguments);
}
```

The conditions can be arbitrarily complex, and the `FireTrigger()` function fires a trigger, whose name, subobject, and node you can control.

**NOTE**

The maximum length for trigger names is 255 characters.

Because a poll condition is written in Perl, you can use any data types, operators, and functions that Perl understands in this condition. Also, you can make use of a number of functions and one variable defined by NerveCenter. The functions and variables available to you are summarized in a pop-up menu for Perl accessible via a right mouse click from the poll condition editing area. (See the following section, *Using the Pop-Up Menu for Perl on page 189*, for more information.)

For all the details about writing a poll condition, see the following sections:

- ◆ *[The Basic Procedure for Creating a Poll Condition on page 177](#)*
- ◆ *[Functions for Use in Poll Conditions on page 179](#)*
- ◆ *[NerveCenter Variables on page 342](#)*
- ◆ *[Using the Pop-Up Menu for Perl on page 189](#)*
- ◆ *[Examples of Poll Conditions on page 191](#)*

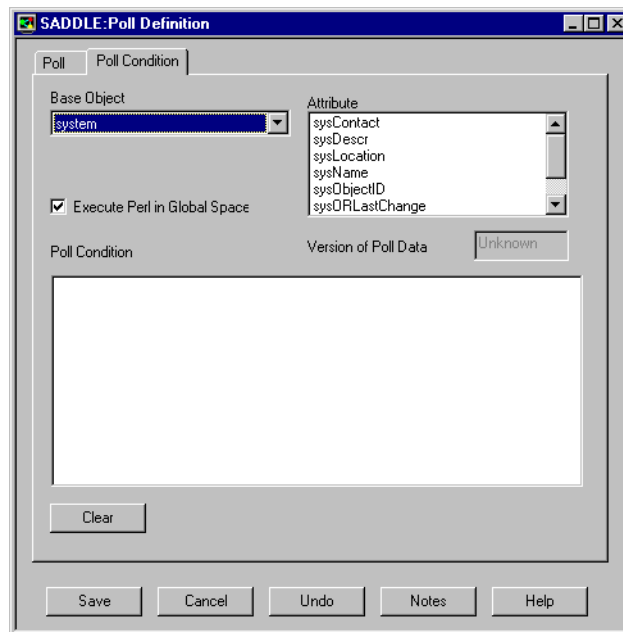
The Basic Procedure for Creating a Poll Condition

The section explains how to use the Poll Condition page in the Poll Definition window to create a poll condition.

TO CREATE A POLL CONDITION

1. In the Poll Definition window, select the **Poll Condition** tab.

The Poll Condition page is displayed.



2. From the **Base Object** drop-down list, select the base object whose attributes you will use in the poll condition.

A list of the base object's attributes is displayed in the Attributes list.



NOTE

Selecting the **nl-ping** base object causes NerveCenter to poll using an ICMP Echo (aka ping) instead of SNMP. The attributes of nl-ping, shown in the Attributes list, can be used to examine the outcome of the ICMP operation. See [The nl-ping Property on page 150](#) for more information.

3. If you want to use the shared Perl interpreter, select the **Execute Perl in Global Space** checkbox.

**NOTE**

If you select **Execute Perl in Global Space**, the poll condition executes in a shared Perl interpreter. You can use Global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines, however, Perl intensive poll conditions may impede NerveCenter's performance.

If you do not select **Execute Perl in Global Space**, the poll condition executes in a Perl interpreter dedicated to poll conditions. This will improve NerveCenter's performance, however you cannot use global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines.

For more information about the various Perl interpreters, see [NerveCenter and Perl on page 55](#).

4. Place your cursor in the **Poll Condition** text area, and enter the poll condition.

You can enter the poll condition by simply typing the condition in this text area. However, you can also use several shortcuts to enter text:

- ◆ One useful shortcut allows you to enter a MIB base object plus an attribute (connected by a period) at the point of the cursor. To use this shortcut, position your cursor where you want to enter the text, and double-click an attribute in the **Attribute** list. (You must have selected a base object from the Base Object drop-down list while the poll condition editing area was empty.)
- ◆ You can enter a Perl operator, a call to a NerveCenter function, or a NerveCenter variable using the poll-condition pop-up menu for Perl. To bring up this menu, click the right mouse button while your cursor is in the poll-condition editing area.

See the section [Using the Pop-Up Menu for Perl on page 189](#) for further information about this pop-up menu.

- ◆ You can paste text from the clipboard into the text area.

When you return to the Poll page—to save your poll—the poll condition you've constructed appears in the read-only Poll Condition text area.

Functions for Use in Poll Conditions

NerveCenter includes a number of functions that you can use in constructing a poll condition. Several of these functions are designed specifically for use in poll conditions. For example, they enable you to determine the exact number of seconds between polls and to determine the change in the value of a MIB variable between one poll and the next. You can also use the functions `DefineTrigger()`, `FireTrigger()`, `AssignPropertyGroup()`, and `in()` and a set of string-matching functions. These functions can be used not only in defining poll conditions, but in defining other objects as well.

The functions and variables available to you for use in poll conditions are summarized in a pop-up menu for Perl accessible via a right mouse click from the poll condition editing area in the Poll Condition page of the Poll Definition window. (See the section, *Using the Pop-Up Menu for Perl on page 189*, for more information.)

For detailed information about all of these functions, see the following sections:

- ◆ *[NerveCenter Functions for Poll Conditions on page 180](#)*
- ◆ *[AddNode\(\) Function on page 181](#)*
- ◆ *[AssignPropertyGroup\(\) Function on page 182](#)*
- ◆ *[DefineTrigger\(\) Function on page 182](#)*
- ◆ *[FireTrigger\(\) Function on page 184](#)*
- ◆ *[in\(\) Function on page 186](#)*
- ◆ *[NC::AlarmCounters on page 186](#)*
- ◆ *[String-Matching Functions on page 188](#)*

NerveCenter Functions for Poll Conditions

The functions discussed below are designed specifically for use in poll conditions.

delta()

Syntax: `delta(baseObject.attribute)`

Arguments: *baseObject.attribute* - The name of a MIB variable qualified by the name of its parent object, for example, `ifEntry.ifType`.

Description: Returns the difference between the value of *baseObject.attribute* retrieved by the previous poll and that retrieved by the current poll.

Example: This statement fires a trigger if the number of SNMP messages sent to a node without an acceptable community name has increased:

```
if (delta(snmp.snmpInBadCommunityNames) >= 1) {
    FireTrigger("authFail");
}
```

elapsed

Syntax: `elapsed`

Description: Returns the number of seconds that elapsed between the previous poll and the current poll.

Example: This statement fires a trigger if the poll detects interface traffic levels exceeding 80 percent of capacity:

```
if (((delta(ifEntry.ifInOctets) + delta(ifEntry.ifOutOctets))
 * 8) / (ifEntry.ifSpeed * elapsed) >= 0.801) {
    FireTrigger("highLoad");
}
```

not_present

Syntax: `not_present`

Description: Returns true if the poll is *not* able to read the value of the MIB attribute that precedes the function.

Example: This statement fires a trigger if the poll is unable to read the value of `system.sysDescr` from an agent's MIB:

```
if (system.sysDescr not_present) {
    FireTrigger("noAgent");
}
```

present

Syntax: present

Description: Returns true if the poll *is* able to read the value of the MIB attribute that precedes the function.

Example: This statement fires a trigger if the poll is able to read the value of ifInUcastPkts from an agent's MIB.

```
if (ifEntry.ifInUcastPkts present) {  
    FireTrigger("gotInUcastPkts");  
}
```

AddNode() Function

The AddNode() function adds a node to the NerveCenter managed node list. This function can be called from a poll condition, trap mask trigger function, or a Perl Subroutine alarm action.

Syntax: AddNode("*node name*");

Arguments: node name is the IP address of the node to add to the managed node list and must be a valid IP address enclosed in quotes, for example, "123.123.123.123".

Description: Adds a node to the NerveCenter managed node list, with the following attributes:

- ◆ The address assigned to the node will be the address specified for the node name.
- ◆ The node property group will be assigned to the "NCDefaultGroup"
- ◆ The node community string will be assigned the community string of the node for which the poll condition was executed.
- ◆ The node will be marked as 'managed' and 'not suppressed'
- ◆ The SNMP version of the node will be assigned the version of the node for which the poll condition was executed.
- ◆ No action is taken if a node of the same name already exists in the node list. No validation that the node name doesn't already exist is performed at compile time.

AssignPropertyGroup() Function

You use the `AssignPropertyGroup()` function to assign a property group to a node. The function can be called from a poll condition, a trap mask trigger function, or a Perl Subroutine alarm action. The node affected is the node being polled, the node from which a trap arrived, or the node associated with the trigger that caused an alarm transition (in the case of a Perl Subroutine action).

The syntax of the `AssignPropertyGroup()` function is shown below:

AssignPropertyGroup()

Syntax: `AssignPropertyGroup("propertyGroup")`

Arguments:

propertyGroup - The name of an existing property group.

Description: The function assigns a property group to a node.

Example: The example below shows the `AssignPropertyGroup()` function being used in a Perl Subroutine alarm action. If the variable `$DestStateSev` (which holds the name of the NerveCenter severity of the destination state) contains the string "Critical," the property group of the node associated with the trigger that caused the alarm transition is changed to `CriticalGrp`. The node will now be managed by a new set of behavior models.

```
if ($DestStateSev eq "Critical") {  
    AssignPropertyGroup("CriticalGrp")  
}
```

DefineTrigger() Function

The `DefineTrigger()` function enables you to create triggers which you can assign to variables and fire using `FireTrigger()` in NerveCenter Perl expressions. (In the scope of a subroutine, Perl requires you to define a variable before you can use it.)

You can use `DefineTrigger()` in NerveCenter anywhere that you write Perl expressions (except for Action Router rule conditions):

- ◆ Poll conditions
- ◆ Perl Subroutine alarm actions
- ◆ Mask trigger functions
- ◆ OpC mask trigger functions

As with triggers created with `FireTrigger()`, the triggers you create with `DefineTrigger()` are available in the trigger lists NerveCenter displays when you are defining alarm transitions, Perl subroutines, and Action Router rule conditions.

The syntax for the DefineTrigger() function is shown below:

DefineTrigger()

Syntax: DefineTrigger(*“name”*)

Arguments:

name - The name of the trigger in quotation marks.



NOTE

Trigger names can contain the following types of characters: alphanumeric, underscore, and hyphen. No other characters are allowed. The maximum length for trigger names is 255 characters.

Description: DefineTrigger() creates a trigger which you can assign to a variable and fire using FireTrigger().

Example one: The expression creates a trigger named “hello” which is assigned to a Perl variable “\$trig” and is then fired:

```
$Trig = DefineTrigger("hello")
FireTrigger($trig)
```

Example two: The following code excerpt is from a Perl subroutine (TestParentSetNode) associated with the downstream alarm suppression behavior models shipped with NerveCenter. \$TriggerFlag stores the name of the trigger to be fired which depends on the status of the parent node:

```
DefineTrigger('UnReachable');
DefineTrigger('Down');
DefineTrigger('Testing');
...
if( ($ParentStatus eq "Down" || $ParentStatus eq "UnReachable") &&
    $TriggerFlag eq "NotSet" )
{
    $TriggerFlag = "UnReachable";
}
elseif( $ParentStatus eq "Up" )
{
    $TriggerFlag = "Down";
}
elseif( $ParentStatus eq "Testing" && $TriggerFlag ne "Down" )
{
    $TriggerFlag = "Testing";
}
...
FireTrigger( $TriggerFlag );
```

FireTrigger() Function

The FireTrigger() function enables you to fire a trigger from anywhere in NerveCenter that you write Perl expressions:

- ◆ Poll conditions
- ◆ Perl Subroutine alarm actions
- ◆ Mask trigger functions
- ◆ OpC mask trigger functions
- ◆ Action Router rule conditions

You specify the name of the trigger and optionally its subobject attribute and node attribute.



CAUTION

In a poll condition FireTrigger function, the subobject and node values are supplied by the poll and can't be overridden. For this reason, you should not attempt to provide the subobject or node parameter when calling the FireTrigger function from a poll condition.

As with triggers created with DefineTrigger(), the triggers you create with FireTrigger() are available in the trigger lists NerveCenter displays when you are defining alarm transitions, Perl subroutines, and Action Router rule conditions.

The syntax for the FireTrigger() function is shown below:

FireTrigger()

Syntax: FireTrigger(*"name"*, [*subobject*], [*node*], [*delay time*])

Arguments:

name - The name of the trigger in quotation marks. Name can also be a Perl variable that is assigned a trigger using the DefineTrigger() function. For example:

```
$var=DefineTrigger("myTrigger");
FireTrigger($var);
```



NOTE

Trigger names can contain alphanumeric characters, underscores, and hyphens. No other characters are allowed. The maximum length for trigger names is 255 characters.

subobject - You can pass a subobject to FireTrigger() in one of two ways.

You can use a string literal, for example, "ifEntry.2".

Second, if you called `FireTrigger()` from a trigger function or a Perl subroutine, you can use the function `VbObject(n)`. This function returns the subobject associated with the *n*th variable binding in a trap or trigger.

**NOTE**

When firing a trigger from a mask trigger function, you can pass a subobject using the variable `$DefaultSubobject`, which contains the subobject associated with the first variable binding in the trap. `$DefaultSubobject` works only from a trap mask trigger function.

node - You can pass a node to `FireTrigger` in one of three ways.

First, you can use the variable `$NodeName`, which is the default for this argument. The variable value depends on the context in which it is used, as shown in [Table 9-1](#).

TABLE 9-1. The Value of `$NodeName`

If <code>\$NodeName</code> is used in a ...	Its value is ...
Poll condition	The name of the node that was polled.
Trap mask trigger function	The node name associated with the agent address in an SNMP trap.
Perl subroutine	The trigger's node attribute.

Second, include the name of the node in quotation marks, for example, “MyBestRouter” or “192.168.197.110”. This string *must* match the name of the node as it's listed in the NerveCenter Node List window.

Finally, if the node name you want to pass to `FireTrigger()` is in a trap's or a trigger's variable bindings, you can use the function `VbValue(n)` to retrieve that name. This function returns the value of the *n*th variable binding.

delay time - the number of seconds to wait prior to firing the indicated trigger. The delay time can vary between 0 and 2,147,483,647.

To specify a delay time without a subobject or noade name, use default value placeholders as follows:

```
FireTrigger( "myTrigger", $DefaultSubobject, $NodeName, delay time )
```

Description: `FireTrigger()` creates a trigger with the name, subobject, and node values that you supply.

Example: The following call generates a trigger with the name “trigger” and the default subobject and node:

```
FireTrigger( "trigger" );
```

in() Function

The `in()` function is available for use in poll conditions, trap mask trigger functions, Perl subroutines, and Action Router rule conditions.

`in()`

Syntax: `in(scalar, scalar, ...)`

Arguments:

scalar - An scalar value in a set of scalar values (often integers representing interface types).

Description: Returns true if the value of the attribute that precedes the function is found in the set of scalars in parentheses.

Example: This statement fires a trigger if a particular interface is part of a broadcast network:

```
if (ifEntry.ifType in (6,7,8,9,11,12,13,15,26,27)) {
    FireTrigger("broadcast");
}
```

NC::AlarmCounters

This is available for use in all Perl subroutines, trap masks, action router, and poll conditions.

Name

`NC::AlarmCounters`

Synopsis

```
NC::AlarmCounters->method(key => string, type => local|global, value
=> integer)
```

Description

A Perl based counter object. `NC::AlarmCounters` enables you to do the following in any Perl code in `NerveCenter`:

- ◆ Increment Alarm Counters by a number other than one
- ◆ Decrement Alarm Counters by a number other than one
- ◆ Create Alarm Counters
- ◆ Set Alarm Counters
- ◆ Retrieve Alarm Counters

Method

Method	Functionality
new	<p>Creates/initializes the counter.</p> <p>If no initial value is present, then the counter is set to zero.</p> <p>If the counter is global and it already exists, 'new' creates another view into the same counter</p> <p>Returns a reference to the new object</p>
incr	<p>Increments the counter.</p> <p>If no value is present, then increment the counter by one.</p> <p>Returns the new value of the counter.</p>
decr	<p>Decrements the counter.</p> <p>If no value is present, then Decrement the counter by one.</p> <p>Returns the new value of the counter.</p>
get	Retrieve the specified counter.
set	<p>Assigns a value to a counter.</p> <p>If no value is present, then the counter is set to zero.</p> <p>Returns the new value of the counter.</p>
clear	Deletes counter and frees up memory

Arguments

Parameter	Values	Description
key	string	Optional parameter; If not specified, defaults to \$AlarmInstanceID
type	local or global	<ul style="list-style-type: none"> ◆ If 'local' is specified, the \$AlarmInstanceID is appended to the key, thus making it 'local' to the Alarm Instance. ◆ If 'global' is specified, no modification is made to the key so that it may be easily accessed via other Alarm Instances. <p>The default setting is 'local'.</p>
value	integer	<p>The value to update the counter with</p> <ul style="list-style-type: none"> ◆ If the counter already exists (and this is another view) and no value is present, the existing value is retained. ◆ If no value is specified and the counter is new, then it is initialized with zero.

Examples

To use the counter functionality in NerveCenter Perl components, include the following:

```
use NC::AlarmCounters;
```

To create a localized counter with the value of 5. This counter is only available in the alarm instance it was created in.

```
my $local_counter = NC::AlarmCounters->new( value => 5 );
```

To create a global counter named errors. Default value is zero. This counter is available through any Perl component.

```
my $global_counter = NC::AlarmCounters->new( key => 'errors', type =>
'global' );
```

To create another view at the global counter errors. Modifying \$alternate_counter also affects \$global_counter.

```
my $alternate_counter = NC::AlarmCounters->new( key => 'errors', type
=> 'global' );
```

To increment the global counter named error. Store new value in \$current_value. Note that no key is necessary because \$global_counter is already defined with a key upon creation.

```
my $current_value = $global_counter->incr();
```

To decrement the local counter by 5. Note that the counter's locality and key are not necessary, as they were determined at the time of creation.

```
$local_counter->decr( value => 5 );
```

To clear out counter when not needed.

```
$local_counter->clear();
$global_counter->clear();
```

String-Matching Functions

NerveCenter provides four string-matching functions (Perl subroutines), which can be used in poll conditions, trap mask trigger functions, OpC trigger functions, Perl subroutines, and Action Router rules. These functions enable you to determine whether a string contains a substring or a word.

For example, you could use the following poll condition to test a system attribute.

```
if (ContainsWord (system.sysDescr, "Description"))
{
FireTrigger ("TriggerName")
}
```

Note that the substring is enclosed in quotation marks to denote that this is a literal string, whereas the system attribute `system.sysDescr` does not require quotation marks.

You can precede any of the functions with a `!` to negate the value.

Following is a description of each string-matching function:

CaseContainsString()

Syntax: `CaseContainsString(string, substring)`

Description: Returns true if *string* contains *substring*. The match is case sensitive.

CaseContainsWord()

Syntax: `CaseContainsWord(string, word)`

Description: Returns true if *string* contains *word*, and *word* begins and ends on a word boundary. The match is case sensitive.

ContainsString()

Syntax: `ContainsString(string, substring)`

Description: Returns true if *string* contains *substring*. The match is case insensitive.

ContainsWord()

Syntax: `ContainsWord(string, word)`

Description: Returns true if *string* contains *word*, and *word* begins and ends on a word boundary. The match is case insensitive.

Using the Pop-Up Menu for Perl

There are five different tasks in NerveCenter that require you to write Perl code:

- ◆ Creating a poll condition
- ◆ Creating a trap mask trigger function
- ◆ Creating an OpC mask trigger function
- ◆ Creating a Perl subroutine that will be executed by the Perl Subroutine alarm action
- ◆ Creating an Action Router rule condition

For each of these tasks, you can use not only Perl 5, but some NerveCenter functions and variables that are appropriate to the task. For instance, if you're writing a trap mask trigger function, you can use NerveCenter functions to retrieve information about the variable bindings in the trap that

caused the trigger function to be called. You can also use NerveCenter variables that contain information about the contents of the trap.

What functions and variables are available to you depends on the task you're performing. Therefore, NerveCenter provides a pop-up menu in the editing area for each task that indicates which functions and variables are applicable in that situation. *Figure 9-2* shows the pop-up menu as it appears in the editing area used to create a trap mask trigger function.

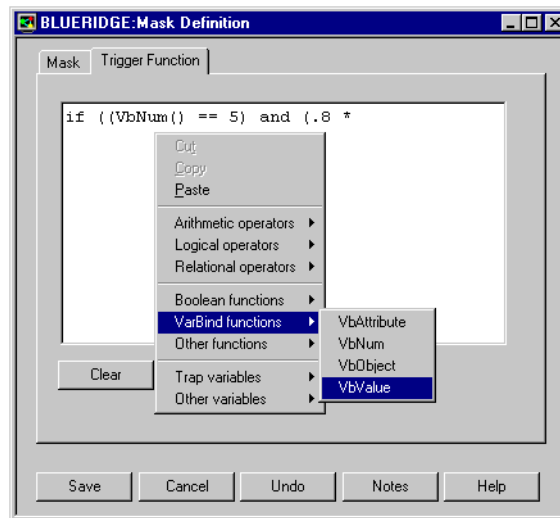


FIGURE 9-2. Pop-Up Menu for Perl

The submenu being displayed lists all the variable-binding functions.



NOTE

In addition to listing NerveCenter functions and variables, the pop-up menus also list Perl's arithmetic, logical, and relational operators.

Besides serving as documentation, these pop-up menus enable you to enter text in an editing area at the point of the cursor. For example, if you were working in the trigger-function window shown above, selecting the menu entry `VbValue` would cause the characters `"VbValue("` to be written to the editing area.

To make this discussion more concrete, let's look at an example. Let's say that you want to write the following trigger function:

```
if ($NodeName ne "troublemaker") {
    FireTrigger("gotIt");
}
```

TO WRITE THIS TRIGGER FUNCTION, YOU WOULD

1. Open the Mask Definition window, and go to the Trigger Function page.
 2. Left-click in the Trigger Function editing area, and type **if** (.
 3. Press the right mouse button, select the **Trap variables** submenu, and select **\$NodeName** from that submenu.
 4. Press the right mouse, select the **Relational operators** submenu, and select **ne** from that submenu.
 5. Type **"troublemaker")** {; then, enter a new line and four spaces.
 6. Press the right mouse button, select the **Other functions** submenu, and select **FireTrigger** from that submenu.
 7. Type in the remainder of the trigger function.
-

Examples of Poll Conditions

This section presents a number of sample poll conditions and explains how the poll conditions work.

Example 1

```
if (system.sysLocation eq "Building 6" and
system.sysObjectID == 1.3.6.1.4.1.9.1) {
    AssignPropertyGroup("Cisco6");
}
```

This poll condition checks to see whether a device is located in Building 6 and whether it is a Cisco product. If the device meets these conditions, it is assigned the property group Cisco6.

Example 2

```
if (ifEntry.ifType present and
    ifEntry.ifSpeed present and
    ifEntry.ifInOctets present and
    ifEntry.ifInUcastPkts present and
    ifEntry.ifInNUcastPkts present and
    ifEntry.ifInDiscards present and
    ifEntry.ifInErrors present and
    ifEntry.ifOutOctets present and
    ifEntry.ifOutUcastPkts present and
    ifEntry.ifOutNUcastPkts present and
    ifEntry.ifOutDiscards present and
    ifEntry.ifOutErrors present) {
    FireTrigger("ifData");
}
```

This poll condition is true as long as the poll is able to read the values of these interface variables from an agent's MIB.

This type of poll condition is useful if you want to gather MIB data that you'll use later in generating a report. For example, if a poll fires an ifData trigger after this poll condition is evaluated, that trigger will contain a list of variable bindings that contains the name and value of each of these attributes. If that trigger causes an alarm transition that has associated with it a Log to File action, these names and values will be written to a log file. That log file can then be used as input to a reporting tool.

Example 3

```
if ((delta(ifEntry.ifInErrors) + delta(ifEntry.ifInDiscards) +
    delta(ifEntry.ifOutErrors) + delta(ifEntry.ifOutDiscards) - 0.05 *
    (delta(ifEntry.ifInErrors) + delta(ifEntry.ifInDiscards) +
    delta(ifEntry.ifOutErrors) + delta(ifEntry.ifOutDiscards) +
    delta(ifEntry.ifInUcastPkts) + delta(ifEntry.ifInNUcastPkts) +
    delta(ifEntry.ifOutUcastPkts) + delta(ifEntry.ifOutNUcastPkts))
    > 0) == 1) {
    FireTrigger("highErrorRate");
}
```

This poll condition is true if the percentage of discarded packets on an interface is greater than five percent during a given polling interval. This is a good example of how to use the delta function.

Example 4

```
if (ifEntry.ifType in (37)) {  
    FireTrigger("typeATM");  
}
```

This poll condition evaluates to true if an interface's `ifType` attribute equals 37. In other words, the condition is true if the interface is an ATM interface. Obviously, this type of poll condition is useful for classifying interfaces.

Example 5

```
if (((delta(ifEntry.ifInOctets) + delta(ifEntry.ifOutOctets) -  
0.00125 * elapsed * ifEntry.ifSpeed > 0) &&  
(ifEntry.ifType in (6,7,8,9,11,12,13,15,26,27))) == 1 or  
((delta( ifEntry.ifInOctets ) + delta(ifEntry.ifOutOctets) -  
0.09375 * elapsed * ifEntry.ifSpeed > 0) &&  
!( ifEntry.ifType in (6,7,8,9,11,12,13,15,24,26,27)))) == 1) {  
    FireTrigger("highLoad");  
}
```

This poll condition uses the `delta`, `elapsed`, and `in` functions. It determines whether, during the last poll interval, the traffic on an interface on a broadcast network was greater than 1 percent or whether the traffic on an interface on a point-to-point network was greater than 75 percent.

Documenting a Poll

This section explains how to add documentation (notes) to a poll and what should be covered in that documentation.

- ◆ *How to Create Notes for a Poll on page 194*
- ◆ *What to Include in Notes for a Poll on page 196*

How to Create Notes for a Poll

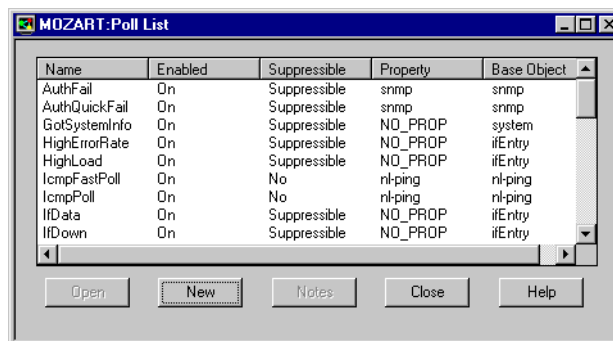
You can add notes to a poll by following the procedure outlined in this subsection.

TO ADD NOTES TO A POLL



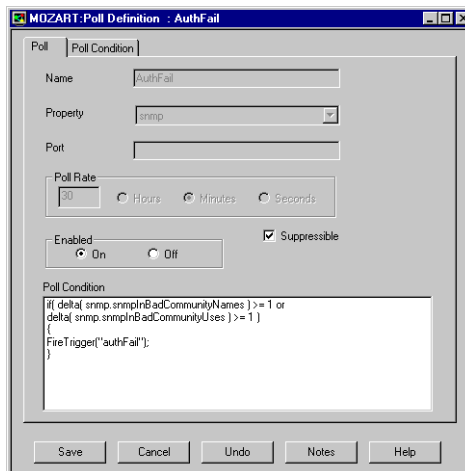
1. From the client's **Admin** menu, choose **Poll List**.

NerveCenter displays the Poll List window.

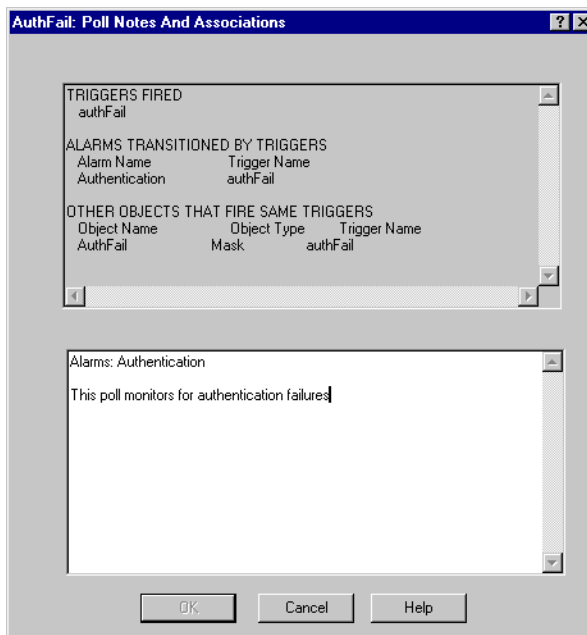


2. Select the poll you want to add a note to from the list.
3. Make sure that your poll is not enabled.
4. Select the **Open** button.

The Poll Definition window is displayed.



- In the Poll Definition window select the **Notes** button.
The Poll Notes and Associations dialog is displayed.



6. Enter your documentation for the poll by typing in this dialog. See the section *What to Include in Notes for a Poll on page 196* for information on what type of information you should enter here.
 7. Select the **OK** button at the bottom of the Poll Notes and Associations dialog.
The Poll Notes and Associations dialog is dismissed.
 8. Select the **Save** button in the Poll Definition window.
Your notes are saved to the NerveCenter database. They can now be read by anyone who opens the definition for your alarm and selects the Notes button.
-

What to Include in Notes for a Poll

The top pane of the Notes and Associations dialog box contains read-only information about the poll. This data is retrieved from the NerveCenter database and, therefore, may change from time to time when the poll's definition is modified in the database.

This information includes:

- ◆ Triggers that are fired by the poll.
- ◆ Which alarms are transitioned by these triggers.
- ◆ What other NerveCenter objects fire the same triggers.

The bottom pane contains a general description of the poll and any useful information. Users with administrator rights can add or edit this field when creating or customizing polls. Comments should include anything other users might find helpful to know about NerveCenter polls. Following are some suggestions:

- ◆ Purpose of the poll
- ◆ Associated alarms
- ◆ Description of the poll condition
- ◆ The poll's property

For example, let's consider the poll definition shown in *Figure 9-3*.

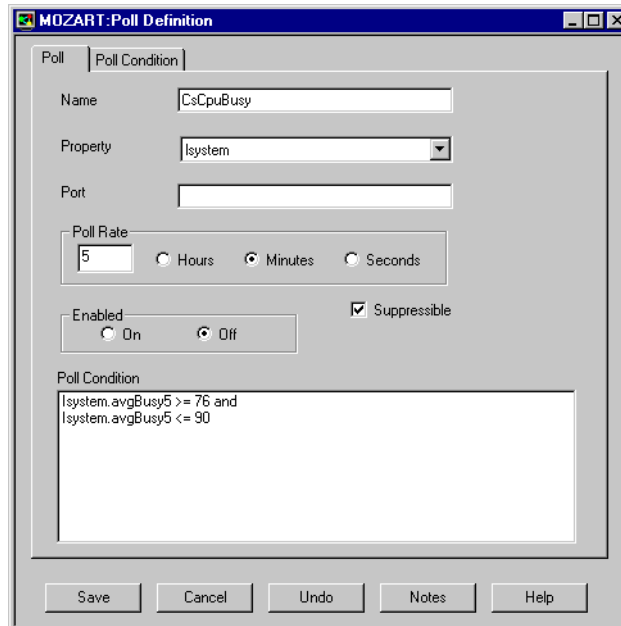


FIGURE 9-3. CsCpuBusy Poll

The notes for this poll should look something like this:

Purpose: Detects a busy CPU on a Cisco device

Related alarms: CsCpuUtilization. This alarm tracks CPU utilization on a Cisco device and characterizes it as normal, high, or very high. This poll's trigger, CsCpuBusy, causes a transition from Ground to High.

Poll Condition: If the value of lssystem.avgBusy5 is between 76 and 90, the poll fires its true trigger. The variable avgBusy5 contains an average percentage of CPU utilization. This average is a five-minute exponentially decayed moving average.

Property: lssystem

Enabling a Poll

For a poll to become functional, several conditions must be met:

- ◆ The poll must be enabled.
- ◆ The poll's property must be in the property group associated with one or more nodes, and if those nodes are suppressed, the poll must not be suppressible.
- ◆ There must be an enabled alarm with a *pending* state transition that can be affected by the poll.

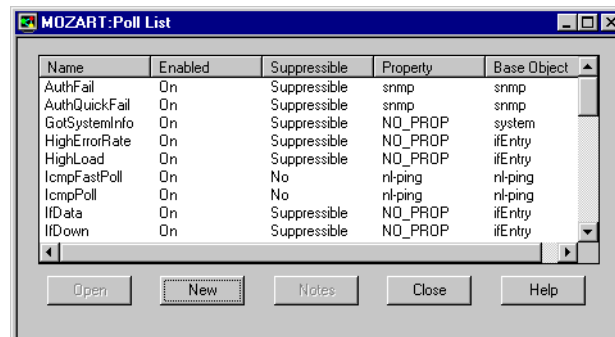
This section explains how to enable a poll.

TO ENABLE A POLL



1. From the client's **Admin** menu, choose **Poll List**.

NerveCenter displays the Poll List window.

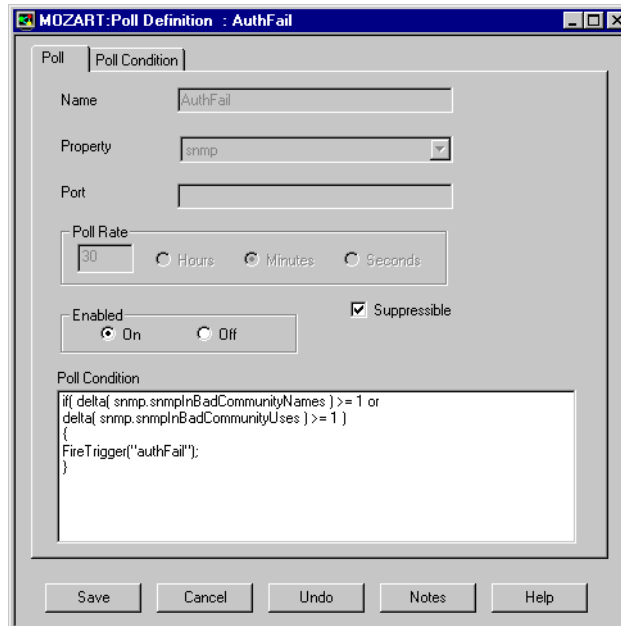


2. Select the poll you want to enable from the list.

The Open button becomes enabled.


3. Select the **Open** button.

The Poll Definition window is displayed and shows the definition of the poll you selected.



4. Select the **On** radio button in the **Enabled** frame.
5. Select the **Save** button.

The poll is now enabled.

 **TIP**

You can also enable a poll by selecting the poll in the Poll List window, pressing the right mouse button while your cursor is over the entry for the poll, and choosing **On** from the popup menu.

Trap masks give you the ability to screen SNMP traps sent by managed nodes and received by NerveCenter for traps of interest. This chapter explains in detail how to define and use trap masks. Refer to the following sections:

Section	Description
<i>About Trap Masks on page 202</i>	Overviews the role trap masks play in behavior models.
<i>How NerveCenter Decodes SNMP v2c/v3 Traps on page 203</i>	Describes the mechanics of how NerveCenter decodes v2c/v3 SNMP traps.
<i>How NerveCenter Decodes ICMP Events on page 204</i>	Describes how NerveCenter decodes ICMP events.
<i>Listing Trap Masks on page 204</i>	Explains how to display a list of the trap masks currently defined in the NerveCenter database.
<i>Defining a Trap Mask on page 207</i>	Explains how to create a new trap mask.
<i>Writing a Trigger Function on page 212</i>	Explains how write a trap-mask trigger function, a Perl script that fires triggers conditionally, based on the contents of a trap's variable bindings or some other information in the trap.
<i>Documenting a Trap Mask on page 220</i>	Explains how to write notes (documentation) for a trap mask.
<i>Enabling a Trap Mask on page 225</i>	Explains how to turn a trap mask on and off.

About Trap Masks

Figure 10-1 depicts the role that a trap mask plays in a behavior model.

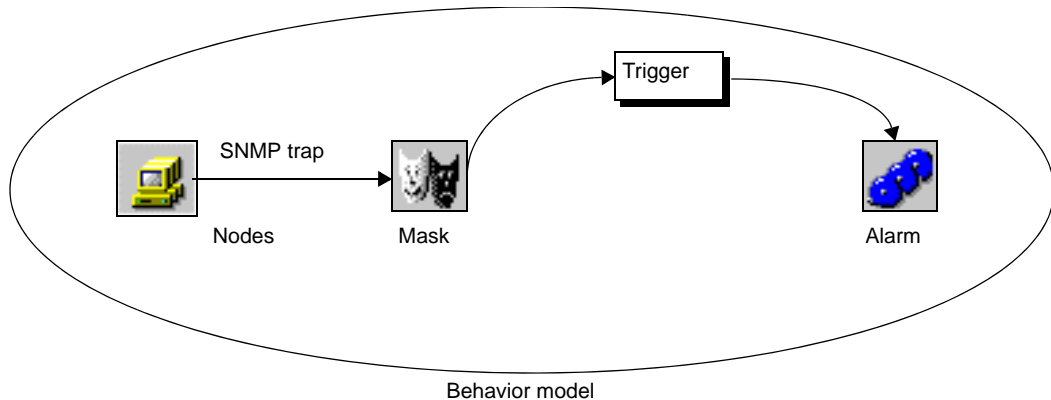


FIGURE 10-1. Role of a Trap Mask in a Behavior Model

Note that a trap mask is like a poll in that it is tied to one or more alarms by the triggers it can fire. If there are no pending alarm transitions that the mask can affect, the mask is disabled in the sense that it will not be applied to any incoming SNMP traps.

Assuming that the mask can affect an alarm transition, the mask is applied to SNMP traps as they arrive and determines whether it should fire a trigger in response to the trap. A mask can fire a trigger in one of two ways:

- ♦ A trap mask can fire a simple trigger. A mask designed to fire this type of trigger looks only at the Enterprise, Generic trap, and Specific trap fields in a trap's Protocol Data Unit (PDU). If these fields meet predefined conditions, the mask fires a trigger. All the triggers that this mask ever fires will have the same name.
- ♦ A mask can also fire a trigger from a trigger function by calling the `FireTrigger()` function. This type of mask looks at the fields mentioned above to determine whether it should call its trigger function. If called, this trigger function generally looks at the trap's variable bindings and may fire one of several triggers depending on the contents of the variable bindings.

If a mask fires a trigger, that trigger interacts with the alarm system just as a trigger fired by a poll does. If the necessary attributes of the trigger match the corresponding attributes of a pending alarm transition, a state transition occurs.

How NerveCenter Decodes SNMP v2c/v3 Traps

Because SNMP v2c/v3 traps use a different architecture that extends security and administration, the mechanics of how NerveCenter receives an SNMP v2c/v3 trap is different than how it receives an SNMP v1 trap.

When an SNMPv3 trap is received by the NerveCenter Server, it attempts to decode the trap. If the SNMP engine sending the trap is not registered with NerveCenter, then NerveCenter installs the engine.

If the user name that is listed in the trap's header does not match NCUser, NerveCenter outputs a 'Configuration Mismatch' error in the V3 Operation Error Status field of the Node Definition window (SNMP page) and stops attempting to decode the trap.

Next, if the user name matches and the security level is other than NoAuthNoPriv, NerveCenter tries to decode the trap with an MD5 authority protocol and a DES privacy protocol. Should decoding fail, NerveCenter uses the SHA authority protocol. When this fails, NerveCenter outputs a 'Configuration Mismatch' error and stops attempting to decode the trap.

Finally, if the authorization/privacy portion of the trap decode is successful, then NerveCenter checks for the v3 trap's context. If the context fails, NerveCenter outputs a 'Configuration Mismatch' error and stops attempting to decode the trap.

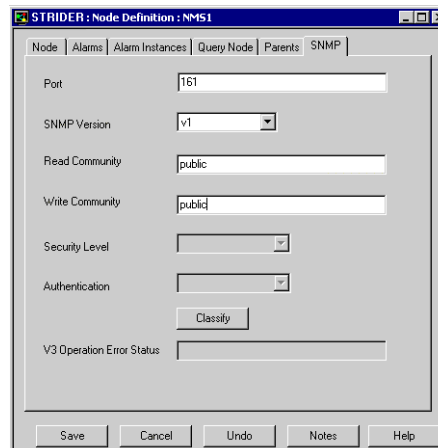


FIGURE 10-2. V3 Operation Error Status Field of the SNMP Tab

For more information about SNMP v3 in NerveCenter, see [Chapter 7, Configuring SNMP Settings for Nodes](#).

How NerveCenter Decodes ICMP Events

When ICMP event processing is enabled, each ICMP message received is transposed to an SNMP v1 trap and made available for processing. Such traps are built with a defined set of attributes, and the varbinds are prepared using the attributes of the nl-ping base object. This trap, nl-icmp-event, is defined in the NETLABS-PING-MIB file (nl-ping.asn1).

```
nl-icmp-event TRAP-TYPE
  ENTERPRISE openservice-- "1.3.6.1.4.1.78
  VARIABLES { nl-ping-response, nl-ping-uctype, nl-ping-ucode,
              nl-ping-roundtrip, nl-ping-senderip, nl-ping-originip }
  DESCRIPTION "ICMP event parameters formatted as SNMPv1 Trap"
  ::= 1000
```

The definition of nl-icmp-event can be used to construct a trap mask, as per any other defined SNMP notification. Handling and processing proceeds identically to the manner given for SNMP Trap events.



NOTE

A recommended trap mask definition for handling nl-icmp-event trap occurrences can be found in the importable model ICMP-Event-Processing. This model loads the NC-ICMP-Event trap mask as well as a sample alarm, NC-PingMonitor.

Listing Trap Masks

This section explains how to display a list of the trap masks currently defined in the NerveCenter database. The section also explains how to view the definition of a particular trap mask.

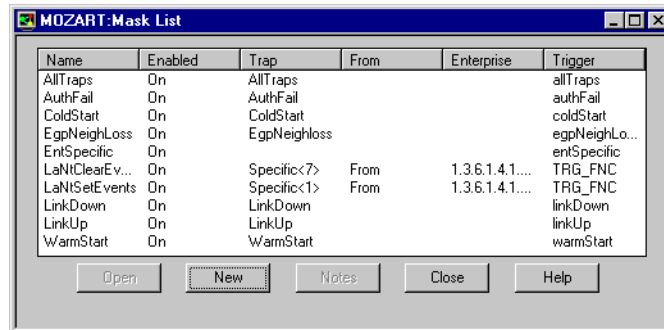
For information on creating a new trap mask, see [Defining a Trap Mask on page 207](#).

TO DISPLAY A LIST OF TRAP MASKS AND THEN DISPLAY A PARTICULAR MASK'S DEFINITION



1. From the client's **Admin** menu, choose **Mask List**.

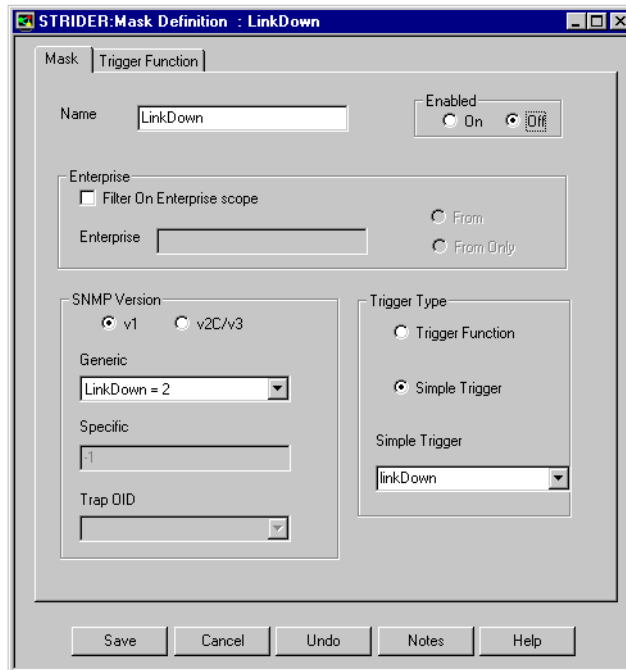
The Mask List window is displayed.



This window lists all NerveCenter masks and provides a brief definition of each. For each mask, the window specifies a name and the following information:

- ◆ Whether the mask is currently enabled
 - ◆ The generic trap the mask is looking for
 - ◆ The enterprise from which the trap must come before the mask will fire a trigger
 - ◆ The name of the mask's simple trigger or an indication that the mask uses a trigger function
2. Select a mask from the mask list.
 3. Select the **Open** button

NerveCenter displays the Mask Definition window.



The mask defined in this figure is named LinkDown. It is looking for a generic trap 2 from any managed node and will fire the simple trigger linkDown if it finds one.

Defining a Trap Mask

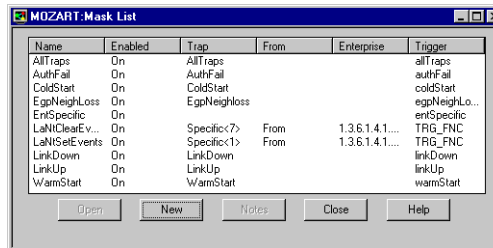
This section outlines the procedure for creating a trap mask.

TO DEFINE A NEW TRAP MASK



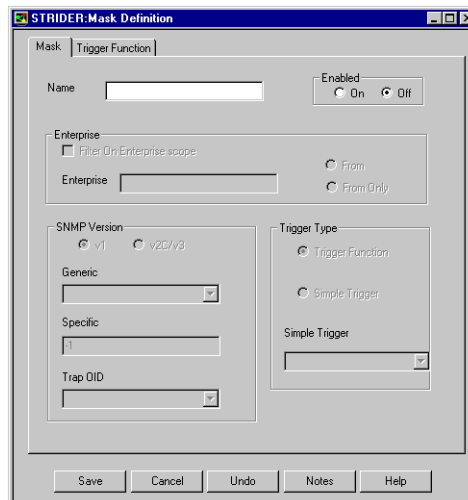
1. From the client's **Admin** menu, choose **Mask List**.

The Mask List window is displayed.



2. Select the **New** button.

The Mask Definition window appears.



3. In the **Name** text field, type a unique name for the trap mask.

**NOTE**

The maximum length for trap mask names is 255 characters.

**TIP**

A trap mask name should describe the type of trap the mask is looking for, for example, “ColdStart.”

- From the **Generic** list box, select a generic trap type.

Before a trap mask can fire a trigger, the value of this field must match the value of a trap’s Generic trap field, which may contain any of the enumeration constants shown in the following table:

Constant	Meaning
coldStart (0)	Signifies that the sending protocol entity is re-initializing itself such that the agent’s configuration or the protocol entity implementation must be altered.
warmStart (1)	Signifies that the sending protocol entity is re-initializing itself such that neither the agent configuration nor the protocol entity implementation is altered.
linkDown (2)	Signifies that the sending protocol entity recognizes a failure in one of the communication links represented in the agent’s configuration. The trap PDU of type linkDown contains as the first element of its variable bindings the name and value of the ifIndex instance for the affected interface.
linkUp (3)	Signifies that the sending protocol entity recognizes that one of the communication links represented in the agent’s configuration has come up. The trap PDU of type linkUp contains as the first element of its variable bindings the name and value of the ifIndex instance for the affected interface.
authenticationFailure (4)	Signifies that the sending protocol entity is the addressee of a protocol message that is not properly authenticated.
egpNeighborLoss (5)	Signifies that an EGP neighbor for whom the sending protocol entity was an EGP peer has been marked down and that the peer relationship no longer exists. The trap PDU of type egpNeighborLoss contains as the first element of its variable bindings the name and value of the egpNeighAddr instance for the affected neighbor.
enterpriseSpecific (6)	Signifies that the sending protocol entity recognizes that some enterprise-specific event has occurred. The Specific trap field identifies the particular trap that occurred.

**NOTE**

The above definitions are taken from RFC1157.

If you select EntSpecific = 6 (an enterprise specific trap), the Specific text field is enabled, and you must enter a vendor-specific trap number in that field.

If you select AllTraps = -1, the mask will disregard the contents of each trap's Generic trap field when looking for traps of interest. That is, any generic trap type in the trap meets the trap mask's requirement.

5. If you want the trap mask to examine the contents of a trap's Enterprise field, follow these directions:
 - a. Select the **Filter on Enterprise scope** checkbox.
Controls in the **Enterprise** group box become enabled.
 - b. Select one of the following radio buttons:
 - ◆ **From**—specify that the trap's Enterprise field must contain an OID that either matches the OID in your mask's Enterprise field, or is subordinate to it.
 - ◆ **From Only**—indicate that the trap's enterprise must match the mask's enterprise exactly.
 - c. In the **Enterprise** text field, enter an OID, or a name that maps to an OID.
6. If the trap NerveCenter will process is an SNMP version 2c or 3 trap, select the **v2C/v3** radio button.
7. For SNMP v1 traps, if your mask's generic trap type is 6 (enterprise specific), enter a vendor-specific trap number in the **Specific** text field.

Before the mask can fire a trigger, the number you enter in the **Specific** field must match the value of a trap's Specific trap field.

**TIP**

To determine what enterprise specific traps an SNMP agent can produce, consult the vendor's ASN.1 files or other documentation.

8. For SNMP v2c or v3 traps, enter the trap OID.

You can select one of the OID values, choose All Traps, or type the value for a particular enterprise trap OID. SNMP v3 trap OID values map to generic traps as shown below.

Trap	Generic Value	SnmpTrapOID.0
coldStart	0	1.3.6.1.6.3.1.1.5.1
warmStart	1	1.3.6.1.6.3.1.1.5.2
LinkDown	2	1.3.6.1.6.3.1.1.5.3
linkUp	3	1.3.6.1.6.3.1.1.5.4
AuthFail	4	1.3.6.1.6.3.1.1.5.5
EgpNeighLoss	5	1.3.6.1.6.3.1.1.5.6

9. Select one of the **Trigger Type** radio buttons:

- ◆ **Simple Trigger**—if the values in your mask’s Generic, Enterprise, and Specific fields are sufficient to define the trap you are looking for.
- ◆ **Trigger Function**—if you need to specify additional information: for example, the values of variable bindings.

If you select the **Simple Trigger** radio button, the **Simple Trigger** combo box is enabled.

10. In step 9, if you selected:

- ◆ **Simple Trigger**—enter a trigger name in the **Simple Trigger** field. You can either type in the name of a new trigger or choose a trigger from the list of existing triggers.
- ◆ **Trigger Function**—perform the following:

- a. Select the **Trigger** function tab, and enter a trigger function on the **Trigger Function** page.

This trigger function is a Perl subroutine that you can use to check the values of variable bindings or examine other pertinent information and to fire appropriate triggers. For complete information on writing trigger functions, see the section [Writing a Trigger Function on page 212](#).

- b. If you want to use the shared Perl interpreter, select the **Execute Perl in Global Space** checkbox.

**NOTE**

If you select Execute Perl in Global Space, the poll condition executes in a shared Perl interpreter. You can use Global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines, however, Perl intensive poll conditions may impede NerveCenter's performance.

If you do not select Execute Perl in Global Space, the poll condition executes in a Perl interpreter dedicated to poll conditions. This will improve NerveCenter's performance, however you cannot use global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines.

For more information about the various Perl interpreters, see [NerveCenter and Perl on page 55](#).

11. Select the **Save** button at the bottom of the Mask Definition window to save your mask.

**TIP**

Remember that you must enable the trap mask (by setting Enabled to On) before using it in a behavior model. While the mask is disabled, it is not used in the examination of any incoming traps. This means that any behavior models that use this trap mask as the sole source of triggers are also disabled.

Writing a Trigger Function

If a mask cannot describe the type of trap it is looking for by specifying the Generic trap contents, Enterprise, and Specific trap fields, it must use a trigger function. This Perl function can include additional conditions that the trap must meet, and it can fire different triggers as appropriate.

Most trigger functions are very similar in structure. They follow this pattern:

```
if (condition1) {  
    FireTrigger(arguments);  
}  
elseif (condition2) {  
    FireTrigger(arguments);  
}  
else {  
    FireTrigger(arguments);  
}
```

The conditions, which can be arbitrarily complex, generally test the contents of a trap's variable bindings. However, they can test other information as well; for example, a condition can determine whether a trap came from a particular node. The FireTrigger() function fires a trigger, whose name, subobject, and node you can control.



NOTE

The maximum length for trigger names is 255 characters.

To assist you in writing trigger functions, NerveCenter provides:

- ♦ A set of functions that enable you to examine the contents of a trap's variable bindings and to fire triggers, among other things
- ♦ A set of predefined variables that give you access to information about the trap you're examining, such as the community string in the trap's SNMP message
- ♦ A pop-up help menu in the trigger function editing area that lists all the NerveCenter functions and variables available for use in a trigger function.

For further information about these predefined functions and variables and the pop-up help menu, see the following sections:

- ♦ [Functions for Use in Trigger Functions on page 213](#)
- ♦ [Variables for Use in Trigger Functions on page 217](#)
- ♦ [Using the Pop-Up Menu for Perl on page 189](#)

Also, see the section [Examples of Trigger Functions on page 217](#). This section presents several sample trigger functions that show a number of the functions and variables being used in context.

Functions for Use in Trigger Functions

NerveCenter provides a number of functions (actually Perl subroutines) that facilitate the writing of trigger functions. The list below indicates what types of functions are available and where you can find detailed information about each function:

- ◆ **Variable-binding functions.** These functions enable you to determine the number of variable bindings in a trap's variable-binding list and to obtain information about each variable binding. For instance, you can retrieve the subobject and attribute associated with a variable-binding object and the value of a variable-binding object.

For reference information about these functions, see the section [Variable-Binding Functions on page 214](#).

- ◆ **AddNode().** This function enables you to add a node to the NerveCenter managed node list from a NerveCenter Perl expression.

For reference information about this function, see the section [AddNode\(\) Function on page 216](#).

- ◆ **String-matching functions.** These functions enable you to determine whether a string contains another string or a particular word. The functions are useful in conditions that test the value of a variable binding for a substring.

For reference information about these functions, see the section [String-Matching Functions on page 188](#).

- ◆ **DefineTrigger().** This function enables you to create triggers which you can assign to variables and fire using FireTrigger() in NerveCenter Perl expressions.

For reference information about this function, see the section [DefineTrigger\(\) Function on page 182](#).

- ◆ **FireTrigger().** This function enables you to fire a trigger from your trigger function. You can specify the name, subobject, and node attributes of the trigger.

For reference information about this function, see the section [FireTrigger\(\) Function on page 184](#).

- ◆ **AssignPropertyGroup().** This function enables you to assign the node that sent a trap to a property group.

For reference information about this function, see the section [AssignPropertyGroup\(\) Function on page 182](#).

- ◆ **NC::AlarmCounters.** This function enables you to do any of the following: increment alarm counters by a number other than one, decrement alarm counters by a number other than one, create alarm counters, set alarm counters, and retrieve alarm counters. For reference information about this function, see the section *NC::AlarmCounters on page 186*.

NC::AlarmCounters are independent of and not related to the alarm action Alarm Counter. See *Alarm Counter on page 301* for details.

- ◆ **in().** This function enables you to determine whether one scalar value is in a set of scalar values.

For reference information about this function, see the section *in() Function on page 186*.

Variable-Binding Functions

Before looking at the variable-binding functions, let's make sure that we're using the same terminology.

When a trap arrives, NerveCenter looks at the trap's variable bindings and, for each variable binding, it sees an object and a value.

Object	Value
1.3.6.1.2.1.1.1.0	"Windows Workstation"

FIGURE 10-3. Variable Binding

In this case, the object is the OID encoding of the object type (sysDescr) plus an instance, and the value is a string that describes the system.

When NerveCenter sees this variable binding, it stores the following information. The portion of the OID that corresponds to the system group is stored as the binding's *base object*, and the instance (0) is stored as the binding's *instance*. When concatenated, the base object and the instance form what NerveCenter calls a *subobject*.

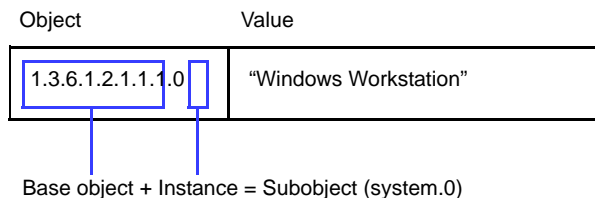


FIGURE 10-4. Base Objects, Instances, and Subobjects

The variable `sysDescr` is stored as the binding's *attribute*.

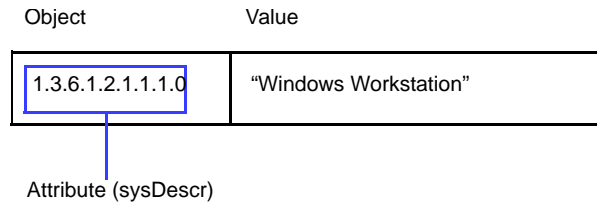


FIGURE 10-5. Attributes

Finally, the value "Windows Workstation" is stored as the binding's *value*.

The variable-binding functions give you access to a binding's subobject, attribute, and value. There's also a function that returns the number of variable bindings in a trap or trigger.

Each of the variable-binding functions is explained below:

VbAttribute()

Syntax: `VbAttribute(index)`

Description: Returns the attribute from the variable binding with an index of *index*. The first variable binding has an index of 0.

VbNum()

Syntax: `VbNum()`

Description: Returns the number of variable bindings in the trap's variable-binding list.

VbObject()

Syntax: `VbObject(index)`

Description: Returns the subobject from the variable binding with an index of *index*. The first variable binding has an index of 0.

VbValue()

Syntax: `VbValue(index)`

Description: Returns the value from the variable binding with an index of *index*. The first variable binding has an index of 0.

AddNode() Function

The AddNode() function adds a node to the NerveCenter managed node list. This function can be called from a poll condition, trap mask trigger function, or a Perl Subroutine alarm action.

Syntax: AddNode("*node name*");

Arguments: node name is the ip address of the node to add to the managed node list and must be a valid IP address enclosed in quotes, for example, "123.123.123.123".

Description: Adds a node to the NerveCenter managed node list, with the following attributes:

- ◆ Node name must be a valid IP address enclosed in quotes (for example "192.168.1.1").
- ◆ The address assigned to the node will be the address specified for the node name.
- ◆ The node property group will be assigned based on the enterprise ID indicated by the trap.
- ◆ The node community string will be assigned based on the community indicated by the trap.
- ◆ The node will be marked as 'managed' and 'not suppressed'
- ◆ The SNMP version of the node will be assigned based on the version of the trap received. A version 1 trap will create a version 1 node, a V2C trap will create a V2C node.
- ◆ No action is taken if a node of the same name already exists in the node list. No validation that the node name doesn't already exist is performed at compile time.

Variables for Use in Trigger Functions

NerveCenter defines several variables for use in trap mask trigger functions. For the most part, these variables contains the values of the fields in a trap's Protocol Data Unit (PDU), with the exception of the variable bindings.

The complete list of variables that you can use in a trap mask trigger function is shown in [Table 10-1](#):

TABLE 10-1. Variables Used in Trigger Functions

Variable	Description
\$NodeName	The name of the node that was the source of the trap
\$TrapPduAgentAddress	The IP address of the SNMP agent that sent the trap
\$TrapPduCommunity	The community name included in the SNMP message
\$TrapPduEnterprise	An OID representing the object that generated the trap
\$TrapPduGenericNumber	The generic trap type
\$TrapPduSpecificNumber	A specific trap code
\$TrapPduTime	The time, in hundredths of a second, between the last initialization of the network entity and the generation of the trap

Examples of Trigger Functions

This section presents several trigger functions and explains what the functions do.

Example 1

```
if ($NodeName ne "troublemaker") {  
    FireTrigger("gotIt");  
}
```

If the node that sent the trap is any node except troublemaker, issue a trigger named gotIt. This example would be useful if you had a device sending inappropriate traps. The trigger function would allow you to pay attention to a trap only when it came from other, more dependable, devices.

Example 2

```
if (system.sysContact eq "Tom Jones") {  
    FireTrigger("jonesJob");  
} else {  
    FireTrigger("otherAdmin");  
}
```

If the first variable binding containing the `sysContact` attribute has the value “Tom Jones,” a `jonesJob` trigger is issued. Otherwise, an `otherAdmin` trigger is issued.

Example 3

```
if (snmp.snmpInBadCommunityNames > 25) {  
    FireTrigger("tooManyIntrusions", VbObject(2));  
}
```

If the `snmpInBadCommunityNames` attribute is found in one of the variable bindings, its value is checked. If there were at least 26 attempts to communicate with the trap’s node without the proper community string before the trap was issued, a `tooManyIntrusions` trigger is issued. The subobject assigned to the trigger is the subobject associated with the third variable binding.

This would be an effective way to ignore authorization traps until they became significant.

Example 4

```
if (ContainsString(VbValue(2)), "crucial message") {  
    FireTrigger("trig");  
}
```

If the third variable binding, assumed here to be defined as a `DisplayString`, contains the string “crucial message,” the trigger `trig` is generated. This type of trigger function is useful when text messages are sent to `NerveCenter` via traps.

Example 5

```
if ((VbNum() == 5) && (.8 * VbValue(3) < VbValue(4))) {
    FireTrigger("diskSpaceLow", VbObject(1));
} elseif ((VbNum() == 4) && (VbValue(3) > 400000000)) {
    FireTrigger("diskSpaceLow", VbObject(1));
}
```

This example assumes that there is an enterprise-specific trap that contains information about disk space use. An older version of the vendor's agent sent a trap with four variable bindings, the last variable binding containing the amount of disk space used ($VbValue(3) > 400000000$). A newer version of the agent sends traps with five variable bindings: the last binding contains disk space used, and the next to last contains the disk space capacity. If a trap arrives from a newer agent, you want to fire a trigger only if available disk space is less than 20 percent. This trigger function not only enables you to ignore noncritical situations, but handles all releases of your vendor's device.

Example 6

```
if (VbValue(0) == 1) {
    FireTrigger("thisProblem", VbObject(2), VbValue(1));
} elseif (VbValue(0) == 2) {
    FireTrigger("thatProblem", VbObject(2), VbValue(1));
} elseif (VbValue(0) == 3) {
    FireTrigger("otherProblem", VbObject(2), VbValue(1));
} else {
    FireTrigger("huhProblem", VbObject(2), VbValue(1));
}
```

This example illustrates how to deal with a class of traps sent by some vendors in which the trap's source and specific number are constant. These vendor's agents insert a problem identifier and the source of the problem into the trap's variable bindings. This example assumes that the problem identifier is in the first variable binding, the source node is in the second, and any other associated data follows in successive positions.

Documenting a Trap Mask

This section explains how to add documentation (notes) to a trap mask and what should be covered in that documentation.

- ◆ *How to Create Notes for a Trap Mask on page 220*
- ◆ *What to Include in Notes for a Trap Mask on page 223*

How to Create Notes for a Trap Mask

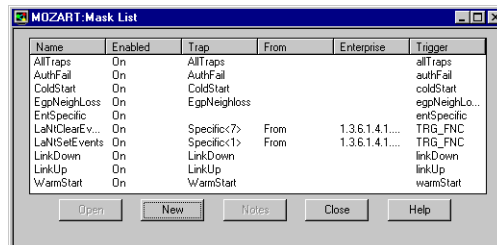
You can add notes to a trap mask by following the procedure outlined in this subsection.

TO ADD NOTES TO A TRAP MASK



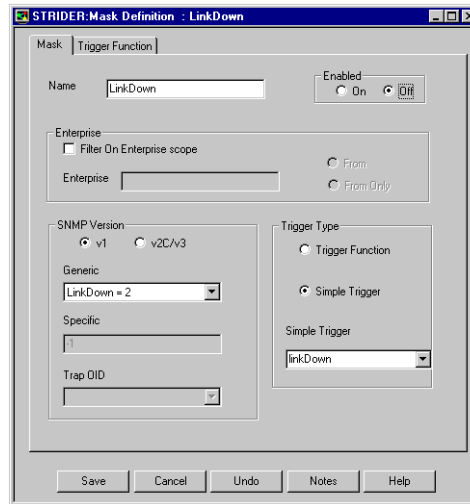
1. From the client's **Admin** menu, choose **Mask List**.

NerveCenter displays the Mask List window.



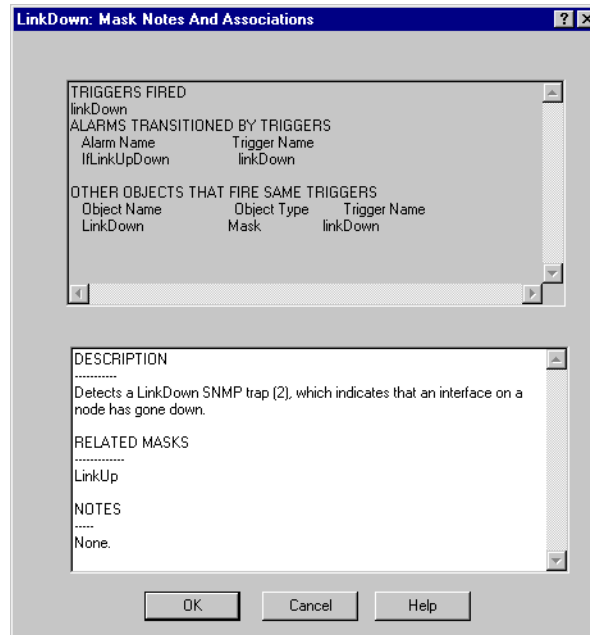
2. Select the **Open** button.

The Mask Definition window appears.



3. Make sure that your mask is not enabled.
4. In the Mask Definition window, select the **Notes** button.

The Mask Notes window is displayed.



5. Enter your documentation for the trap mask by typing in this window. See the section *What to Include in Notes for a Trap Mask* on page 223 for information on what type of information you should enter here.
 6. Select the **OK** button at the bottom of the Mask Notes window.
The Mask Notes window is dismissed.
 7. Select the **Save** button in the Mask Definition window.
Your notes are saved to the NerveCenter database. They can now be read by anyone who opens the definition for your mask and selects the Notes button.
-

What to Include in Notes for a Trap Mask

The top pane of the Notes and Associations dialog box contains read-only information about the mask. This data is retrieved from the NerveCenter database and, therefore, will change when the mask's definition is modified in the database.

This information includes:

- ◆ Triggers that are fired by the mask.
- ◆ Which alarms are transitioned by these triggers.
- ◆ What other NerveCenter objects fire the same triggers.

The bottom pane contains a general description of the mask and any useful information. Users with administrator rights can add or edit this field when creating or customizing masks. Comments should include anything other users might find helpful to know about NerveCenter masks.

Following are some suggestions:

- ◆ Provide a brief description of the mask, including its purpose and function.
- ◆ List vendor-specific information, if applicable.
- ◆ State the conditions under which the trigger will fire an alarm instance. If a trigger function is defined, provide a brief description of the function.

We recommend that you include the following information in the notes for your trap mask:

- ◆ Purpose of the mask
- ◆ Associated alarms
- ◆ Vendor-specific information (if appropriate)
- ◆ Description of the trigger function (if appropriate)

For example, let's consider the trap mask shown in [Figure 10-6](#) and [Figure 10-7](#).

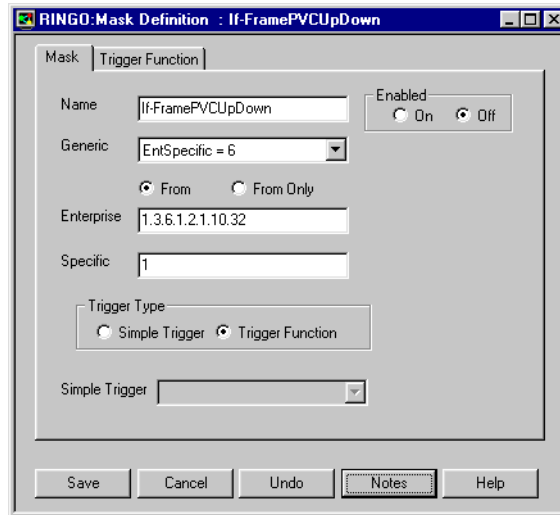


FIGURE 10-6. Basic Definition

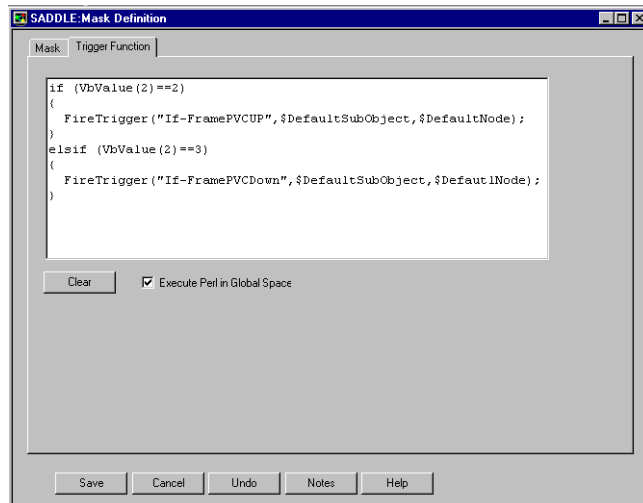


FIGURE 10-7. Trigger Function

The notes for this trap mask should look something like this:

Purpose: Detects a trap indicating that a Frame Relay virtual circuit has changed states.

Related alarms: IF-ifFramePVCStatus. This alarm tracks whether the Frame Relay Permanent Virtual Circuit interface is active or inactive.

Vendor information: The trap of interest has an Enterprise of 1.3.6.1.2.1.10.32 (the Frame Relay group) and a Specific trap number of 1. The second variable binding contains the value of frCircuitState, which indicates whether a virtual circuit is invalid (1), active (2), or inactive (3).

Trigger function: If frCircuitState equals 2, the function fires the trigger If-FramePVCUp, and if frCircuitState equals 3, it fires If-FramePVCDown.

Enabling a Trap Mask

For a trap mask to become functional, two conditions must be met:

- The trap mask must be enabled.
- There must be an enabled alarm with a *pending* state transition that can be affected by the mask.

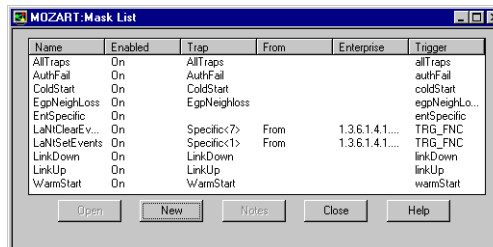
This section explains how to enable a trap mask.

TO ENABLE A TRAP MASK



1. From the client's **Admin** menu, choose **Mask List**.

The Mask List window is displayed.

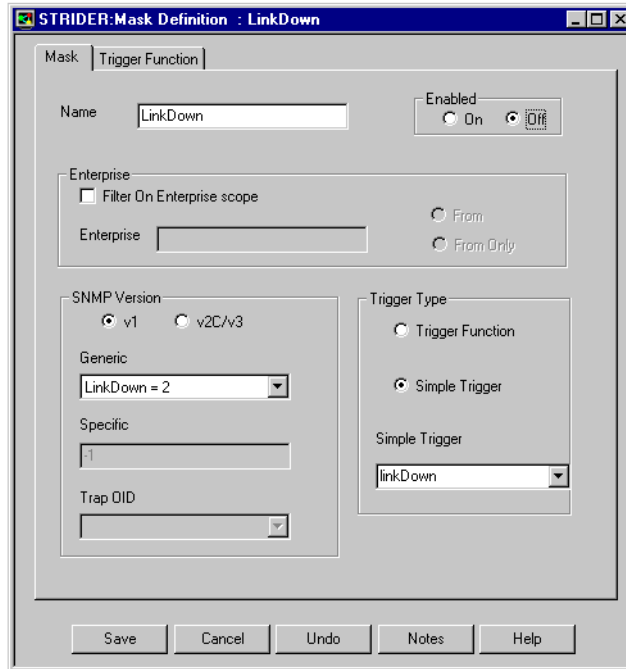


2. Select the mask you want to enable from the list.

The Open button becomes enabled.

3. Select the **Open** button.

The Mask Definition window is displayed and shows the definition of the mask you selected.



4. Select the **On** radio button.
5. Select the **Save** button.

The trap mask is now enabled.



TIP

You can also enable a trap mask by selecting a mask in the Mask List window, pressing the right mouse button while your cursor is over the entry for the mask, and choosing **On** from the popup menu.

For the most part, NerveCenter behavior models detect network and system conditions by using polls and trap masks to poll SNMP agents and respond to SNMP traps, respectively. Thus, a behavior model's main source of information is devices running SNMP agents. However, NerveCenter behavior models can obtain data from other sources as well.

For example, a behavior model on one NerveCenter server can receive information from a second NerveCenter server. The second server uses an Inform alarm action to notify the behavior model on the first server of a condition it has detected. This Inform action involves sending what appears to be an SNMP trap to the first server. Actually, the message is not an SNMP trap—it is sent via TCP rather than UDP—but the behavior model receiving it treats it as if it were a trap.

NerveCenter behavior models can also receive input from Hewlett Packard's IT/Operations. IT/Operations manages a variety of elements: applications, databases, systems, and networks. IT/Operations can use NerveCenter to correlate the conditions it detects. To communicate with NerveCenter, IT/Operations sends messages containing information about detected conditions. On the NerveCenter side, a behavior model reads these messages using a mask that is similar to a trap mask, but is tailored to handle IT/Operations messages. After correlating events detected by IT/Operations, NerveCenter can send a message to IT/Operations using an alarm action called Inform OpC (IT/Operations was formerly called OperationsCenter).

Finally, NerveCenter behavior models can obtain information about network conditions from NerveCenter itself. In particular, when NerveCenter sends an SNMP or ICMP message to a device and the message results in an error (perhaps because the node is unreachable), NerveCenter can notify a behavior model of this condition. NerveCenter does this by using what are called built-in triggers, such as `NODE_UNREACHABLE`, which can cause state transitions in an alarm just as other triggers do. These triggers are necessary because devices that are down or unreachable cannot respond normally to NerveCenter polls, or send SNMP traps to NerveCenter.

For further information about these additional sources of input, see the following sections:

Section	Description
<i>Built-In Triggers on page 228</i>	Discusses what trigger NerveCenter can fire automatically and how to use these triggers in behavior models.
<i>Another NerveCenter on page 238</i>	Explains how a behavior model on one NerveCenter server can inform another server of a condition it has detected.
<i>HP OpenView IT/Operations on page 244</i>	Explains how to use an OpC mask to interpret a message sent from IT/Operations to NerveCenter and how to notify IT/Operations of a condition detected by NerveCenter.

Built-In Triggers

When NerveCenter requests a poll, the SNMP GetRequest or the ping that the poll initiates is placed on either NerveCenter's pending SNMP requests list or pending ICMP requests list. NerveCenter waits for a reply from the node or the node's SNMP agent (or from an intervening router). If the node or its SNMP agent sends a non-error reply, then NerveCenter evaluates the poll condition and fires the appropriate trigger.

However, if the node or its SNMP agent makes no response or returns an error—depending upon the circumstances—NerveCenter will either retry the request or fire one of its built-in triggers. Those conditions that cause NerveCenter to fire its built-in triggers can be broken down into the following categories:

- ◆ *SNMP Requests on page 229*
- ◆ *ICMP Requests on page 229*
- ◆ *ICMP Responses on page 230*
- ◆ *Matching Errors with Pending SNMP and Ping Requests on page 232*
- ◆ *Multi-homed Nodes on page 233*



NOTE

NerveCenter uses all uppercase letters to designate built-in trigger names.

For particular information about NerveCenter's built-in triggers, see *Built-In Triggers on page 233*.

For information about the order in which NerveCenter fires built-in triggers, see *Built-in Trigger Firing Sequence on page 231*.

SNMP Requests

NerveCenter retries SNMP requests as many times as configured or until a reply arrives on the SNMP or ICMP socket that NerveCenter can match to a pending request. (NerveCenter uses the number of retries and retry interval specified on the SNMP tab in the NerveCenter Administrator. Refer to *Specifying SNMP Poll Intervals for NerveCenter in Managing NerveCenter* for details.)

If the reply is an SNMP error, NerveCenter does not retry the request but returns three built-in triggers with the poll: an **ERROR** trigger, followed by an **SNMP_ERROR** trigger, and then finally the appropriate SNMP built-in error trigger. (See *Built-In Triggers on page 233*, for more information.)

If NerveCenter receives no response after the configured number of retries, then NerveCenter fires two built-in triggers: **ERROR**, followed by **SNMP_TIMEOUT**. For more information about the order in which NerveCenter fires built-in triggers, see *Built-in Trigger Firing Sequence on page 231*.

ICMP Requests

NerveCenter retries ICMP requests as many times as configured or until NerveCenter receives a good, non-error response that it can match to a pending ICMP request. (NerveCenter uses the number of retries and retry interval specified on the SNMP tab in the NerveCenter Administrator. Refer to *Specifying SNMP Poll Intervals for NerveCenter in Managing NerveCenter* for details.) If NerveCenter receives no response after the configured number of retries, then NerveCenter fires two built-in triggers: **ERROR**, followed by **ICMP_TIMEOUT**. For more information about the order in which NerveCenter fires built-in triggers, see *Built-in Trigger Firing Sequence on page 231*.

After the configured number of retries is exceeded, NerveCenter examines the error list, determines which of the matching errors occurred most often, and selects the last packet received from that set. If there is a tie between two or more types of errors, NerveCenter selects the last error packet received. (NerveCenter does not accumulate timeouts. One or more timeouts is counted as only one timeout.)

ICMP Responses

Devices on the network, including the intended device of an SNMP or ICMP request, can respond with an ICMP message. Such messages typically serve to notify of an existing network or configuration issue which prevents normal passage or processing of initial request. For example, a router within the network may respond with an ICMP message that the intended destination is not reachable per its configuration. Or, a destination host may respond with an ICMP message that the SNMP Agent is not running.

Error details are stored in the attributes of the nl-ping Base Object that NerveCenter includes with each instance of **ICMP_ERROR** that it fires. Using a Perl subroutine or a NerveCenter poll expression, you can extract this data (**Type**, **Code**, **Destination Address** and **Source Address**) to learn more specific information about the ICMP error that occurred.

NerveCenter fires a slightly different sequence of built-in triggers when reporting an ICMP error response as when reporting the timeout of an ICMP request. For ICMP error responses, such as for a net, host or port unreachable condition (where the ICMP fields **Type=3** and **Code=0, 1 or 3**). In this situation, NerveCenter fires an **ERROR** built-in trigger first, followed by an **ICMP_ERROR** trigger, and then finally either a **NET_UNREACHABLE**, **NODE_UNREACHABLE**, or **PORT_UNREACHABLE** built-in trigger.

If the poll times out, NerveCenter fires two built-in triggers: **ERROR**, followed by either an **ICMP_TIMEOUT** or **SNMP_TIMEOUT** trigger.

Multiple Errors Examples

For example, you poll a node with addresses A1, A2, A3, A4 and A5 with the number of retries set to three in the NerveCenter Administrator. The replies are as follows:

Original response = ICMP error E1 from address A1

Response from First retry = ICMP error E1 from address A2

Response from Second retry = no reply within retry interval from address A3

Response from Third retry = ICMP error E2 from address A4

Even though error E4 (third retry) was the last error received, NerveCenter discards it and uses error E1 to produce a response, because it occurred most often. The actual data packet that NerveCenter returns with error E1 is from the first retry, because NerveCenter retains only the last packet for each error code. (The packet from the first retry overwrote the packet from the original response because their error codes matched.)

In this example if any of the ICMP errors contain values for a net, host, or port unreachable condition (where the ICMP fields **Type = 3** and **Code = 0, 1, or 3**), NerveCenter fires an **ERROR**

built-in trigger first, followed by an **ICMP_ERROR** trigger, and then finally either a **NET_UNREACHABLE**, **NODE_UNREACHABLE**, or **PORT_UNREACHABLE** built-in trigger. If error E1 is any other ICMP error, then NerveCenter fires two triggers: first, an **ERROR** built-in trigger, followed by an **ICMP_ERROR** built-in trigger that contains data from the first retry packet. For more information about the order in which NerveCenter fires built-in triggers, see *Built-in Trigger Firing Sequence on page 231*.

Consider a second example in which the replies are as follows:

Original response = ICMP error E1 from address A1

Response from First retry = ICMP error E2 from address A2

Response from Second retry = ICMP error E3 from address A3

Response from Third retry = no reply within retry interval from address A4

NerveCenter uses error E3 to produce a response because it was the last error received, and no error type occurred more than once. Even though a timeout occurred on the last response, NerveCenter discards it because an error takes precedence over a timeout.

Built-in Trigger Firing Sequence

Table 11-1 shows the order in which NerveCenter fires built-in triggers.

TABLE 11-1. NerveCenter Built-in Trigger Firing Sequence

If the First Trigger Fired is an...	Then the Second Trigger Fired Can Be an...	And the Third Trigger Fired Can Be a...
ERROR	SNMP_ERROR	Specific SNMP built-in trigger
ERROR	ICMP_ERROR	None or, NET_UNREACHABLE, or NODE_UNREACHABLE, or PORT_UNREACHABLE
ERROR	SNMP_TIMEOUT	None
ERROR	ICMP_TIMEOUT	None
ERROR	CANNOT_SEND	None
RESPONSE	Specific non-built-in trigger or None	None
INFORM_CONNECTION_DOWN	None	None
INFORM_CONNECTION_UP	None	None
INFORMS_LOST	None	None
UNKNOWN_ERROR	None	None

Matching Errors with Pending SNMP and Ping Requests

Each poll packet that NerveCenter sends on a socket includes a unique identifier (the IP field **Sequence Number**). When a poll returns ICMP errors within its configured number of retries, NerveCenter collects the error messages that are returned. Each error message includes the sequence number as well as the destination address of the associated node. Certain fields in the ICMP error packet enable NerveCenter to attempt to match SNMP/ICMP error messages with a poll's pending SNMP/ping requests as follows:

- ◆ NerveCenter compares a reply on the SNMP socket to its list of pending SNMP requests and attempts to match the reply with the sequence number of an SNMP request. If a match cannot be found with a pending SNMP request, then NerveCenter discards the reply.
- ◆ NerveCenter compares a reply on the ICMP socket to its list of pending ICMP requests and attempts to match the reply with the sequence number of an ICMP request. *Table 11-2* summarizes how NerveCenter attempts to match ICMP replies to ICMP pending requests:

TABLE 11-2. Matching ICMP Replies with ICMP Requests

Sequence Number Match?	Destination Address In DB?	Action
Yes	Yes	NerveCenter fires the appropriate built-in trigger for the poll.
No	Yes	NerveCenter saves reply to attempt to match with a pending SNMP request.
No	No	NerveCenter discards the reply.

If NerveCenter cannot match the sequence number of an ICMP reply with any pending ICMP requests, but NerveCenter recognizes the destination address, the reply is saved because it might be an error response to an SNMP request for that node; therefore, at regular intervals, NerveCenter compares the destination address of saved ICMP error replies with pending SNMP requests. NerveCenter attempts to match each ICMP reply with the destination address of the oldest pending SNMP request. Only after attempting to match ICMP replies with both pending ICMP and SNMP requests does NerveCenter finally discard the reply when it finds no matches.

Multi-homed Nodes

Polling multi-homed nodes will cause NerveCenter to rotate through the address list for that node in the following manner. If the first address returns an ICMP error response, then NerveCenter flags that address as “down” and will not retry the address until NerveCenter has tried all other addresses for this node.

Upon each retry of a poll, NerveCenter chooses the next IP address to poll. If a node has more addresses than the number of allowable retries, then second or subsequent polls of that node will use the current address if it is “up” or the next un-tried address in the list. If all addresses have been tried, then the “down” addresses will be used again. For an SNMP error, NerveCenter flags the address as “up” because NerveCenter did receive a response from the node’s agent.

Built-In Triggers

Table 11-3 lists all the built-in triggers that NerveCenter can fire.



NOTE

NerveCenter uses all uppercase letters to designate built-in trigger names.

TABLE 11-3. Built-In Triggers

Trigger Name	Meaning
CANNOT_SEND	A local error occurred while NerveCenter was trying to send an SNMP message.
ERROR	An SNMP or ICMP request did not result in a valid response. After firing the ERROR trigger, NerveCenter fires a second trigger that indicates the specific nature of the error.
ICMP_ERROR	Indicates an ICMP error. The ICMP_ERROR trigger contains the ICMP/IP fields from the error message.
ICMP_TIMEOUT	NerveCenter sent an ICMP ping to a node and did not receive a response. This trigger generally indicates that the node in question is down. NerveCenter uses the number of retries and retry interval specified on the SNMP tab in the Administrator. Refer to <i>Specifying SNMP Poll Intervals for NerveCenter in Managing NerveCenter</i> for details.
ICMP_UNKNOWN_ERROR	NerveCenter sent an ICMP ping to a node and received an invalid response. This trigger is no longer used except for the purpose of backward compatibility with version 3.5. We recommend you use it sparingly in the current version.

TABLE 11-3. Built-In Triggers (Continued)

Trigger Name	Meaning
INFORM_CONNECTION_DOWN	A NerveCenter Inform host connection with OVPA or paserver is down.
INFORM_CONNECTION_UP	A NerveCenter Inform host connection with OVPA or paserver was down but is now back up.
INFORMS_LOST	The number of NerveCenter Inform messages that were unacknowledged and lost, usually while the inform host connection with OVPA was down.
NET_UNREACHABLE	Indicates that the IP routing layer could not find a route to the network containing the polled node, usually because at least one router was down. This trigger indicates nothing about the status of the node. This trigger can be issued only if you have a router between the workstation running NerveCenter and the polled node.
NODE_UNREACHABLE	Indicates that the IP routing layer could not find a route to the destination node. This trigger indicates nothing about the status of the node. This trigger can be issued only if you have a router between the workstation running NerveCenter and the polled node.
PORT_UNREACHABLE	NerveCenter sent a message to a node, and there was no response from the port to which the message was sent.
RESPONSE	NerveCenter sent an SNMP message and received a valid response from the agent on the destination node.
SNMP_AUTHORIZATIONERR	An SNMP v3 authorization error caused because there is a mismatch between one or all of the rows of vacmAccessTable and the packet. Reasons include: context name mismatch (vacmAccessContextPrefix); security model is not used (vacmAccessSecurityModel); incorrect security level (vacmAccessSecurityLevel); unauthorized to read the MIB view for the SNMP context (vacmAccessReadViewName); unauthorized to write to the MIB view for the SNMP context (vacmAccessWriteViewName); unauthorized to notify the MIB view for the SNMP context (vacmAccessNotifyViewName)
SNMP_BADVALUE	NerveCenter tried to set the value of an attribute in a MIB, but the value it supplied was inappropriate for the attribute. The value may have been of the wrong type, of the wrong length, or invalid for some other reason.
SNMP_DECRYPTION_ERROR	The SNMP v3 engine dropped packets because they could not be decrypted. The 32-bit counter, usmStatsDecryptionErrors , is greater than zero.

TABLE 11-3. Built-In Triggers (Continued)

Trigger Name	Meaning
SNMP_ENDOFTABLE	NerveCenter fires SNMP_ENDOFTABLE when it finds no more rows while performing an SNMP walk of a MIB table. For example, you could walk IfTable to determine the number of DSO interfaces a node contains.
SNMP_GENERR	A GetRequest, GetNextRequest, or SetRequest failed for some unknown reason (general error).
SNMP_NOSUCHNAME	NerveCenter sent to an SNMP agent a GetRequest, a GetNextRequest, or a SetRequest, and the agent that was contacted was unable to perform the requested operation because: <ul style="list-style-type: none"> ◆ The name of the attribute to be read did not match exactly the name of an attribute available for get operations in the relevant MIB view ◆ The name of the attribute to be read did not lexicographically precede the name of an attribute available for get operations in the relevant MIB view ◆ The attribute to be set was not available for set operations in the relevant MIB view
SNMP_NOT_IN_TIME_WINDOW	The SNMP v3 engine dropped packets because the boots and timeticks sent in the PDU appeared outside of the authoritative SNMP agent's time window. The 32-bit counter, usmStatsNotInTimeWindows , is greater than zero.
SNMP_READONLY	The error readOnly is not defined in RFC 1157. However, some vendors' agents do use this error-status code. As the name implies, the error usually indicates that an agent has received a SetRequest (from NerveCenter, in this case) for an attribute whose access type is read only.
SNMP_TIMEOUT	NerveCenter sent an SNMP message to an agent and did not receive a response. This trigger indicates either that a node's SNMP agent is down or that the node itself is down. NerveCenter uses the number of retries and retry interval specified on the SNMP tab in the Administrator. Refer to <i>Specifying SNMP Poll Intervals for NerveCenter in Managing NerveCenter</i> for details.
SNMP_TOOBIG	An SNMP agent did not respond normally to a GetRequest, GetNextRequest, or SetRequest from NerveCenter because the size of the required GetResponse would have exceeded a local limitation.
SNMP_UNAVAILABLE_CONTEXT	The SNMP v3 engine dropped packets because the context contained in the message was unavailable. The 32-bit counter, smpUnavailableContexts , is greater than zero.

TABLE 11-3. Built-In Triggers (Continued)

Trigger Name	Meaning
SNMP_UNKNOWN_CONTEXT	The SNMP v3 engine dropped packets because the context contained in the message was unknown. The 32-bit counter, snmpUnknownContexts , is greater than zero.
SNMP_UNKNOWN_ENGINEID	The SNMP v3 engine dropped packets because they referenced an snmpEngineID that was not known to the SNMP v3 engine. The 32-bit counter, usmStatsUnknownEngineIDs , is greater than zero.
SNMP_UNKNOWN_USERNAME	The SNMP v3 engine dropped packets because they referenced a user that was not known to the SNMP v3 engine. The 32-bit counter, usmStatsUnknownUserNames , is greater than zero.
SNMP_UNSUPPORTED_SEC_LEVEL	The SNMP v3 engine dropped packets because the requested security level is unknown or unavailable. The 32-bit counter, usmStatsUnsupportedSecLevels , is greater than zero.
SNMP_WRONG_DIGEST	The SNMP v3 engine dropped packets because they didn't contain the expected digest value. The 32-bit counter, usmStatsWrongDigests , is greater than zero.
UNKNOWN_ERROR	Some other error occurred.

One additional trigger, `USER_RESET`, is not available from the list of built-in triggers in NerveCenter. NerveCenter fires `USER_RESET` to trigger another state for an existing alarm instance when you reset the alarm instance using the right-click pop-up menu in the Alarm Summary or Aggregate Alarm Summary windows.

An Example Using Built-In Triggers

This section looks at how some of the built-in triggers are used in one of NerveCenter's predefined alarms: `IcmpStatus`. The behavior model of which this alarm is a part repeatedly pings a node to determine its status.



NOTE

To make the ICMP status behavior model functional, you must turn on the polls `IS_IcmpPoll` and `IS_IcmpFastPoll` and the alarm `IcmpStatus`.

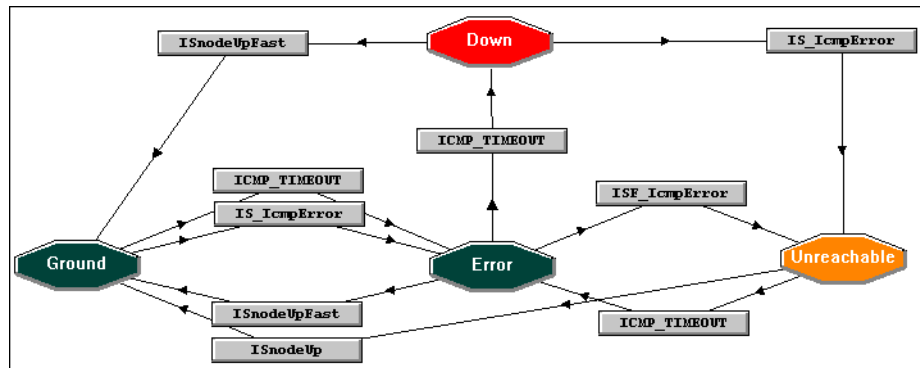


FIGURE 11-1. IcmpStatus Alarm

We won't look at every transition in this alarm, but let's look at the alarm's basic design.

While the alarm is in the Ground state, NerveCenter is looking for a:

- ◆ An error response
(Not an nl-ping-response nor a port unreachable—both indicate that the node is up)
- ◆ No response
(ICMP timeout indicated by the built-in trigger ICMP_TIMEOUT)

If NerveCenter receives an error response or a timeout, the alarm transitions to the Error state.

From the Error state, several things can happen:

- ◆ If the node responds to a ping (in which case, either the ISnodeUp or ISnodeUpFast trigger will be fired by a poll), the alarm transitions back to Ground.
- ◆ If the alarm receives another error response, it transitions to the Unreachable state. When the alarm transitions to this state, it puts the node being monitored in a suppressed state.
- ◆ If the alarm receives another ICMP_TIMEOUT trigger, it transitions to the Down state. On this transition, the alarm puts the node in a suppressed state and sends a message about the problem to a network management platform.

This is only a cursory look at the IcmpStatus alarm, but it should give you an idea of how alarms can make use of NerveCenter's built-in triggers.

Another NerveCenter

The section *Using Multiple NerveCenter Servers on page 32* introduced the idea of using NerveCenter servers at the various sites within an enterprise to monitor the network conditions at those sites and then to forward important events on to a central NerveCenter server. In this situation, the central server can correlate the events it receives from the remote servers, take appropriate corrective actions, and notify a network management platform of any serious problems it discovers.

Remote servers communicate with the central server using an alarm action called Inform—the same action used to communicate with a network management platform. (For complete information about the Inform alarm action, see the section *Inform on page 319*.) When a remote server performs this type of Inform action, it sends to the central server what looks like an SNMP trap. This trap’s specific trap number is determined by the person who sets up the alarm that initiates the Inform action. The trap also contains a set of variable bindings that include information about the alarm transition that led to the Inform being sent.



NOTE

These Inform “traps” are not true SNMP traps. Because their receipt by the central server must be guaranteed, they are sent via TCP, not UDP. However, the receiving server processes them as if they were SNMP traps.

The central server handles the traps sent from remote servers just as it handles other traps: by using a trap mask. The only things special about the trap masks you use to receive traps from other NerveCenter servers are that:

- ♦ For the trap’s enterprise OID, you must supply the OID of the NerveCenter MIB
- ♦ For the trap mask’s specific trap number, you must supply the specific trap number used in the Inform action

For further information about receiving traps from other NerveCenter servers, see the following sections:

- ♦ *Creating a Trap Mask on page 239*
- ♦ *Variable Bindings for NerveCenter Informs on page 242*
- ♦ *An Example Trigger Function on page 243*

Creating a Trap Mask

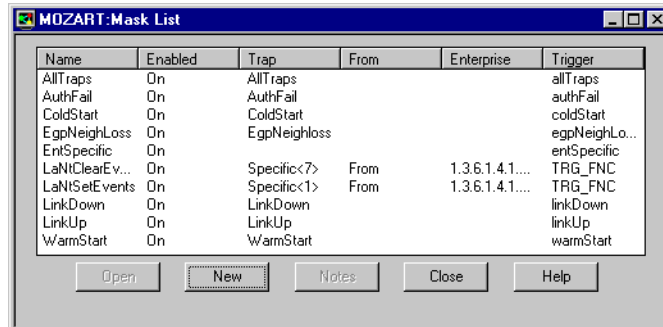
This section explains specifically how to create a trap mask designed to receive an Inform trap sent by a remote NerveCenter server. For general information about creating trap masks, see the section *Defining a Trap Mask on page 207*.

TO CREATE A TRAP MASK FOR AN INFORM TRAP



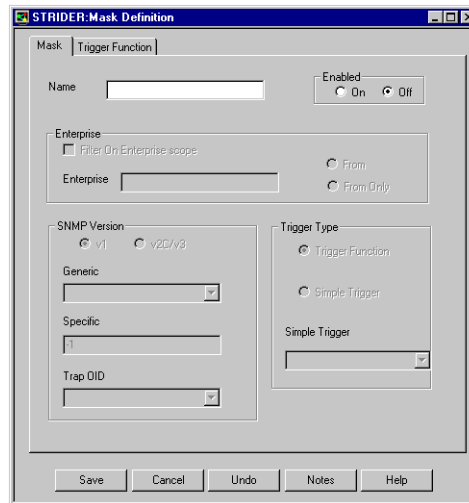
1. From the client's **Admin** menu, choose **Mask List**.

The Mask List window is displayed.



2. Select the **New** button.

The Mask Definition window is displayed.



3. Type a unique name for your trap mask in the **Name** field.



NOTE

The maximum length for trap mask names is 255 characters.

4. Select **EntSpecific = 6** from the **Generic** drop-down list.

All traps you receive from remote NerveCenter servers are enterprise-specific traps.

5. Select the **From Only** radio button.
6. In the **Enterprise** field, type **1.3.6.1.4.1.78**.

This value will match the value in the Enterprises field of all Inform traps sent from remote NerveCenter servers.

7. Type a specific trap number in the **Specific** field. This value must match the Specific Number used by the remote server's Inform action.

If you want to fire a single trigger if the Generic, Enterprise, and Specific values in the Inform trap match the corresponding values in your trap mask, proceed with step 8. Otherwise, skip to step 11.

8. Select the **Simple Trigger** radio button.
9. Type a trigger name in the **Simple Trigger** field, or select a trigger from the **Simple Trigger** drop-down list.

10. Select the **Save** button.

This is the end of the procedure for trap masks that will fire a simple trigger. Be sure to enable your mask when you're ready to use it.

11. Select the **Trigger Function** radio button.
12. Select the **Trigger Function** tab.

The Trigger Function tab is displayed.



13. Enter your trigger function in the text area on the Trigger Function page.

For instructions on writing a trigger function, see the section [Writing a Trigger Function on page 212](#).

14. Select the **Save** button.

Be sure to enable your mask when you're ready to use it.

Variable Bindings for NerveCenter Informs

Depending on how its behavior models are designed, a NerveCenter detecting particular network conditions can send Inform packets to a network management platform or even another NerveCenter Server. Although these Inform packets use TCP/IP, they are similar in content to an SNMP trap, containing trap numbers (generic and specific), an enterprise OID, and a variable-binding list. The lengthy varbinds contains information about the alarm that performed the Inform action, such as the name of alarm, the object the alarm was monitoring, and the names of the origin and destination alarm states.

The network management platform or NerveCenter Server receiving the trap can make use of the information in the variable bindings much the same way it would use variable bindings found in an SNMP trap. For example, the section *An Example Trigger Function on page 243* shows how a NerveCenter server might use some of this information in a trap mask trigger function.

Table 11-4 explains the contents of this variable-binding list.

TABLE 11-4. Inform Trap Variable Bindings

Variable Binding	Value
0	The name of the domain where NerveCenter is running
1	The name of the host machine running the NerveCenter Server
2	The name of the managed node associated with the alarm
3	The base object associated with the alarm (for example, ifEntry for a monitored interface)
4	The base object instance associated with the alarm (for example, 4 for the fourth interface)
5	The name of the subobject. This would include the null string if the alarm is not associated with an alarm.
6	The property group assigned to the node or the subobject
7	The name of the alarm
8	The alarm's property
9	The name of the trigger that caused the alarm transition
10	The state of the alarm before the transition
11	The severity of the state of the alarm prior to the transition
12	The state of the alarm after the transition
13	The severity of the state of the alarm after the transition
14	The maximum severity of all active alarms for the managed node before this alarm transition

TABLE 11-4. Inform Trap Variable Bindings (Continued)

Variable Binding	Value
15	The maximum severity of all active alarms for the managed node after this alarm transition
16	The variable bindings in the poll or trap that caused the transition. These variable bindings are formatted as follows: Attribute ncTransitionVarBinds = <i>attribute.instance=value;attribute=value;...</i>
17	The identification number of the alarm instance

An Example Trigger Function

This section explains how you might use an Inform trap's variable bindings in a trigger function. Consider this example: A poll (HighLoad) at a remote site discovers high traffic on an interface and fires the trigger highLoad. This trigger prompts a transition from the medium state to the high state in the alarm ifLoad. (All the objects referred to are actually shipped with NerveCenter.) As shipped, the alarm ifLoad does not perform any actions when the transition from medium to high occurs, but let's say you've added an Inform action that uses the specific number 100005.

The ifLoad alarm (minus the Inform action) also exists at your central site. Therefore, when the Inform trap arrives, you want a trap mask to fire a trigger identical to the one fired at the remote site. In this way, the ifLoad alarm at your central site will stay in sync with the alarm at your remote site.

Here's the trigger function you would have to use in the trap mask at your central site:

```
FireTrigger("highLoad", VbValue(3)..'.'.VbValue(4), VbValue(2));
```

If you recall, the arguments to FireTrigger() are:

- ◆ The name of the trigger
- ◆ The trigger's subobject (base object plus attribute)
- ◆ The trigger's node

The second and third arguments are being retrieved from the list of variable bindings in the Inform trap. For a complete list of the variable bindings included in an Inform trap, see the section [Variable Bindings for NerveCenter Informs on page 242](#).

HP OpenView IT/Operations

The section *Integration with Network Management Platforms on page 34* explained that Hewlett Packard OpenView IT/Operations can be integrated with NerveCenter. Using these two products together, you can detect, correlate, and respond to network-, system-, and application-related problems in distributed multi-vendor environments.

You can use IT/Operations with NerveCenter to do the following:

- ◆ Correlate IT/Operations messages across different devices.
- ◆ Correlate different types of IT/Operations messages on the same device.
- ◆ Correlate IT/Operations messages with other types of events or conditions on the same device or across different devices.

For details about how to integrate OpenView IT/Operations with NerveCenter, see *Integrating NerveCenter with HP OpenView IT/Operations in Integrating NerveCenter with a Network Management Platform*. In general, you install IT/O agents on the devices you want to monitor using IT/O. You also push to these devices a set of templates describing the conditions that you want IT/O to detect. If you're using IT/O with NerveCenter, generally you should modify each condition in a template to indicate that IT/O should divert messages concerning that condition to NerveCenter instead of handling the messages itself. If you make this change, messages concerning the conditions in question will not appear in IT/O's message browser.

On the NerveCenter side, you must specify the system on which the IT/O server is running as your OpC host. Then, you can set up OpC masks to capture IT/O messages that are forwarded to NerveCenter and meet certain criteria, as described in *Defining an OpC Mask on page 247*. These OpC message masks are similar to trap masks and can fire triggers that cause alarm transitions.

After NerveCenter has correlated a set of events reported by IT/O, the NerveCenter alarm that correlated the events can take corrective actions, as usual. Also, the alarm can send a message to IT/O describing the problem it has detected. To send this message the alarm uses the Inform OpC action. This action is discussed fully in the section *Inform OpC on page 322*.

For example, suppose that you are monitoring a Solaris workstation and that you want to detect three unsuccessful attempts to switch users (su) within a minute. IT/O's Su template enables you detect an unsuccessful su and to take some action; however, IT/O can't correlate a series of unsuccessful su's. Therefore, you might divert messages about unsuccessful su's to NerveCenter and have a NerveCenter behavior model detect the condition you're looking for. This behavior model would consist primarily of an OpC mask and an alarm. The mask would look for IT/O messages containing "/bin/su(1) Switch User" in the Application field and "Security" in the Message Group field (or something similar to this). When it saw a message with this content, the mask would fire a trigger and cause a transition in the alarm that was monitoring unsuccessful su's.

If this alarm detected three unsuccessful su's within a minute, it would use the Inform OpC alarm action to notify IT/Operations of the condition.

For further information about receiving messages from IT/Operations, see the following sections:

- ◆ [Listing OpC Masks on page 245](#)
- ◆ [Defining an OpC Mask on page 247](#)
- ◆ [Writing an OpC Trigger Function on page 250](#)
- ◆ [Documenting an OpC Mask on page 255](#)
- ◆ [Enabling an OpC Mask on page 257](#)

Listing OpC Masks

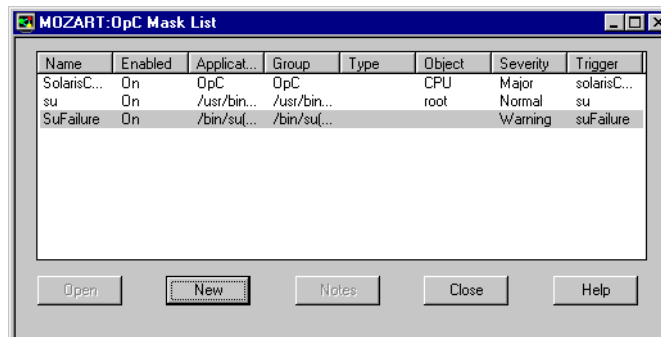
This section explains how to display a list of the OpC masks currently defined in the NerveCenter database. The section also explains how to view the definition of a particular OpCmask.

For information on creating a new OpC mask, see [Defining an OpC Mask on page 247](#).

TO DISPLAY A LIST OF OPC MASKS AND THEN DISPLAY A PARTICULAR MASK'S DEFINITION

1. From the client's **Admin** menu, choose **OpC Mask List**.

The OpC Mask List window is displayed.



This window lists all OpC masks and provides a brief definition of each. For each OpC mask, the window specifies a name and the following information:

- ◆ Whether the mask is currently enabled.
- ◆ The application related to the message.

- ◆ The name of the message group to which the message belongs, for example, Backup or Database.
 - ◆ The message type of the message.
 - ◆ The object that was affected by, detected, or caused the message. For example, the object may be a printer that has stopped accepting requests or a backup device that is experiencing a problem.
 - ◆ The severity of the condition described in the message.
 - ◆ The name of the trigger that is fired when NerveCenter receives a message that matches the contents of the OpC mask.
2. Select an OpC mask from the mask list.
 3. Select the **Open** button

NerveCenter displays the OpC Mask Definition window.

The mask defined in this figure is named SuFailure. It is looking for a message from IT/Operations concerning a “Bad su” condition. Note that the Object field is empty since the message’s object is variable: the object is the user who unsuccessfully attempts to switch users.

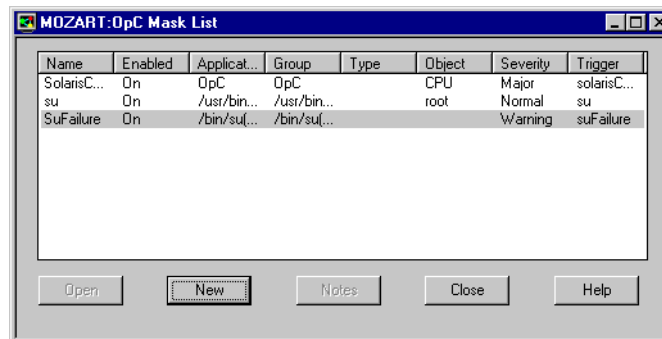
Defining an OpC Mask

This section outlines the procedure for creating an OpC mask.

TO DEFINE A NEW OPC MASK

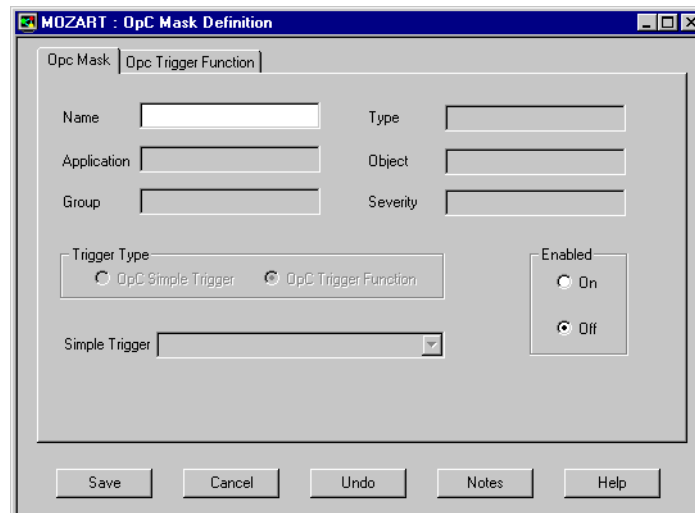
1. From the client's **Admin** menu, choose **OpC Mask List**.

NerveCenter displays the OpC Mask List window.



2. Select the **New** button.

The OpC Mask Definition window appears.



3. In the Name text field, type a unique name for the OpC mask.

**NOTE**

The maximum length for OpC mask names is 255 characters.

All of the window's input areas are enabled.

4. In the **Application** text field, enter the application that the message relates to, or leave this field blank.

For example, if a message concerns an unsuccessful attempt to switch users, the associated application is su.

**NOTE**

If you leave this field empty, your OpC mask will not look for a message with an empty Application field, but will disregard the contents of the Application field when making its comparisons. An analogous thing happens if you leave the Group, Type, Object, or Severity field blank.

If you're not sure what to enter in the Application field, send the message you're interested in to IT/Operations, and look at it in the Message Details window. The value you use in your mask should correspond to the contents of the Application field in this window. (You can use the same technique to obtain the values for the Group, Type, Object, and Severity fields.)

5. In the **Group** text field, enter the message group to which a message belongs, or leave this field blank.

Message groups are a mechanism used to classify messages. For example, the default message group Backup can be used to identify messages generated by applications that are used for backing up data or by devices that are part of a backup system. Operators are assigned groups of messages to deal with.

The default message groups are Backup, Database, ITO, OS, Output, Performance, Security, Job, Network, SNMP, and Misc.


6. In the **Type** text field, enter the message's message type, or leave this field blank.

Message types, like message groups, are used to classify messages. However, whereas message groups are used to group messages that a single operator should work with, message types are used to label messages so that they can be easily identified by an event-correlation engine.

7. In the **Object** text field, enter the object that caused, detected, or was affected by the condition that the message describes, or leave this field blank.

For example, an object can be an operator, an application, or a node.

8. In the **Severity** text field, enter the severity of the condition described in the IT/Operations message, or leave this field blank.
The possible severities are Unknown, Normal, Warning, Minor, Major, and Critical.
9. Select one of the following Trigger Type radio buttons:
 - ♦ **OpC Simple Trigger**—your OpC mask can determine what trigger it wants to fire solely by reading a message’s application, message-group, message-type, object, and severity fields. When the OpC mask sees a message that meets its requirements, it will fire a trigger with the name specified in the Simple Trigger field.
 - ♦ **OpC Trigger Function**—your OpC mask must test the contents of one or more fields before determining which trigger to fire.If you select the OpC Simple Trigger radio button, the Simple Trigger list box is enabled.
10. In step 9, if you selected:
 - ♦ **OpC Simple Trigger**—enter in the Simple Trigger text field the name of the trigger you want the OpC mask to fire if it finds a message that matches its requirements. You can either type in the name of a new trigger or choose a trigger from the list of existing triggers.
 - ♦ **OpC Trigger Function**—select the OpC Trigger Function tab, and enter a trigger function on the **OpC Trigger Function** page.
This trigger function is a Perl subroutine that you can use to check the information in the message and to fire appropriate triggers. For complete information on writing trigger functions, see the section *Writing an OpC Trigger Function on page 250*.
11. Select the **Save** button at the bottom of the OpC Mask Definition window to save your mask.

 **Tip**

Remember that you must enable the trap mask (by setting Enabled to On) before using it in a behavior model. While the OpC mask is disabled, it is not used in the examination of any incoming IT/O messages. This means that any behavior models that use this mask as the sole source of triggers are also disabled.

Writing an OpC Trigger Function

If an OpC mask cannot completely describe the type of message it is looking for by specifying the contents of the message's Application, Group, Type, Object, and Severity fields, it must contain a trigger function. This function, which you write using Perl 5, can include additional conditions that the message must meet, and it can fire different triggers as appropriate.

Most OpC trigger functions are very similar in structure. They follow this pattern:

```
if (condition1) {  
    FireTrigger(arguments);  
}  
elsif (condition2) {  
    FireTrigger(arguments);  
}  
else {  
    FireTrigger(arguments);  
}
```

**NOTE**

The maximum length for trigger names is 255 characters.

The conditions can test the value of any the following message attributes:

- ◆ Node
- ◆ Application
- ◆ Message group
- ◆ Message type
- ◆ Object
- ◆ Severity
- ◆ Message text
- ◆ Message ID

For example, suppose that you want to create an OpC mask that detects IT/O messages concerning unsuccessful attempts to switch users to root. This mask would require a trigger function that checked a message's message text for the string "Bad switch user to root." (For details on how to implement this trigger function, see the section *Examples of OpC Trigger Functions on page 254.*)

**NOTE**

When creating poll conditions, trigger functions, and Perl subroutines, you can choose between using multiple Perl interpreters or a Global Perl interpreter. If you configure your poll conditions, trigger functions, and Perl subroutines to use the Global Perl interpreter, Action Router rules that take a long time to run, such as logging to a file, performing database queries, or issuing external system calls, can slow down NerveCenter's performance. If you have need of such Perl scripts in your environment, use the scripts sparingly. See *NerveCenter and Perl on page 55* for more information.

To assist you in writing OpC trigger functions, NerveCenter provides:

- ◆ A set of functions that enable you to perform string comparisons and to fire triggers.
- ◆ A set of predefined variables that give you access to the information in an IT/O message.
- ◆ A pop-up help menu, accessible from the OpC trigger function editing area, that lists all the functions and variables available for use the OpC trigger functions.

For further information about these predefined functions and variables and the pop-up help menu, see the following sections:

- ◆ *Functions for Use in OpC Trigger Functions on page 251*
- ◆ *Variables for Use in OpC Trigger Functions on page 253*
- ◆ *Using the Pop-Up Menu for Perl on page 189*

Functions for Use in OpC Trigger Functions

NerveCenter provides a number of functions (actually Perl subroutines) that facilitate the writing of OpC trigger functions. The list below indicates what types of functions are available and where you can find detailed information about each function:

- ◆ **String-matching functions.** These functions enable you to determine whether a string contains another string or a particular word. The functions are useful in conditions that test the value of a message attribute for a substring.

For reference information about these functions, see the section *String-Matching Functions on page 188*.

- ◆ **NC::AlarmCounters.** This function enables you to do any of the following: increment alarm counters by a number other than one, decrement alarm counters by a number other than one, create alarm counters, set alarm counters, and retrieve alarm counters. For reference information about this function, see the section *NC::AlarmCounters on page 186*.

NC::AlarmCounters are independent of and not related to the alarm action Alarm Counter. See *Alarm Counter on page 301* for details.

- ◆ **FireTrigger()**. This function enables you to fire a trigger from your OpC trigger function. You can specify the name, subobject, and node attributes of the trigger.

For reference information about this function, see the section *FireTrigger() Function on page 184*. However, there are some arguments specific to OpC trigger functions:

Argument	Description
Name	Include the name of the trigger in quotation marks, for example, “myTrigger”.
Subobject	\$DefaultSubobject automatically supplies \$OpCGroup.\$OpCObject as the trigger’s subobject.
Node	The message’s node, \$OpCNodeName, is automatically assigned to the trigger. If you leave off the subobject argument a null subobject is assigned to the trigger. This ensures that your trigger will not drive any subobject scope alarms. If you want to correlate IT/Operations messages that deal with one object within a node, such as a disk or a file system, or one application running on a node, you could use the subobject field. For example, you could use \$OpCApplication as FireTrigger’s subobject argument. Any subobject scope alarm would then correlate only messages from the same application on the same node.

Variables for Use in OpC Trigger Functions

NerveCenter defines several variables for use in OpC trigger functions. These variables contain the values of fields in the IT/O message that NerveCenter is examining.

The complete list of variables that you can use in an OpC trigger function is shown in [Table 11-5](#):

TABLE 11-5. Variables Used in OpC Trigger Functions

Variable	Description
\$OpcApplication	Contains the value of the message's application field.
\$OpcGroup	Contains the value of the message's message-group field.
\$OpcMessage	Contains the value of the message's message-text field.
\$OpcMsgId	Contains the value of the message's message-number field.
\$OpcNodeName	Contains the value of the message's node field. The node referred to in this field is the one on which the condition being reported occurred.
\$OpcObject	Contains the value of the message's object field.
\$OpcSeverity	Contains the value of the message's severity field.
\$OpcType	Contains the value of the message's message-type field.

To see how these variables might be used in context, see the section [Examples of OpC Trigger Functions on page 254](#).

Examples of OpC Trigger Functions

This section presents a couple of example OpC trigger functions and explains what the functions do.

Example 1

Here's a simple example. Suppose that you're monitoring Sun workstations for disk usage and that you want to fire one trigger if a file server's disk usage crosses a certain threshold and another trigger if the disk usage at a user's workstation crosses that threshold. The first trigger will cause an alarm to transition to a state of Major severity, and the second will cause a transition to a state of minor severity.

The trigger function might look like this.

```
if ($OpCNodeName eq "FileServer1" or
    $OpCNodeName eq "FileServer2" ...) {
    FireTrigger("lowDiskServer", $DefaultSubobject);
}
else {
    FireTrigger("lowDiskNonserver", $DefaultSubobject);
}
```

Note the second argument to `FireTrigger()`, the subobject argument. In the context of an IT/O message, a subobject of the form *baseObject.instance* makes no sense, so by default NerveCenter uses a subobject of the form `$OpCGroup.$OpCObject`. This definition of a subobject enables you to create subobject-scope alarms that are driven by triggers fired from OpC masks.

Example 2

The following trigger function looks for unsuccessful attempts to su (switch users) to root by users who don't have permission to become root:

```
if ((ContainsWord($OpCMessage, "Bad switch user to root")) and
    ($OpCObject ne "authorizedUser1") and
    ($OpCObject ne "authorizedUser2") ...) {
    FireTrigger("badSuToRoot");
}
```

The call to `ContainsWord()` determines whether the message's message text contains the string "Bad switch user to root," and the expressions containing the variable `$OpCObject` determine whether the user who attempted the su is authorized to become root. (In this type of message, the object field contains the name of the user who issued the su command.)

Documenting an OpC Mask

This section explains how to add documentation (notes) to an OpC mask and what should be covered in that documentation.

- ◆ *How to Create Notes for an OpC Mask on page 255*
- ◆ *What to Include in Notes for an OpC Mask on page 257*

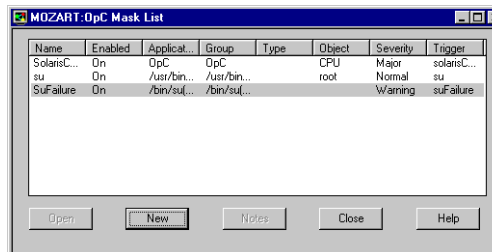
How to Create Notes for an OpC Mask

You can add notes to an OpC mask by following the procedure outlined in this subsection.

TO ADD NOTES TO AN OPC MASK

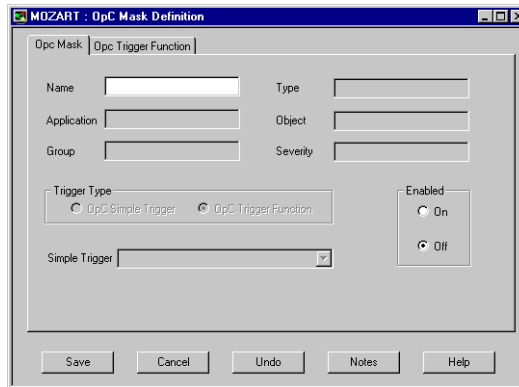
1. From the client's **Admin** menu, choose **OpC Mask List**.

The OpC Mask List window is displayed.

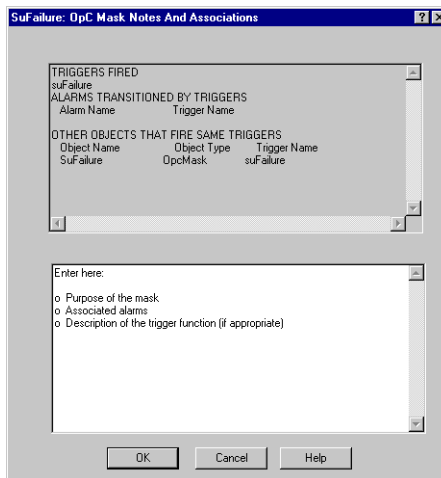


2. Select the OpC mask to which you want to add a note from the list.
3. Make sure that your OpC mask is not enabled.
4. Select the **Open** button.

The OpC Mask Definition window appears.



- In the OpC Mask Definition window, select the **Notes** button. The OpC Mask Notes and Associations dialog is displayed.



- Enter your notes for the OpC mask. See [What to Include in Notes for an OpC Mask on page 257](#) for information on what information you should enter.
- Select the **OK** button at the bottom of the OpC Mask Notes and Associations dialog to close it.
- Select the **Save** button in the OpC Mask Definition window.

Your notes are saved to the NerveCenter database. They can read by anyone who opens the definition for your alarm and selects the Notes button.

What to Include in Notes for an OpC Mask

The top pane of the Notes and Associations dialog box contains read-only information about the OpC mask. This data is retrieved from the NerveCenter database and, therefore, may change from time to time when the mask's definition is modified in the database.

This information includes:

- ◆ Triggers that are fired by the OpC mask.
- ◆ Which alarms are transitioned by these triggers.
- ◆ What other NerveCenter objects fire the same triggers.

In the bottom pane, users with administrator rights can enter useful information about the OpC mask. Following are some suggestions:

- ◆ Provide a brief description of the OpC mask, including its purpose and function.
- ◆ Provide a brief description of the trigger function, if one is defined for the mask.

We recommend that you include the following information in the notes for an OpC mask:

- ◆ Purpose of the mask
- ◆ Associated alarms
- ◆ Description of the trigger function (if appropriate)

Enabling an OpC Mask

For an OpC mask to become functional, two conditions must be met:

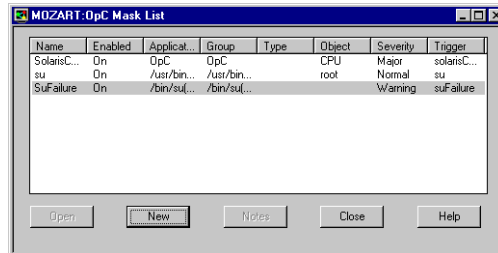
- ◆ The OpC mask must be enabled.
- ◆ There must be an enabled alarm with a *pending* state transition that can be affected by the mask.

This section explains how to enable an OpC mask.

TO ENABLE AN OPC MASK

1. From the client's **Admin** menu, choose **OpC Mask List**.

The OpC Mask List window is displayed.

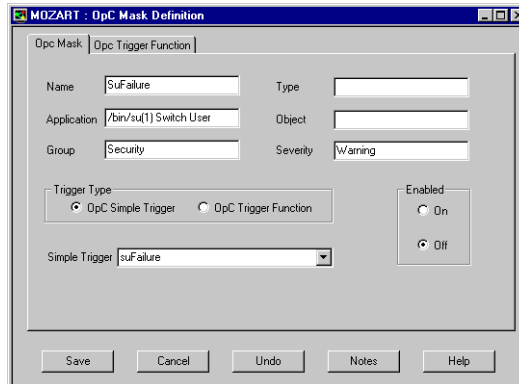


2. Select the OpC mask you want to enable from the list.

The Open button becomes enabled.


3. Select the **Open** button.

The OpC Mask Definition shows the definition of the OpC mask you selected.



4. Select the **On** radio button.
5. Select the **Save** button.

The OpC mask is now enabled.

 **TIP**

You can also enable an OpC mask by opening the OpC Mask List window, pressing the right mouse button while your cursor is over the entry for the mask, and choosing **On** from the popup menu.

Alarms enable you to monitor the state of objects such as interfaces and devices. *Figure 12-1* depicts the role that an alarm typically plays in a behavior model.

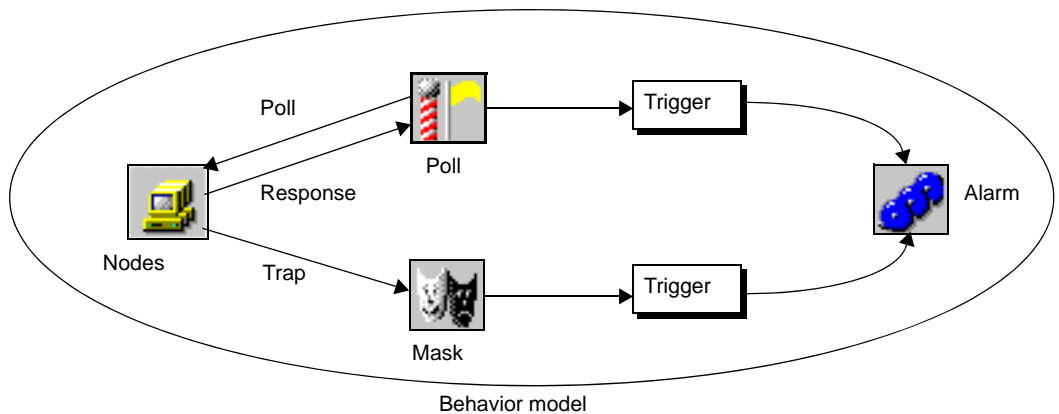


FIGURE 12-1. The Role of an Alarm in a Behavior Model

The alarm contains a state transition diagram, and transitions are caused by triggers that are usually generated by polls and trap masks. (Triggers can also be generated by alarms.) When the alarm manager sees a trigger whose key attributes—such as name, subobject, and node—match those of a pending transition in an alarm, the manager causes this transition to take place. Any actions associated with the transition are performed when the transition occurs.

The remainder of this chapter explains in detail how to create and work with alarms. Refer to the following sections:

Section	Description
<i>Listing Alarms on page 261</i>	Explains how to display a list of the alarms currently defined in the NerveCenter database.
<i>Defining an Alarm on page 264</i>	Explains the procedure for creating a new alarm.
<i>Alarm Scope on page 267</i>	Discusses an alarm's scope property. This property defines what an alarm monitors: the entire enterprise, a single device, a subcomponent of a device such as an interface, or multiple MIB objects in a single alarm instance.
<i>Defining States on page 269</i>	Explains how to define a state in an alarm's state diagram.
<i>Defining Transitions on page 274</i>	Explains how to define a transition in an alarm's state diagram.
<i>Documenting an Alarm on page 281</i>	Explains how to write notes (documentation) for an alarm.
<i>Enabling an Alarm on page 285</i>	Explains how to turn an alarm on and off.
<i>Correlation Expressions on page 287</i>	Explains how to create an alarm using a correlation expression.

Listing Alarms

This section explains how to display a list of the alarms currently defined in the NerveCenter database. The section also explains how to view the definition of a particular alarm.

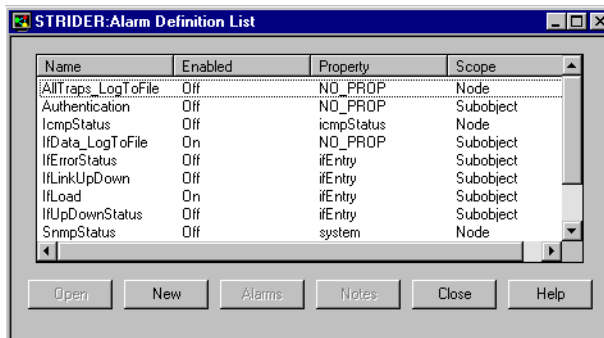
For information on creating a new alarm, see *Defining an Alarm on page 264*.

TO DISPLAY A LIST OF ALARMS AND THEN DISPLAY A PARTICULAR ALARM'S DEFINITION



1. From the client's **Admin** menu, choose **Alarm Definition List**.

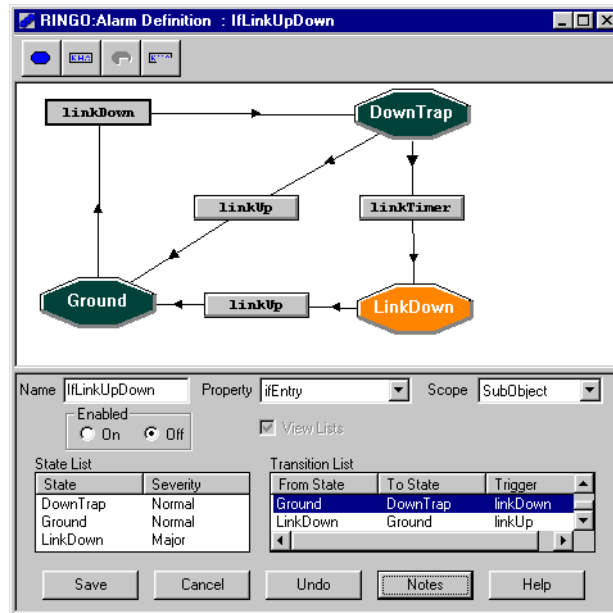
The Alarm Definition List window is displayed.



This window lists all the currently defined NerveCenter alarms and provides a brief definition of each. For each alarm, the window specifies a name and the following information:

- ◆ Whether the alarm is currently enabled
 - ◆ The alarm's property
 - ◆ The alarm's scope
2. Select an alarm from the alarm list.
 3. Select the **Open** button

NerveCenter displays the Alarm Definition window.



The alarm defined in this figure is named `ifLinkUpDown`. Each instance of it monitors a single interface (subobject scope) on a device whose property group contains the property `ifEntry`. If NerveCenter receives a generic trap 2 for an interface, an alarm instance is instantiated, and the current state becomes `DownTrap`. If a `linkUp` trap for the same interface arrives within three minutes, the state returns to `Ground`; otherwise, the state becomes `LinkDown`. The state color indicates that `LinkDown` is a state of Major severity.

With a little investigation, you can find out much more about this alarm. For instance, if you right-click a transition, you'll see a pop-up menu that enables you to find out what masks, polls, and alarms can produce the trigger that causes the transition. [Table 12-1](#) shows what objects can fire the triggers that affect this alarm.

TABLE 12-1. Trigger Sources

Transition	Related Trigger Generator
linkDown	Mask: LinkDown
linkUp	Mask: LinkUp
linkTimer	Alarm: IfLinkUpDown

You can also determine what actions will occur on a particular transition. Simply double-click the transition to bring up the Transition Definition dialog. If you perform this task for each transition in this alarm, you'll find that the transition actions in [Table 12-2](#) have been defined.

TABLE 12-2. Transition Actions

Transition	Actions
linkDown (Ground to DownTrap)	Fire the trigger linkTimer on a three minute delay.
linkUp (DownTrap to Ground)	Clear the trigger linkTimer.
linkUp (LinkDown to Ground)	None.
linkTimer (DownTrap to LinkDown)	Inform a network management platform that the interface is down.

Defining an Alarm

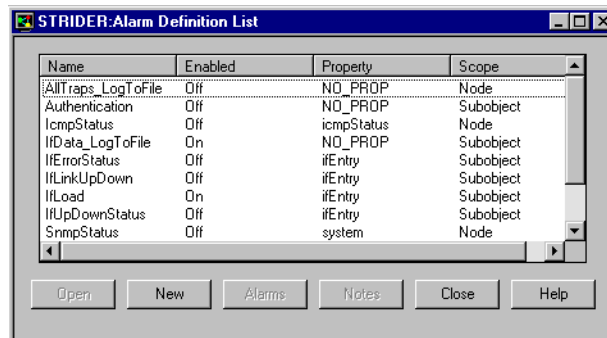
This section provides a high level overview of how to create a new alarm. Because creating an alarm is a fairly involved process, you'll need to consult some additional sections to get all the information you need.

TO DEFINE A NEW ALARM



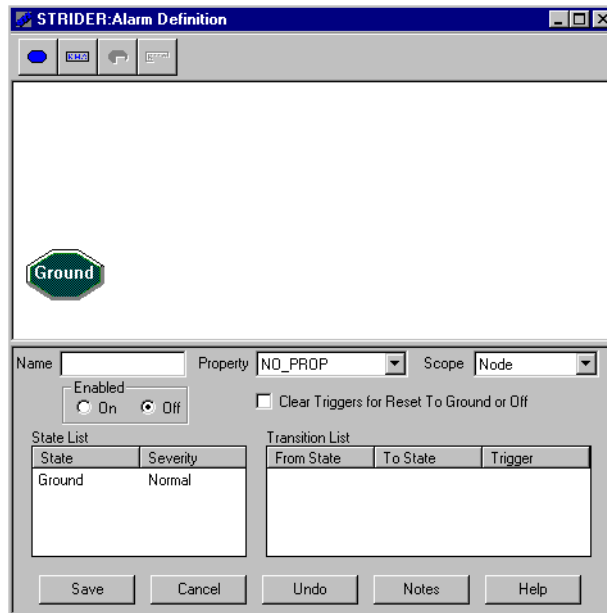
1. From the client's **Admin** menu, choose **Alarm Definition List**.

The Alarm Definition List window is displayed.



2. Select the **New** button.

The Alarm Definition window appears.



3. Type a unique name for the alarm in the **Name** text field.

**NOTE**

The maximum length for alarm names is 255 characters.

4. Select a property from the **Property** list box. Or leave the **Property** set to NO_PROP.

The property you choose helps determine whether a particular trigger can cause an alarm instance to be instantiated or cause a transition in an existing alarm instance. Generally, the alarm's property must match one of the properties in the property group of the node associated with the trigger. The property NO_PROP matches any property.

For complete information regarding the matching rules that determine whether a trigger causes an alarm transition, see the section, [Rules for Matching on page 432](#).

5. Select a scope from the **Scope** list box.

The options are Enterprise, Instance, Node, and Subobject. Briefly, an alarm instance with Enterprise scope monitors all the nodes managed by the NerveCenter server. An alarm instance with Node scope monitors a single node. A subobject scope alarm monitors a subcomponent of a node, usually an interface (subobject). Instance scope lets you monitor different base objects in a single alarm instance.

For further information on alarm scope, see the section [Alarm Scope on page 267](#).

6. Select the **Clear Triggers for Reset To Ground or Off** checkbox if you want NerveCenter to clear any pending triggers fired by this alarm when the alarm is turned off or manually reset to ground. The alarm might have pending triggers if you associated a Fire Trigger alarm action with this alarm.
7. Create the alarm's state diagram in the drawing area at the top of the Alarm Definition window.

This can be a big step. Before you actually draw the state diagram, you must design it. Your resources for learning how to design an alarms are:

- ◆ This book.
- ◆ *How to Use Alarms in Learning How to Create Behavior Models*, which includes a tutorial on creating alarms.
- ◆ The predefined alarms that ship with NerveCenter. Looking at these alarms and reading the notes that accompany them should give you some ideas for creating your own alarms.

Then, there are the mechanics of creating the state diagram. This subject is covered in the following places:

- ◆ *Defining States on page 269*
 - ◆ *Defining Transitions on page 274*
 - ◆ *Alarm Actions on page 297* for information about adding actions to alarm transitions
8. Select the **Save** button to save your alarm.
 9. If you want to enable you alarm now, set the alarm's **Enabled** status to **On**, and then select the **Save** button again.
-

Alarm Scope

NerveCenter alarms can have one of four scopes: subobject, instance, node, or enterprise. A subobject scope alarm monitors a subcomponent of a node, usually an interface (subobject). Instance scope lets you monitor different base objects in a single alarm instance. Node scope monitors activity on a single node, and enterprise scope monitors all managed nodes for a particular behavior.

This is fairly straightforward, but let's look at an example of how alarm scope might affect a particular behavior model. Let's say that you have a model that manages three workstations, each of which has four interfaces.

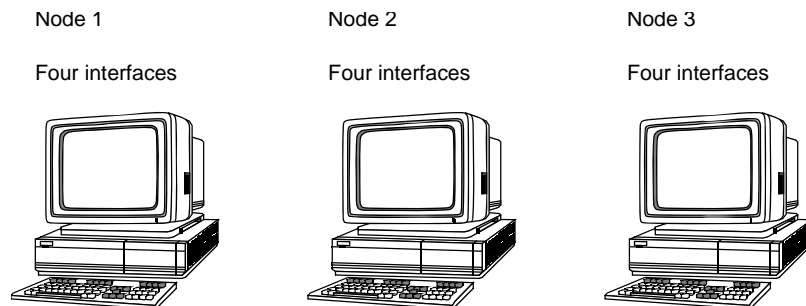


FIGURE 12-2. Managed Nodes and Their Interfaces

One component of this behavior model is a poll that checks variables in each workstation's ifEntry table to find interfaces that are experiencing high traffic. This poll can fire a trigger up to twelve times on any poll interval, as shown in [Table 12-3](#).

TABLE 12-3. Triggers Fired by High-Traffic Poll

Node	Subobject
Node 1	ifEntry.1
Node 1	ifEntry.2
Node 1	ifEntry.3
Node 1	ifEntry.4
Node 2	ifEntry.1
Node 2	ifEntry.2
Node 2	ifEntry.3
Node 2	ifEntry.4

TABLE 12-3. Triggers Fired by High-Traffic Poll (Continued)

Node	Subobject
Node 3	ifEntry.1
Node 3	ifEntry.2
Node 3	ifEntry.3
Node 3	ifEntry.4

The behavior model also includes the alarm whose state diagram is shown in [Figure 12-3](#):

**FIGURE 12-3.** High-Traffic Alarm

A beep action is associated with the highLoad transition.

Assuming that you've set the alarm's property properly, you've enabled both the poll and the alarm, and all interfaces are experiencing high traffic, how many beeps will you hear?

The answer depends on your alarm's scope. If the alarm has subobject scope, twelve alarm instances will be created, and you'll hear twelve beeps, one per interface. Similarly, for instance scope, twelve instances will occur and beep. The main difference between subobject and instance scope is that, with instance scope, you could add another transition to the alarm to monitor some base object other than ifEntry.

If the alarm has node scope, three alarm instances will be created, and you'll hear three beeps. Once an alarm instance for a node transitions out of the Ground state—upon receipt of the first highLoad trigger for that node—any subsequent highLoad triggers that refer to that node have no effect. Finally, if the alarm has enterprise scope, only one alarm instance is created, and you'll hear just one beep.

For behavior models that contain just one alarm, choosing an alarm scope is usually simple. Just state the condition you want to be able to detect:

- ◆ "I want to be able to detect high traffic on any interface." (Subobject scope)
- ◆ "I want to detect several conditions on any interface." (Instance scope)
- ◆ "I want to monitor each node on which a particular condition occurs." (Node scope)
- ◆ "I want to be notified *the first time* that high traffic occurs on any interface." (Enterprise scope)

Defining States

When you first open the Alarm Definition window, the state-diagram drawing area contains one state. This state is named Ground and is dark green (by default), indicating that the severity of the state is “Normal.” This state is unique not only because every alarm must contain it, but because no *active* alarm is ever in this state. The alarm manager instantiates an alarm when it receives a trigger corresponding to a transition from Ground to some other state, and if an alarm instance transitions back to Ground, that instance is deleted.

All of the other states that you want your alarm to track you must create yourself. For example, the author of the predefined alarm IfLoad (interface load) created two nonground states: medium and high.

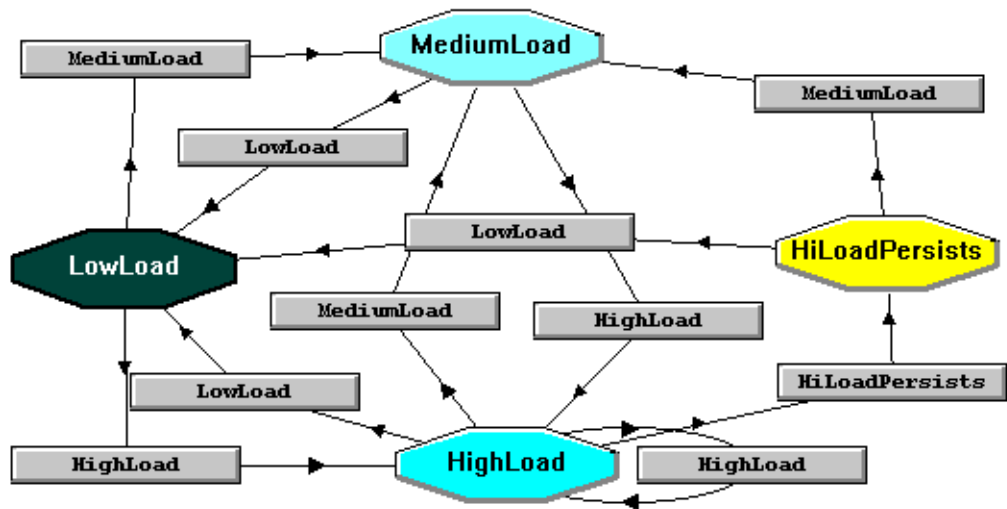


FIGURE 12-4. IfLoad Alarm

The medium state is of Medium severity, and the high state is of High severity.



NOTE

In the alarm in [Figure 12-4](#), the author has renamed the Ground state “LowLoad.” The Ground state can be renamed and its severity can be changed, but it cannot be deleted.

For instruction on creating new states, resizing state icons, and deleting states, see the following sections:

- ◆ [Defining a State on page 270](#)
- ◆ [Changing the Size of the State Icons on page 272](#)
- ◆ [Deleting a State on page 273](#)

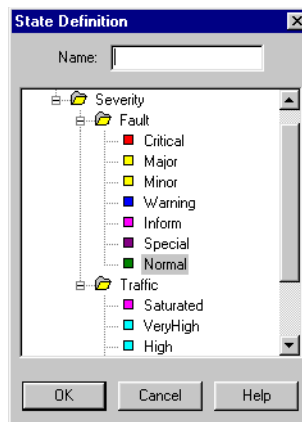
Defining a State

When you add a new state to a state diagram, you must provide two pieces of information about the state: its name and its severity. The name, of course, should indicate the role the state plays in the state diagram. For instance, if a state will indicate that a device is down, you should name it “DeviceDown,” or something similar. The alarm’s severity indicates whether the state represents a fault condition or a traffic condition and how serious the problem is.

TO ADD A STATE TO A STATE DIAGRAM



1. Select the **Add State** button at the top of the Alarm Definition dialog.
The State Definition dialog appears.



2. Type the name of the state in the **Name** text field.



NOTE

The maximum length for state names is 255 characters.

3. Select a severity from the **Fault** folder or the **Traffic** folder.
4. Select the **OK** button.

The new state appears in the diagram area. Drag the state icon to the spot you want it to occupy in the diagram.

**NOTE**

If you don't move the newly create state, subsequently created states won't be displayed.

If the state icon's label won't fit on the icon, you should resize the state icons in your diagram. For information on how to resize these icons, see the section [Changing the Size of the State Icons on page 272](#).

Changing the Size of the State Icons

The default size of state icons is fairly small. As a result, the name of a state may not fit on the octagon that represents it. If you encounter this problem, you can change the size of the state icons in your state diagram.



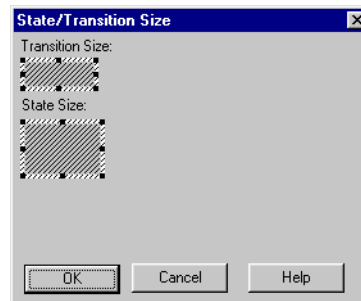
NOTE

You can't change the size of a single state icon. A resize operation affects all the state icons in the current state diagram.

TO CHANGE THE SIZE OF THE STATE ICONS IN A DIAGRAM

1. Right-click one of the state icons in the diagram, and select **Size** from the pop-up menu that's displayed.

The State/Transition Size window appears.



The rectangle beneath the State Size label indicates the current size of the state icons.

2. Drag the handles on the State Size rectangle to change the width or height of the rectangle.
To accommodate state names that won't fit on icons of the default size, make the rectangle wider.
3. Select the **OK** button.

The width and height of the state icons in your diagram are resized to match the size of the State Size rectangle.



TIP

Your state diagram will look better if the names of your states are short.

Deleting a State

If you need to change the name or severity of a state, there's no need to delete the state and create a new one. You can double-click on the icon for the state to bring up the State Definition window and change the state's name or severity there. However, if you've created a state that you no longer need, it's a simple matter to delete it.

TO DELETE A STATE

1. Select the state's icon in your state diagram.

The Remove State button is enabled.



2. Select the **Remove State** button at the top of the Alarm Definition window.

A pop-up dialog asks you whether you're sure you want to remove the state and explains that if you remove a state you also remove all the transitions associated with that state.

3. Select the **Yes** button in the dialog.

The state icon is removed for the state diagram.



NOTE

You can't delete the Ground state.

Defining Transitions

Once you've created the states for an alarm, you must define the transitions between them. Each transition has these components:

- ◆ A origin state.
- ◆ A destination state.
- ◆ A trigger. This is the trigger that will cause the transition.
- ◆ A list of actions that will be performed when the transition occurs. For a full description of each action that can take place upon a transition, see [Chapter 13, Alarm Actions](#)

The sections below will lead you through the mechanics of creating a new transition in a state diagram, changing the size of the transition icons in a state diagram, and deleting a transition:

- ◆ [Defining a Transition on page 275](#)
- ◆ [Associating an Action with a Transition on page 276](#)
- ◆ [Changing the Size of Transition Icons on page 278](#)
- ◆ [Changing the Color of Transition Lines on page 279](#)
- ◆ [Deleting a Transition on page 280](#)

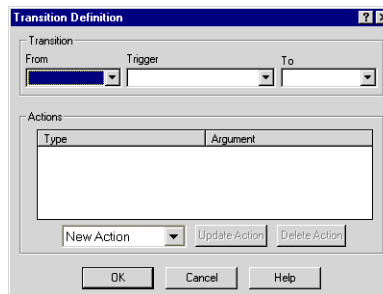
Defining a Transition

When you add a transition to a state diagram, you *must* supply three pieces of information: an origin state, a trigger name, and a destination state. Both of the states must already have been created in the state diagram, and the trigger must already exist as well.

TO CREATE A NEW TRANSITION



1. Select the **Add Transition** button at the top of the Alarm Definition window.
The Transition Definition dialog is displayed.



2. Select an origin state from the **From** drop-down list.
This list contains the names of all the states currently defined in the state diagram, including Ground. If an alarm is in the origin state when the appropriate trigger arrives, it may transition to the destination state.
3. Select a trigger from the **Trigger** drop-down list.
This list contains the names of all the triggers defined in the NerveCenter database. Only a trigger with the name you specify here will be able to cause this transition.
4. Select a destination state from the **To** drop-down list.
5. Select the **OK** button.

A transition is drawn between the source and destination states. This transition consists of a line connecting the source and destination states with arrows pointing in the direction of the destination state, and a rectangular icon on the line labeled with the trigger name. You can drag the rectangular icon, and the line will move with it.

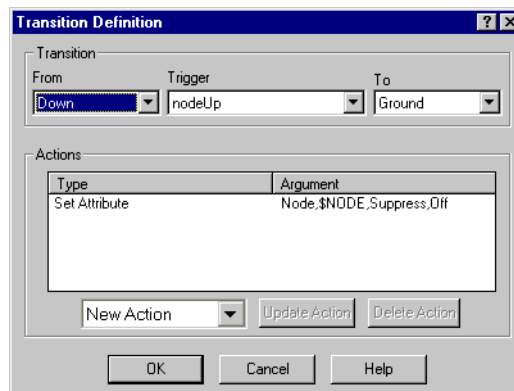
Associating an Action with a Transition

A transition may or may not have alarm actions associated with it. If it has one or more actions associated with it, these actions are performed each time the transition occurs.

You can add actions to an existing transition, or adding the actions can be part of the initial definition of the transition.

TO ADD AN ACTION TO A TRANSITION

1. If you're in the process of creating a new transition, the Transition Definition dialog should already be open. If you want to add an action to an existing transition, double-click the transition's icon. The Transition Definition dialog appears.



2. Select the **New Action** list.

A list of available actions is displayed. The complete list of actions is:

- ◆ *Action Router*
- ◆ *Alarm Counter*
- ◆ *Beep*
- ◆ *Clear Trigger*
- ◆ *Command*
- ◆ *Delete Node*
- ◆ *EventLog*
- ◆ *Fire Trigger*

- ◆ *Inform*
- ◆ *Inform OpC*
- ◆ *Inform Platform*
- ◆ *Log to Database*
- ◆ *Log to File*
- ◆ *Microsoft Mail*
- ◆ *Notes*
- ◆ *Paging*
- ◆ *Perl Subroutine*
- ◆ *Send Trap*
- ◆ *Set Attribute*
- ◆ *SMTP Mail*
- ◆ *SNMP Set*

These actions are described in *Chapter 13, Alarm Actions*.

3. Select an action from the pop-up menu.

If you select the Action Router, Delete Node, or Notes action, the action is added immediately to the Actions list in the Transition Definition window. However, because most actions require you to supply parameters, NerveCenter generally displays an action dialog at this point. The dialog varies from action to action.

4. Fill in the fields in the action dialog.

This step is very dependent on the action you've selected. For details on how to complete this step, see the appropriate section in *Chapter 13, Alarm Actions*

5. Repeat step 2 through step 4 for any additional actions you want to add to the transition.
 6. Select the **OK** button in the Transition Definition window.
-

Changing the Size of Transition Icons

The default size of transition icons is fairly small. As a result, the name of a transition may well not fit on the rectangle that represents the transition. If you encounter this problem, you can change the size of the transition icons in your state diagram.



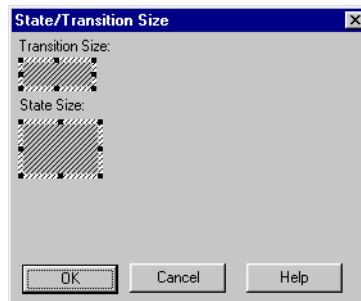
NOTE

You can't change the size of a single transition icon. A resize operation affects all the transition icons in the current state diagram.

TO CHANGE THE SIZE OF THE TRANSITION ICONS IN A DIAGRAM

1. Right-click one of the transition icons in the diagram, and select **Size** from the pop-up menu that is displayed.

The State/Transition Size dialog appears.



The rectangle beneath the Transition Size label indicates the current size of the transition icons.

2. Drag the handles on the Transition Size rectangle to change the width or height of the rectangle.
3. Select the **OK** button.

The width and height of the transition icons in your diagram are resized to match the size of the Transition Size rectangle.



TIP

Your state diagram will look better if the names of your transitions (triggers) are short.

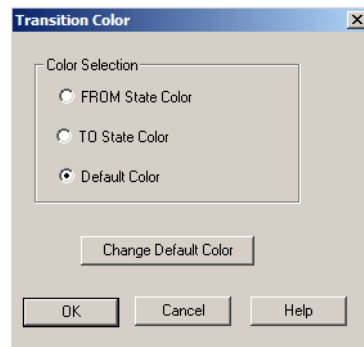
Changing the Color of Transition Lines

If you have numerous states and transitions, following the different transition paths can be complicated. You can change the color of the lines connecting states to transitions to make it easier to understand your alarm.

TO CHANGE THE COLOR OF THE TRANSITION LINES IN A DIAGRAM

1. Right-click one of the transition icons in the diagram, and select **Color** from the pop-up menu that is displayed.

The Color Transition dialog appears.



2. Select a color.
 - ◆ **FROM State Color** is the color of the state you transition from.
 - ◆ **TO State Color** is the color of the state you transition to.
 - ◆ **Default Color** is the color you define default to be.

You can define the Default color to any color you want.

- a. Select **Change Default Color**.

The Color window is displayed.



- b. Select the color box containing the color you want to assign to the transition line.
- c. Select the **OK** button in the Color window.

You return to the Transition Color window.

3. Select the **OK** button.

Deleting a Transition

This section explains how to delete a transition from an existing state diagram or one that you're currently drawing.

TO DELETE A TRANSITION

1. Select the transition you want to delete.
2. Select the **Remove Transition** button from the Alarm Definition window.



A dialog appears that asks if you're sure you want to delete the transition.

3. Select the **Yes** button in the dialog.

The transition is deleted from your state diagram.

Bear in mind that an alarm's definition does not actually change until you save the alarm.

Documenting an Alarm

This section explains how to add documentation (notes) to an alarm and what should be covered in that documentation.

- ◆ *How to Create Notes for an Alarm on page 281*
- ◆ *What to Include in Notes for an Alarm on page 283*

How to Create Notes for an Alarm

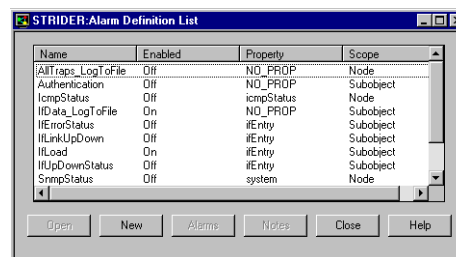
You can add notes to an alarm by following the procedure outlined in this subsection.

TO ADD NOTES TO AN ALARM



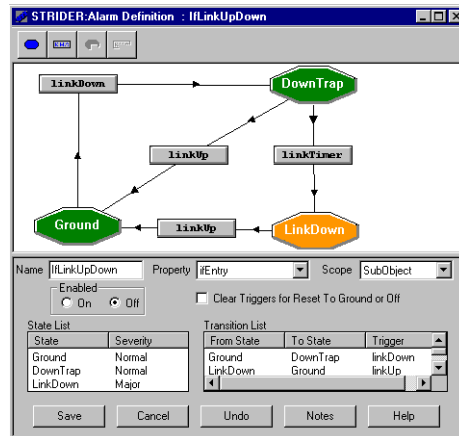
1. From the client's **Admin** menu, choose **Alarm Definition List**.

The Alarm Definition List window is displayed.

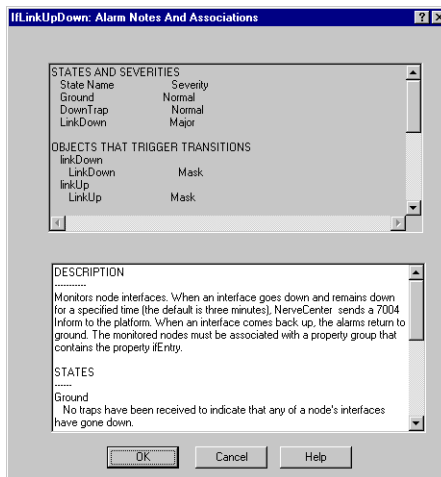


2. Select an alarm to which you want to add a note.
3. Make sure that your alarm is not enabled.
4. Select the **Open** button.

The Alarm Definition window is displayed.



- In the Alarm Definition window, select the **Notes** button.
The Alarm Notes and Associations dialog is displayed.



- Enter your documentation for the alarm by typing in this dialog. See the section [What to Include in Notes for an Alarm on page 283](#) for information on what type of information you should enter here.
- Select the **OK** button at the bottom of the Alarm Notes and Associations dialog to close it.
- Select the **Save** button in the Alarm Definition window.

Your notes are saved to the NerveCenter database. They can be read by anyone who opens the definition for your alarm and selects the Notes button.

What to Include in Notes for an Alarm

The top pane of the Notes and Associations dialog box contains read-only information about the alarm. This data is retrieved from the NerveCenter database and, therefore, may change from time to time when the alarm's definition is modified in the database.

This information includes:

- ◆ The alarm's states and severities.
- ◆ Objects that trigger the alarm's transitions.
- ◆ The alarm's transitions and their associated actions.

The bottom pane contains a general description of the alarm and any useful information. Users with administrator rights can add or edit this field when creating or customizing alarms. Comments should include anything other users might find helpful to know about NerveCenter alarms.

Following are some suggestions:

- ◆ Define the purpose of the alarm.
- ◆ List any reports run against the data logged by the alarm.
- ◆ List the property groups that are affected by this alarm—that is, groups that contain the property assigned to the alarm—and include any pertinent information about the nodes assigned to those groups.
- ◆ Name any associated behavior model and mention whether customization is required to work with the behavior model.

We recommend that you include the following information in the notes for your alarm:

- ◆ Purpose of the alarm
- ◆ Brief description of the alarm's states
- ◆ Brief description of the alarm's transitions
- ◆ List of the objects (polls, masks, and alarms) that fire triggers that affect this alarm
- ◆ Description of the actions specified for transitions, especially Fire Trigger and Perl Subroutine actions
- ◆ Documentation for any program or script called from a Command action

- ◆ Names of any reports run against data logged by the alarm
- ◆ Information about other alarms that are part of the same behavior model

For example, let's consider the alarm definition shown in *Figure 12-5*.

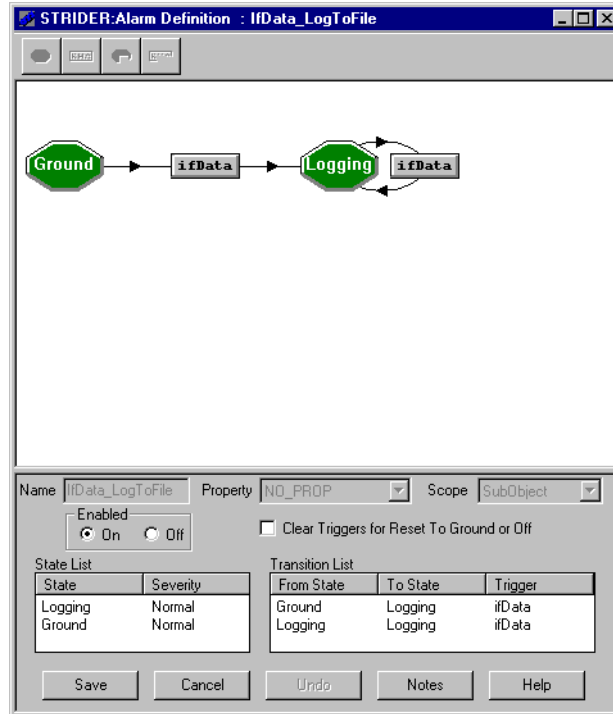


FIGURE 12-5. IfData_LogToFile Alarm

The notes for this alarm should look something like this:

Purpose: Logs interface data to the log file ifdata.log.

States: Ground (Normal), Logging (Normal)

Transitions: ifData (Ground to Logging), ifData (Logging to Logging)

Associated poll: IfData fires the ifData trigger if it is able to retrieve information about an interface from a node's interface table.

Actions: ifData (Ground to Logging) - Log to File ifdata.log Enabled Verbose

ifData (Logging to Logging) - Log to File ifdata.log Enabled Verbose

Enabling an Alarm

For an alarm to become functional, several conditions must be met:

- ♦ The alarm must be enabled.
- ♦ The alarm must receive a trigger that corresponds to one of the alarm's transitions out of the Ground state.
- ♦ The alarm's property must be in the property group of the node associated with the trigger.

This section explains how to enable an alarm.



NOTE

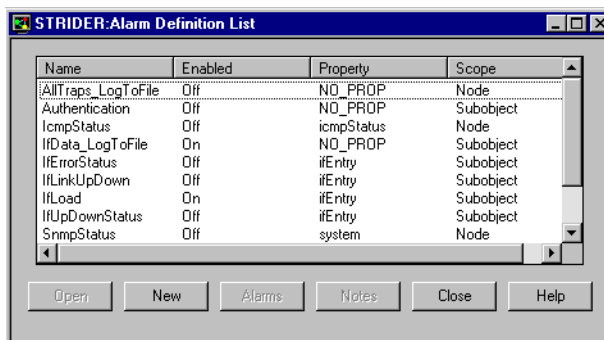
If you later turn an alarm off or reset the alarm to ground, any pending triggers fired by that alarm are cleared if the **Clear Triggers for Reset To Ground or Off** checkbox is checked in the alarm's definition window.

TO ENABLE AN ALARM



1. From the client's **Admin** menu, choose **Alarm Definition List**.

The Alarm Definition List window is displayed.

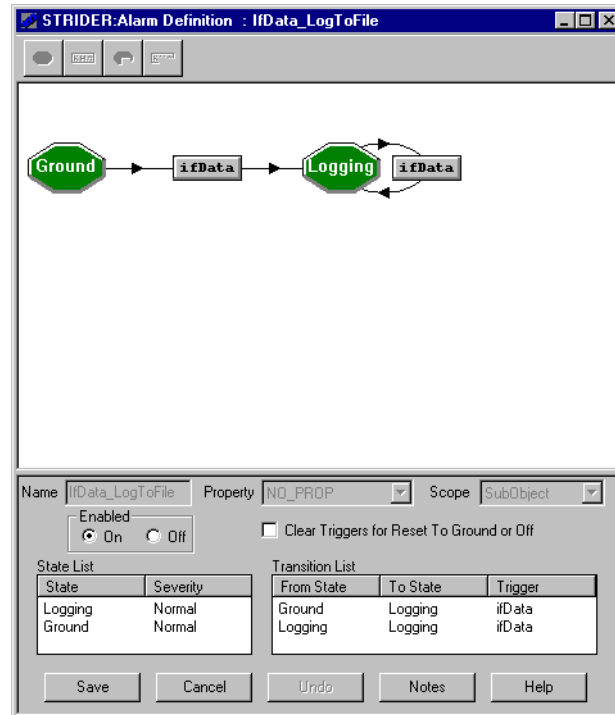


2. Select the alarm you want to enable from the list.

The Open button becomes enabled.


3. Select the **Open** button.

The Alarm Definition window is displayed and shows the definition of the alarm you selected.



4. Select the **On** radio button in the **Enabled** frame.
5. Select the **Save** button.

The alarm is now enabled.

 **TIP**

You can also enable an alarm by selecting the alarm in the Alarm Definition List window, right-clicking the entry for the alarm, and choosing **On** from the popup menu.

Correlation Expressions

NerveCenter provides an additional method for Alarm Definition creation, the Correlation Expression window. Correlation expressions allow the definition of alarm diagrams based on Boolean expressions. The correlation expressions do not apply in every situation, but in cases where multiple combinations of events need to be detected and acted upon, the correlation expressions save tremendous amounts of time, both in alarm diagram designing and building.

To build a correlation expression, first create the necessary trap masks and poll conditions to fire the desired triggers. Once the triggers have been created, the Correlation Expression Editor can be used to create the expression.

There are three main components of the correlation expression. First, the Boolean expression is created using and, or, parenthesis and triggers that are already existent. Second, the correlation reset period determines the time limit in which the entire expression must become true once a portion has been detected. Third, the correlation action must be specified, directing NerveCenter to act when the expression becomes true.

For example take the sample alarm in *Figure 12-6*.

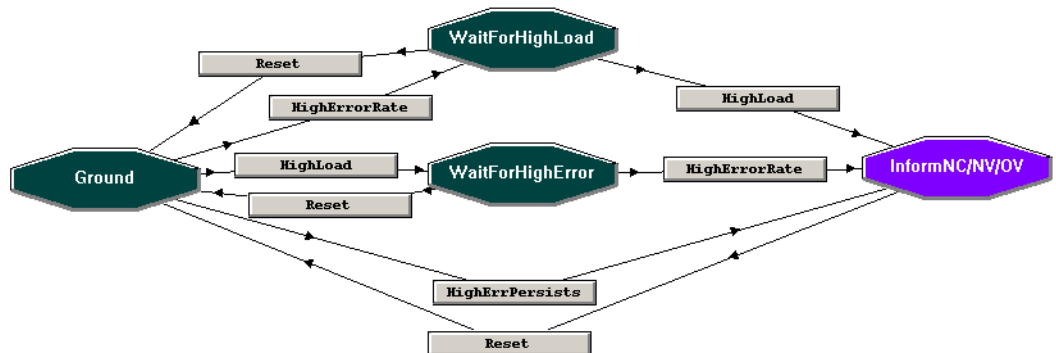


FIGURE 12-6. Sample Alarm: Error Rate Alarm Created with the Alarm Definition Window

In this alarm, you want an inform to be sent if you receive HighErrorRate and HighLoad triggers or if you receive a HighErrorPersists trigger. The alarm will reset to Ground if the alarm is not completed within the time period specified by the transition Reset. Creating this model takes several steps. You need to create three states and eight transitions. Three of those transitions require you to add the same action, send inform. The idea behind this model, however, can be expressed simply with a boolean expression:

If (HighLoad AND HighErrorRate) OR HighErrPersists, then Inform NC/NV/OV

Correlation expressions allow you to create simple alarms quickly.

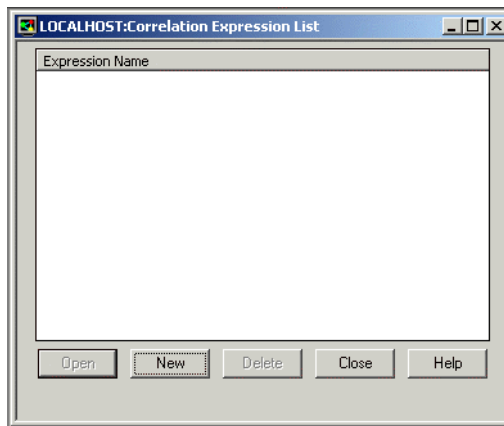
**NOTE**

After a correlation expression reaches the final state, the Alarm reverts to Ground.

TO CREATE A CORRELATION EXPRESSION

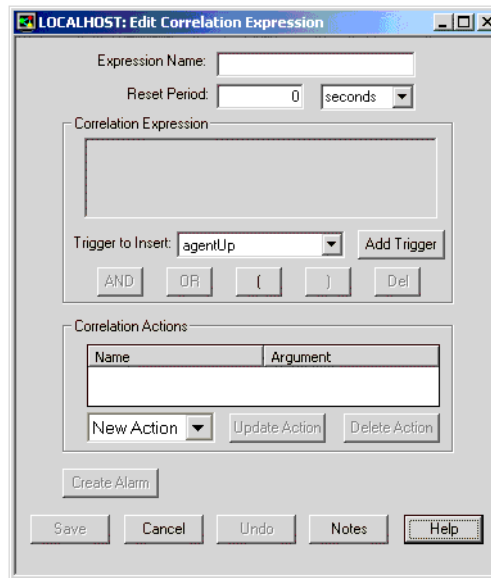
1. From the client's **Admin** menu, choose **Correlation Expression List**.

The Correlation Expression List Window opens.



2. Select the **New** button.

The Edit Correlation Expression window opens.



3. In the **Expression Name** field enter a name for the expression.



NOTE

The maximum length for correlation names is 255 characters.

4. Enter the **Reset Period** (must be greater than 0) and select a time unit (seconds, minutes or hours) from the drop-down menu.

The correlation reset period is the time in which the entire alarm must complete before the alarm resets. This counter starts when the first trigger occurs. The counter does not restart when a second trigger occurs.

The time period must be greater than zero. You can choose between seconds, minutes or hours.

5. Enter a correlation expression.

You enter information in the Correlation Expression field by using the buttons below the field.

- ◆ To add a trigger:
 - i. Select a trigger from the **Trigger to Add** drop down list.
 - ii. Select **Add Trigger**.

- ◆ To add a boolean operator, select the **AND** or **OR** button.

**NOTE**

The AND operator has precedence over the OR operator. For example, **x or y and z** is the same as **x or (y and z)**.

- ◆ To add a parenthesis, select the (or) button.

The close parenthesis) button is not active until there is an open parenthesis (in the correlation expression.

- ◆ To delete the previous element of the correlation expression, select the **Del** button.

6. Add Correlation Actions.

- a. Select the **New Action** list.

A list of available actions is displayed. The complete list of actions is:

- ◆ *Action Router*
- ◆ *Alarm Counter*
- ◆ *Beep*
- ◆ *Clear Trigger*
- ◆ *Command*
- ◆ *Delete Node*
- ◆ *EventLog*
- ◆ *Fire Trigger*
- ◆ *Inform*
- ◆ *Inform OpC*
- ◆ *Inform Platform*
- ◆ *Log to Database*
- ◆ *Log to File*
- ◆ *Microsoft Mail*
- ◆ *Notes*
- ◆ *Paging*
- ◆ *Perl Subroutine*

- ◆ *Send Trap*
- ◆ *Set Attribute*
- ◆ *SMTP Mail*
- ◆ *SNMP Set*

These actions are described in *Chapter 13, Alarm Actions*.

- b. Select an action from the pop-up menu.

If you select the Action Router, Delete Node, or Notes action, the action is added immediately to the Actions list in the Edit Correlation Expression window. However, because most actions require you to supply parameters, NerveCenter generally displays an action dialog at this point. The dialog varies from action to action.

- c. Fill in the fields in the action dialog.

This step is dependent on the action you've selected. For details on how to complete this step, see the appropriate section in *Chapter 13, Alarm Actions*.

You can edit these selections later by selecting the **Update Action** button.

- d. Repeat step a through step c for any additional actions you want to add to the correlation expression.

To delete an action, select it from the Correlation Actions list and click **Delete Action**.

7. Select **Save**.



NOTE

The **Save** and **Create Alarm** buttons are not enabled until:

- ◆ you give the correlation expression a name
- ◆ you set the Reset Period to a number other than zero
- ◆ the correlation expression is valid (for example, all open parenthesis are closed)
- ◆ you select at least one Correlation Action

This saves the correlation expression.

After creating a correlation expression, you can use it as a building block to create alarms.

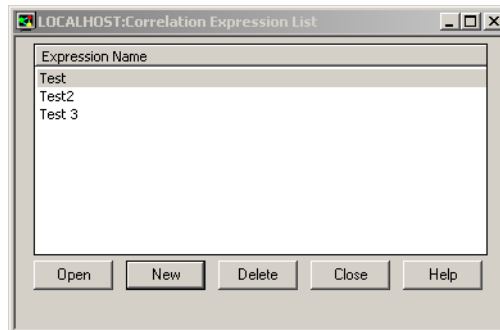
**NOTE**

You do not have to save a correlation expression to create an Alarm. As long as the correlation expression has a name, a reset period, a valid expression and an action, you can create an Alarm from the expression.

TO COPY A CORRELATION EXPRESSION


1. From the client's **Admin** menu, choose **Correlation Expression List**.

The Correlation Expression List Window opens.



2. Select a correlation expression and right-click.
3. Select **Copy** from the pop-up menu.
The Edit Correlation Expression window opens.
4. In the **Expression Name** field enter a new name for the expression.

**NOTE**

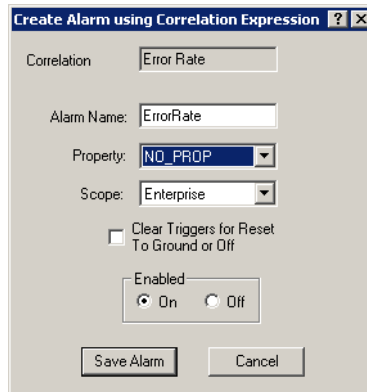
The maximum length for correlation names is 255 characters.

5. Select **Save**.
-

TO CREATE AN ALARM FROM A CORRELATION EXPRESSION

1. From the Edit Correlation Expression window, click **Create Alarm**.

The Create Alarm using Correlation Expression window opens.



2. In the Alarm Name field, enter a name for the alarm.

**NOTE**

The maximum length for alarm names is 255 characters.

3. Select a property from the **Property** list box or leave the **Property** set to NO_PROP.

The property you choose helps determine whether a particular trigger can cause an alarm instance to be instantiated or cause a transition in an existing alarm instance. Generally, the alarm's property must match one of the properties in the property group of the node associated with the trigger. The property NO_PROP matches any property.

4. Select a scope from the **Scope** list box.

The options are Enterprise, Instance, Node, and Subobject. Briefly, an alarm instance with Enterprise scope monitors all the nodes managed by the NerveCenter server. An alarm instance with Node scope monitors a single node. A subobject scope alarm monitors a subcomponent of a node, usually an interface (subobject). Instance scope lets you monitor different base objects in a single alarm instance.

For further information on alarm scope, see [Alarm Scope on page 267](#).

5. Select the **Clear Triggers for Reset To Ground or Off** checkbox if you want NerveCenter to clear any pending triggers fired by this alarm when the alarm is turned off or manually reset to ground. The alarm might have pending triggers if you associated a Fire Trigger alarm action with this alarm.

6. If you want to enable you alarm now, set the alarm's **Enabled** status to **On**.
7. Select **Save Alarm**.

When you save the alarm, you can now access it through the Alarm Definition List and edit it as any other alarm. For details on using the Alarm Definition window, see *Defining Transitions on page 274*.

Figure 12-7 shows the correlation expression that creates the alarm shown in *Figure 12-6 on page 287*. *Figure 12-8* shows the alarm generated with the Error Rate correlation expression.

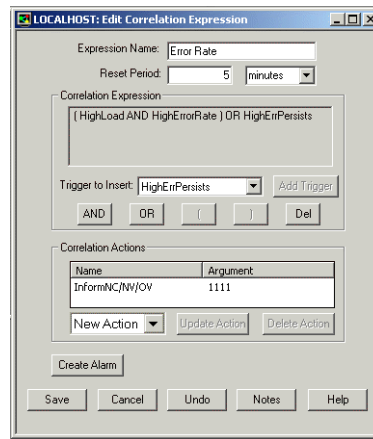


FIGURE 12-7. Error Rate Correlation Expression

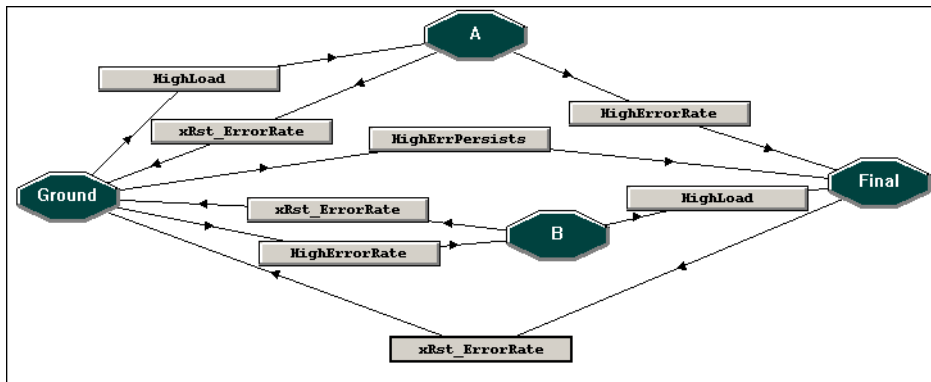
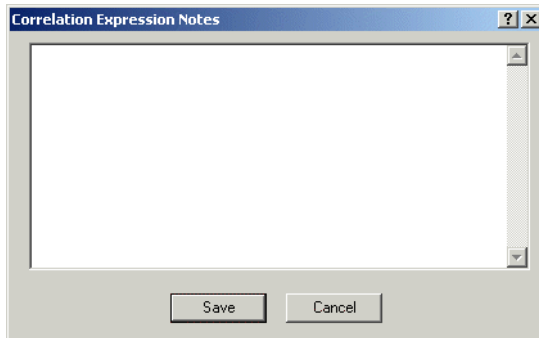


FIGURE 12-8. Error Rate Alarm Generated from the Error Rate Correlation Expression

TO ADD NOTES TO A CORRELATION EXPRESSION

1. From the Correlation Expression window, select **Notes**.

The Correlation Expression Notes dialog box displays.



2. Enter your comments.
3. Select **Save** to close the Notes dialog box.
A dialog box asking **Are you sure?** displays.
4. Select **Yes**.
5. Click **Save** in the Correlation Expression window to save the notes.

**NOTE**

These notes document the correlation expression. They are not copied over to any alarm created by a correlation expression.

When you create an alarm, you can specify that one or more alarm actions take place on any alarm transition. These actions fall into two categories: those that affect how the alarm works and those that perform some type of corrective action. An example of the first type of action is the Fire Trigger action. This action (as its name implies) fires a trigger that can cause a transition in its own or another alarm. An example of the second type of action is the Command action, which enables you to run any script or executable when a transition occurs.



NOTE

NerveCenter alarm actions are asynchronous. Alarm actions do not execute in the order that you specify them—actions can fire in any order. Therefore, action2 should not be dependant on action1, for example.

The only exception is the Clear Trigger action; when you include a Clear Trigger action with other alarm actions, the Clear Trigger action is always performed first. This prevents the possibility of a trigger being fired and then cleared during the same transition.

The remainder of this chapter discusses how to use each of the NerveCenter alarm actions:

Section	Description
Action Router on page 299	Explains how to send information about an alarm transition to the Action Router facility. The Action Router enables you to performs actions if certain conditions are met.
Alarm Counter on page 301	Explains how to count the number of times that a particular transition has occurred.
Beep on page 305	Explains how to send audible alarm to the workstation at which the NerveCenter Client is running.
Clear Trigger on page 306	Explains how to clear a trigger that was fired on a delayed basis.
Command on page 308	Explains how to execute a program or script from an alarm action.
Delete Node on page 310	Explains how to delete the node being monitored by an alarm instance.

Section	Description
<i>EventLog on page 310</i>	Explains how to log information about an alarm transition to a system log file (UNIX) or the Event Log (Windows).
<i>Fire Trigger on page 314</i>	Explains how to fire a trigger as an alarm action.
<i>Inform on page 319</i>	Explains how to send the equivalent of an SNMP trap to OpenView Network Node Manager or another NerveCenter when a significant network event is detected.
<i>Inform OpC on page 322</i>	Explains how to send a message to HP OpenView IT/Operations.
<i>Inform Platform on page 324</i>	Explains how to send an event to the IBM Tivoli Netcool/OMNIBus network management platform.
<i>Log to Database on page 327</i>	Explains how to log information about an alarm transition to the NerveCenter database.
<i>Log to File on page 328</i>	Explains how to log information about an alarm transition to a file.
<i>Microsoft Mail on page 330</i>	Explains how to send e-mail to a client of a Microsoft Exchange server.
<i>Notes on page 331</i>	Explains how to display the notes (documentation) for an alarm.
<i>Paging on page 333</i>	Explains how to send a page as an alarm action.
<i>Perl Subroutine on page 334</i>	Explains how to execute a Perl script as an alarm action. Perl scripts are different from other scripts in that they have access to a great deal of internal NerveCenter information.
<i>Send Trap on page 347</i>	Explains how to send an SNMP trap as an alarm action.
<i>Set Attribute on page 351</i>	Explains how to set an attribute of an alarm, a mask, a node, or a poll as an alarm action.
<i>SMTP Mail on page 353</i>	Explains how to send SMTP mail.
<i>SNMP Set on page 354</i>	Explains how to send an SNMP SetRequest to set the value of an attribute in an agent's MIB.

Action Router

Normally, when an alarm transition occurs, the actions associated with that transition are performed automatically. However, it's possible to specify that one or more actions be performed conditionally. To define this type of behavior, you must:

- ◆ Add the Action Router action to the appropriate alarm transition. (This section explains how to perform this task.)
- ◆ Use the Action Router's rule composer to define the conditions under which you want the Action Router to perform one or more actions and the actions to be taken under those conditions. These conditions can be specified using any Perl expression that evaluates to true or false. However, NerveCenter provides a large set of variables for use in these conditions. These variables enable you to set up conditions based (among other things) on:
 - ◆ The name of the alarm that underwent the transition
 - ◆ The day of the week
 - ◆ The name of the node being monitored
 - ◆ The property group associated with the node being monitored
 - ◆ The severity of the transition's destination state
 - ◆ The time of day
 - ◆ The name of the trigger that caused the transition

In addition, the actions that can be associated with a set of conditions can be selected from almost all the actions that can be performed during an alarm transition. For complete information about using the rule composer, see [Chapter 14, Performing Actions Conditionally \(Action Router\)](#)

Once you've done this setup, when the transition with the Action Router action takes place, the Action Router process will receive information about the transition. The Action Router will then evaluate all of its rules to determine any of them are satisfied. If a rule is satisfied, the Action Router performs all of the actions associated with that rule. For example, if you've set up a rule that tells the Action Router to page an administrator if a transition's destination state is of Critical severity, the Action Router will check the transition's destination state and page an administrator if that state is Critical.

TO ADD THE ACTION ROUTER ACTION TO AN ALARM TRANSITION

1. In the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
 2. Select **Action Router** from the pop-up menu.
The new action appears in the Actions list in the Transition definition window.
 3. Select the **OK** button in the Transition Definition window.
 4. Select **Save** in the Alarm Definition window.
-

Alarm Counter

Suppose that you want to write an alarm to detect more than five authentication-failure traps from a node within five minutes. A possible state diagram for this problem is shown in *Figure 13-1*.

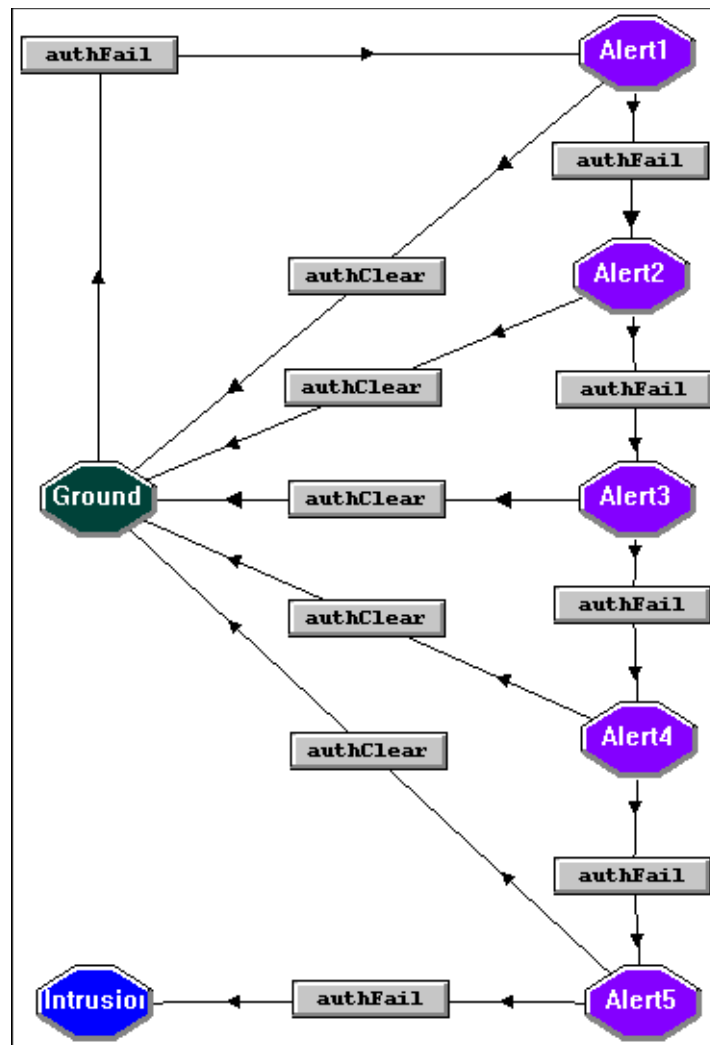


FIGURE 13-1. First Solution to Authentication-Failure Problem

Presumably, the trigger `authFail` is fired by a trap mask that detects generic authentication-failure traps. Also, on the transition from `Ground` to `Alert1`, the trigger `authClear` is fired on a five minute delay. This trigger is cleared on the transition from `Alert5` to `Intrusion`.

With seven states, this diagram doesn't look too bad. But what if you had been asked to write an alarm that detected more than twenty authentication failures? Clearly, a better approach is needed.

The NerveCenter feature that you can use to simplify this type of state diagram is the Alarm Counter alarm action. This action enables you to loop in an alert state until you're ready to move to the `Intrusion` state. Thus, a revised state diagram might look like [Figure 13-2](#):

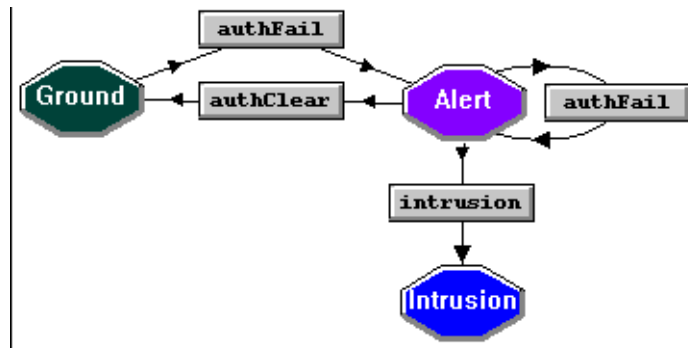


FIGURE 13-2. Solution Using the Alarm Counter Action

The firing and clearing of the `authClear` trigger are handled as they were in the previous example. The new actions in this state diagram are Alarm Counter actions on both the transition from `Alert` to `Alert` and the transition from `Alert` to `Ground`.

The Alarm Counter action associated with the circular transition from `Alert` to `Alert`:

- ◆ Creates a counter variable if it does not already exist.
- ◆ Increments the counter. (The initial value of the counter is zero.)
- ◆ Checks to see whether the value of the counter is 5. (The test is for 5 instead of 6 because one authorization failure has to occur for the alarm to reach the `Alert` state.)
- ◆ Fires the trigger `intrusion` if the value of the counter is greater than 4.

The Alarm Counter action associated with the transition from `Alert` to `Ground`:

- ◆ Creates the counter if it does not already exist.
- ◆ Sets the value of the counter to 0.

This example shows both of the main uses of the Alarm Counter action: to set up a loop in which a trigger is fired when the counter reaches a certain value and to set or reset the value of the counter.

**NOTE**

You can use the *Counter() Function* in a Perl subroutine or Action Router rule to get the value of a counter associated with a particular transition. For more information, see *Counter() Function on page 341*.

You can also use the NC::AlarmCounters Perl object in Perl subroutines. However, the NC::AlarmCounters object is completely separate from the Counter() function and does not share data with the Counter () function. For more details about the NC::AlarmCounters, see the *Release Notes*.

TO CREATE AN ALARM COUNTER

1. In the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Alarm Counter** from the pop-up menu.

The Alarm Counter Action dialog is displayed.

The screenshot shows the 'Alarm Counter Action' dialog box. It features a title bar with a question mark and a close button. The main area contains several fields: a 'Counter Name' dropdown menu, an 'Operation' section with radio buttons for 'Increment' and 'Decrement', a 'Trigger Values' section with a 'Fire Trigger' dropdown menu and a 'When Counter Equals' text field containing the value '0', and a 'Set Counter' checkbox with a 'Value' text field containing the value '0'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

3. Type a counter name in the **Counter Name** text field, or select a counter name from the **Counter Name** drop-down list.

The drop-down list will contain values only if another transition in the same alarm has already defined an alarm counter.

The scope of the alarm counter name is the alarm instance in which the counter is created.

4. To set up a loop—that is, you want to fire a trigger after a transition has occurred a certain number of times—perform these steps:

- a. Select either the **Increment** or **Decrement** radio button.

Obviously, this choice determines whether the counter will be incremented or decremented when the Alarm Counter action is performed. Normally, you increment a counter because the counter is initialized to 0. However, it is possible to set the counter to a nonzero value in one Alarm Counter action and then to decrement it in another.

The counter is incremented or decremented before it is used in any comparison.

- b. Type an integer in the **when counter equals** field.

The Alarm Counter action can fire a trigger when the counter equals this value.

- c. Type the name of a new trigger in the **Fire Trigger** field, or select an existing trigger from the **Fire Trigger** drop-down list.

If you do not enter a trigger name, any value you enter in the “when counter equals” field is lost when you save the alarm.

5. To set or reset the value of a counter, perform these steps:

- a. Check the **Set Counter** checkbox.
- b. Enter an integer in the **Value** field.

The counter will be set to this value when the Alarm Counter action occurs.

6. Select the **OK** button in the Alarm Counter Action dialog.
 7. Select the **OK** button in the Transition Definition window.
 8. Select the **Save** button in the Alarm Definition window.
-

Beep

If you add the Beep alarm action to a transition, NerveCenter sends an audible alarm to all of the clients connected to the server when that transition occurs. This is one method of notifying network administrators of a condition that requires their attention.

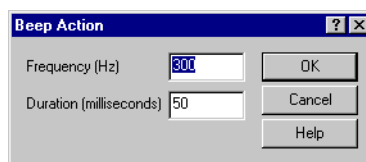
TO ADD A BEEP ALARM ACTION TO A TRANSITION

1. In the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Beep** from the pop-up menu.

The Beep Action dialog is displayed.



3. Type a value in the **Frequency** field, or leave the default value of 300.
This value specifies the beep's frequency in hertz.
 4. Type a value in the **Duration** field, or leave the default value of 50.
This value specifies the beep's duration in milliseconds.
 5. Select the **OK** button in the Beep Action dialog.
 6. Select the **OK** button in the Transition Definition window.
 7. Select the **Save** button in the Alarm Definition window.
-

Clear Trigger

When you define a Fire Trigger alarm action, you can use a delay to determine when the trigger actually fires. (For details about the Fire Trigger action, see the section *Fire Trigger on page 314*.) After a Fire Trigger action has been initiated, but before the delay has elapsed, you can cancel the firing of the trigger using the Clear Trigger action. A Clear Trigger action cancels any pending triggers of a specified name that have been queued by its own alarm instance.

When you include a Clear Trigger action with other alarm actions, the Clear Trigger action is always performed first. This prevents the possibility of a trigger being fired and then cleared during the same transition.

A good example of the use of Fire Trigger and Clear Trigger is the predefined alarm `IfLinkUpDown`.

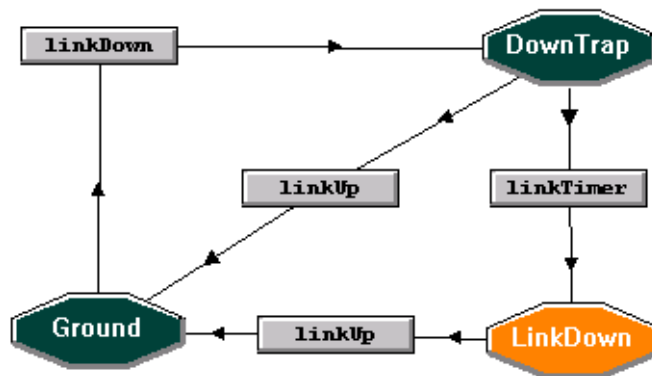


FIGURE 13-3. IfLinkUpDown Alarm

This alarm is designed to transition from Ground to Down Trap upon the receipt of a linkDown trigger. When this transition occurs, a Fire Trigger action fires the trigger linkTimer on a three-minute delay. If a linkUp trap arrives within three minutes, the linkUp transition occurs, and a Clear Trigger action clears the linkTimer trigger. Otherwise, the linkTimer trigger is fired, and the alarm transitions to the LinkDown state.

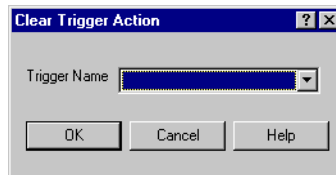
TO ADD A CLEAR TRIGGER ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select the **Clear Trigger** action.

The Clear Trigger Action dialog is displayed.



3. Type the name of the trigger you want to clear in the **Trigger Name** field, or select it from the **Trigger Name** drop-down list.

Pending triggers of this name will be cleared only in the alarm instance that invokes the Clear Trigger action.

4. Select the **OK** button in the Clear Trigger Action dialog.
 5. Select the **OK** button in the Transition Definition window.
 6. Select the **Save** button in the Alarm definition window.
-

Command

The Command alarm action enables you to execute any command or script when a particular alarm transition occurs. An example of an alarm that uses this action is the predefined alarm IPSweep.

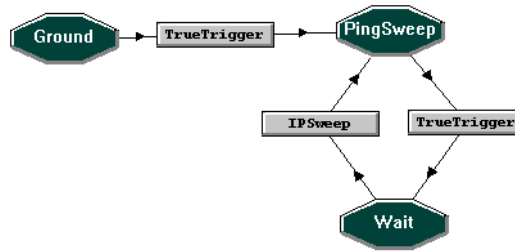


FIGURE 13-4. IPSweep Alarm

When the IPSweep transition occurs, this alarm executes a program called ipsweep. This is the program that actually discovers the devices on the subnets you're managing.

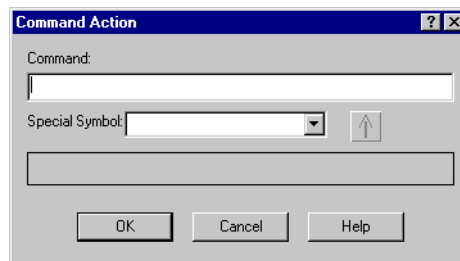
TO ADD A COMMAND ACTION TO A TRANSITION

1. In the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Command** from the pop-up menu.

The Command Action dialog is displayed.



3. Type the command to be executed in the **Command** field.

On Windows systems, the command can be any .exe, .bat, or .cmd file you can invoke from the command line. You can omit the command suffix because the operating system will locate the appropriate file. On UNIX systems, the command can be any executable binary or script file that you can invoke from a shell.

4. Enter any parameters that the command requires after the command.

**NOTE**

The command plus its parameters can be up to 2020 characters in length. If you exceed this length, the error “Command line too long” is written to the event or system log.

If the parameters are constants, you can simply type them in the Command field following the command name. However, if they will vary from alarm instance to alarm instance (and NerveCenter maintains the information you need in one of its variables), you can use the Special Symbol drop-down list and the button beside it to enter the parameters. For more information, see [NerveCenter Variables on page 343](#).

To enter a variable in your command:

- a. Place your cursor at the appropriate spot in the **Command** field.
 - b. Select a variable from the **Special Symbol** drop-down list.
 - c. Select the button to the right of the Special Symbol field.
5. Select the **OK** button in the Command Action dialog.
 6. Select the **OK** button in the Transition Definition window.
 7. Select the **Save** button in the Alarm Definition window.
-

Delete Node

The Delete Node action deletes the node being monitored by the current alarm instance from the NerveCenter database.

An example of using Delete Node might be to remove a node from the NerveCenter database that does not respond to a ping for five minutes after an alarm transitions to a down state.

TO ADD A DELETE NODE ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Delete Node** from the pop-up menu.

The Delete Node action is added to the Actions list in the Transition Definition window.

3. Select the **OK** button in the Transition Definition window.

4. Select the **Save** button in the Alarm Definition window.
-

EventLog

The EventLog alarm action writes information about an alarm transition to the Windows Application event log or a UNIX system log file. On Solaris the system log file is `/var/adm/messages`, and on HP-UX it is `/var/adm/syslog/syslog.log`.

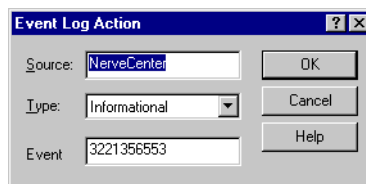
TO ADD AN EVENTLOG ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **EventLog** from the pop-up menu.

The Event Log Action dialog is displayed.



This dialog provides default values for the three standard event log parameters—Source, Type, and Event—and allows you to change them.



NOTE

If you're working in a UNIX environment, you can skip to step 6 because UNIX does not use these parameters.

3. Leave the default value in the **Source** text field, or type in a new registered source.

In the Windows environment, use the default value (NerveCenter) for the Source unless you are familiar with the intricacies of the event log and have created another registered source. The source is the program generating the log entry.

4. Select one of the standard event log types from the **Type** drop-down list.

Select the most appropriate option for the situation your alarm transition detects. The options are Error, Warning, Informational, Audit Success, and Audit Failed.

5. Leave the default event ID in the **Event** field, or type a new one.

Under Windows, use the default value (3221356553) in the Event field unless you're familiar with the inner workings of the event log, have changed your Source value from the default, and have defined an associated ID. The event log uses this event ID to find the text message format for the log entry.

6. Select the **OK** button in the Event Log Action dialog.
7. Select the **OK** button in the Transition Definition window.
8. Select the **Save** button in the Alarm Definition window.

A sample event log entry is shown in *Figure 13-5*.

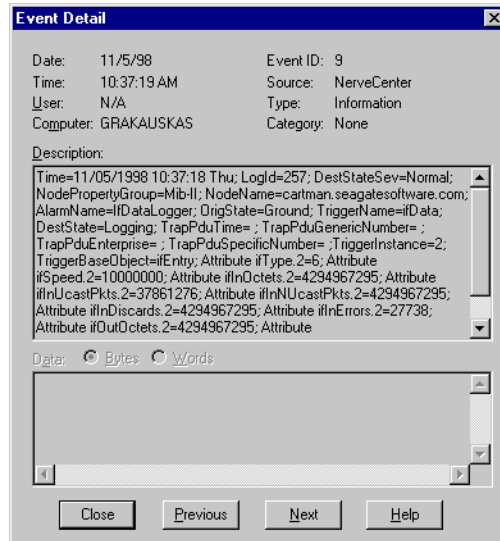


FIGURE 13-5. Event Detail

Table 13-1 lists the fields in a NerveCenter log entry or mail message and discusses the value of each field.

TABLE 13-1. Fields in Log Entry or Mail Message

Field	Contains
Time	Date and time the record was logged. The format of the time is <i>mm/dd/yyyy hh:mm:ss day</i> (for example, 10/29/1997 14:32:22 Sat).
LogID	Identification number of the log entry. NerveCenter assigns a sequential number to each log entry.
Severity	The severity of the transition's destination state.
PropertyGroup	Property group of the node that caused the alarm to change states.
Node	Name of the node that caused the alarm to change states.
Alarm	Name of the alarm.
Ostate	Name of the state from which the alarm moves when the logged transition occurs.
Trigger	Name of the trigger that causes the alarm to move from the Ostate to the Nstate.
Nstate	State of the alarm after the logged transition occurs.

TABLE 13-1. Fields in Log Entry or Mail Message (Continued)

Field	Contains
TrapTime	The contents of a trap's timestamp field. Used only when the transition was caused by a trap-mask trigger.
GenericTrapNumber	The contents of a trap's generic-trap field. Used only when the transition was caused by a trap-mask trigger.
Enterprise	The contents of a trap's enterprise field. Used only when the transition was caused by a trap-mask trigger.
SpecificTrapNumber	The contents of a trap's specific-trap field. Used only when the transition was caused by a trap-mask trigger.
Instance	The specific base object instance for which the transition occurred.
Object	The base object associated with the transition.
Attribute ...	The variable bindings of the trigger that caused the transition. Each variable binding is printed in the format Attribute <i>attribute=value</i> .

Fire Trigger

In NerveCenter, you have several ways of generating a trigger. For instance, you can use a poll, a mask, or the `FireTrigger()` function to fire the trigger. You can also use the Fire Trigger alarm action to produce a trigger. This action is useful when you need one alarm to send a trigger to itself or to another alarm.

Here are some examples of when you might need to use the Fire Trigger alarm action:

- You want an alarm transition to fire a trigger on a delayed basis so that your alarm will know when a certain amount of time has passed.

This strategy is used in the predefined alarm `IfLinkUpDown`, shown in [Figure 13-6](#).

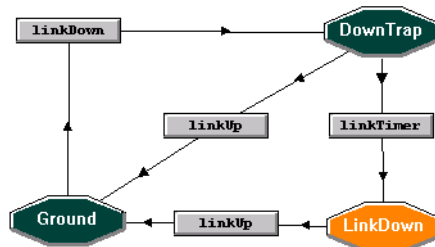


FIGURE 13-6. IfLinkUpDown Alarm

On the `linkDown` transition, this alarm fires the `linkTimer` trigger on a three-minute delay. If a `linkUp` trigger does not cause a transition to `Ground` within three minutes, the `linkTimer` trigger is fired, and the alarm transitions to the `LinkDown` state.

Using the action for its timing capabilities is the most common use of the Fire Trigger action.

- You want to send information to an alarm instance about an event that is outside its scope. As an example, let's look at the predefined alarm `BetterNode`, which tracks the status of a node on a different subnet from the NerveCenter server.

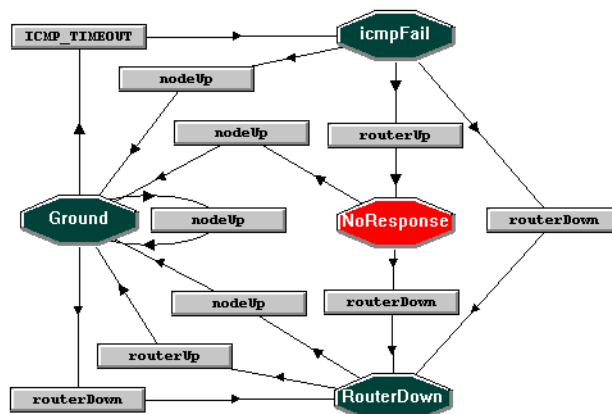


FIGURE 13-7. BetterNode Alarm

If NerveCenter is unable to ping a node, the node's alarm instance transitions to the `IcmpFail` state. What happens next, however, depends on a trigger fired by an alarm instance monitoring the router that sits between the NerveCenter server and the node being monitored with BetterNode. If the alarm instance monitoring the router generates the `routerUp` trigger, the BetterNode alarm transitions to the critical `NoResponse` state, but if the router's alarm generates the `routerDown` trigger, the BetterNode alarm transitions to the normal `RouterDown` state.

- ◆ A behavior model requires alarms of different scopes to detect a condition.

For example, suppose you want to create a behavior model that detects high interface traffic at the node level. You'll need to create a subobject scope alarm that detects high traffic on a single interface and fires a trigger that notifies a node scope alarm that the interface is busy. You'll also need a node scope alarm that tracks the triggers being fired by the subobject scope alarms. Behavior models of this type are called *multi-alarm behavior models*.



NOTE

If you later turn an alarm off or reset the alarm to ground, any pending triggers fired by that alarm are cleared if the **Clear Triggers for Reset To Ground or Off** checkbox is checked in the alarm's definition window.

 TO ADD A FIRE TRIGGER ACTION TO AN ALARM TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Fire Trigger** from the pop-up menu.

The Fire Trigger Action dialog is displayed.

3. In the **Trigger Name** field, specify the name of the trigger to be fired when the transition occurs.

You can either type in the name of a new or existing trigger or select the name of an existing trigger from the Trigger Name drop-down list.

4. Either leave the default values in the **SubObject**, **Node**, and **Property** fields, or enter new values using the keyboard or the associated drop-down lists.

If you want your Fire Trigger action to simply provide a timer for its own alarm instance, the default values are fine. The defaults ensure that the resulting trigger affects only alarm instances concerning the same node and subobject as the current alarm instance.

If the trigger being fired will affect instances of a different alarm, you may need to change the default values. The steps below explain the values you can provide for these attributes.

- a. To change the value in the **SubObject** field, either type in a new value or select a value from the **SubObject** drop-down list.


NOTE

When choosing a SubObject value, keep in mind that alarm instances with subobject scope must reference the same subobject to be transitioned by this trigger. For transitions with instance scope, only the instances must match; the base objects can be different. Any alarm instances with a node or enterprise scope will ignore the value in the **SubObject** field.

The following table lists the acceptable values for the SubObject field.

Value	Explanation
\$SO	The trigger inherits the originating alarm's subobject. This is the default.
\$ANY	The trigger is assigned a subobject that matches any destination alarm subobject. Think of this as a subobject wildcard.
\$ON.\$OI	If the originating alarm has a subobject that consists of a base object plus an instance joined by a period, the trigger inherits the originating alarm's subobject (same as \$SO). However, if the originating alarm does not have this type of subobject, the trigger's subobject is null (see \$NULL below).
\$ON	If the originating alarm has a subobject that consists of a base object plus an instance joined by a period, the trigger inherits the base object portion of the alarm's subobject and appends to this base object a period and a wildcard for the instance. The resulting trigger can drive alarm instances with a subobject containing a matching base object and any instance. For example, let's say that an alarm instance with the subobject <code>ifEntry.3</code> fires a trigger using \$ON. The trigger's subobject will be <code>ifEntry.*</code> , and the trigger will affect alarm instances with subobjects such as <code>ifEntry.1</code> , <code>ifEntry.2</code> , and so on. If the originating alarm instance does not have a subobject that consists of a base object plus an instance, \$ON is equivalent to \$NULL.
\$NULL	The trigger is assigned a null subobject. The only subobject scope alarm that can be affected by such a trigger is one that has a null subobject itself.
<i>baseObject.instance</i>	You can type the subobject. The trigger's subobject is set to the subobject you specify, for example, <code>ifEntry.3</code> or <code>system.0</code> .
<i>anyString</i>	This feature enables you to take advantage of the matching rules for triggers and alarm transitions by making creative use of the subobject attributes of these objects. For example, you could use the name of an application as the subobject in order to correlate all events relating to that application.

- b. To change the value of the **Node** field, either type in a new value or select a value from the **Node** drop-down list.

The following table lists the acceptable values for the Node field.

Value	Explanation
\$NODE	The trigger inherits the originating alarm instance's node. This is the default.
\$ANY	The trigger is assigned a node that matches any destination alarm instance node. Think of this as a node wildcard.
<i>nodeName</i>	You assign the name of any managed node to this attribute. Use the Node drop-down list to prevent spelling errors.

- c. To change the value of the **Property** field, either type in a new value or select a value from the **Property** drop-down list.

The following table lists the acceptable values for the Property field.

Value	Explanation
\$PROPERTY	The trigger inherits the originating alarm instance's property. This is the default.
\$NO_PROP	The trigger is assigned no property. In this case, NerveCenter ignores the trigger's property attribute when determining which alarm transitions the trigger can affect.
<i>property</i>	The trigger is assigned the property you type in or select from the Property drop-down list.

When a trigger contains a property, the property group of the node found in a destination alarm instance's node data member must contain the trigger's property. Otherwise, no alarm transition will occur.

5. Select a delay for the trigger by entering a positive integer in the **Delay** text field and selecting the appropriate radio button: **Days**, **Hours**, **Minutes**, or **Seconds**.
6. Select the **OK** button in the Fire Trigger Action dialog.
7. Select the **OK** button in the Transition Definition window.
8. Select the **Save** button in the Alarm Definition window.

Inform

Once NerveCenter has used its event-correlation abilities to detect a problem, it can notify a network management platform or another NerveCenter server of the problem using the Inform action. This alarm action enables you to notify OpenView Network Node Manager or another NerveCenter when a significant network event is detected.



NOTE

For information about sending messages to Hewlett Packard OpenView IT/Operations, see the section *Inform OpC on page 322*. For information about sending messages to IBM Tivoli Netcool/OMNIbus, see the section *Inform Platform on page 324*.

(For information about integrating NerveCenter with OpenView, see *Integrating with HP OpenView Network Node Manager in Integrating NerveCenter with a Network Management Platform*.)

Inform sends the equivalent of an SNMP trap to its recipients, and the specific trap number in the trap indicates the nature of the problem. The recipients of the trap must be set up to interpret this trap properly and to take appropriate action. For example, when OpenView Network Node Manager receives an Inform message from NerveCenter, it usually displays a customized message in its event browser.



NOTE

Although the message that the Inform action sends to its recipients contains the same information as a trap, the message is not sent via UDP. Because the delivery mechanism must be reliable, the message is sent via TCP.

Typically, a behavior model uses the Inform alarm action on a transition to some terminal state. For example, consider the predefined alarm SnmpStatus, shown in *Figure 13-8*.

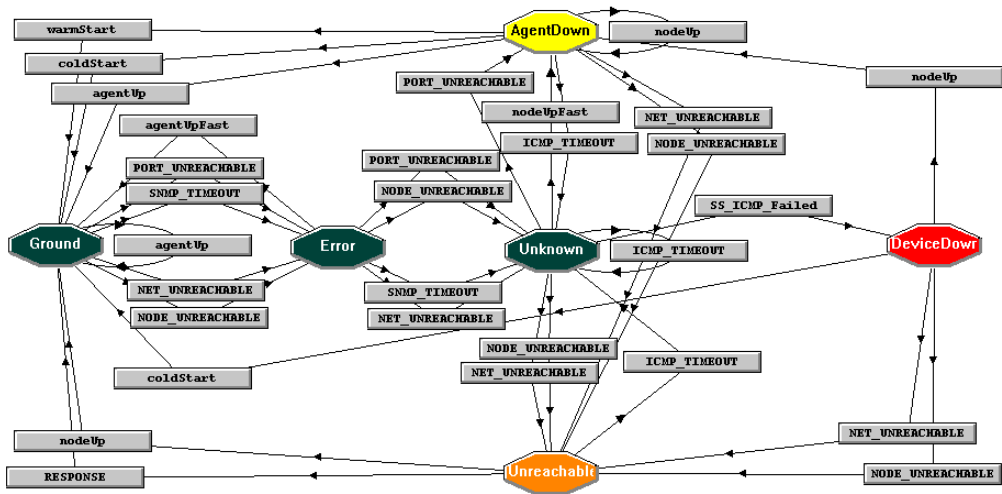


FIGURE 13-8. SnmpStatus Alarm

Only one transition in this alarm contains an Inform action. That is the transition `SS_ICMP_Failed`, which leads to the `DeviceDown` state. An alarm does not specify who is to receive Inform messages. The recipients of these messages are set up in the NerveCenter Administrator by the person who configures NerveCenter.

If the destination is a network management platform, such as OpenView Network Node Manager, you must create a new event message for the platform that will be posted when OpenView receives your Inform message. If the destination is another NerveCenter server, you must create a trap mask in the destination NerveCenter to capture the Inform message. (For information on how to create such a trap mask, see the section [Creating a Trap Mask on page 239](#).)

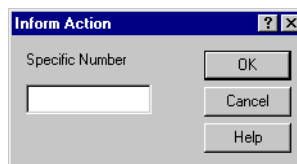
TO ADD AN INFORM ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Inform** from the pop-up menu.

The Inform Action dialog is displayed.



3. Type a number in the range 100000 to 199999 in the **Specific Number** text field, or leave this field blank.

For more information about the specific number field, see [Inform Specific Numbers on page 326](#).

4. Select the **OK** button in the Inform Action dialog.
5. Select the **OK** button in the Transition Definition window.
6. Select the **Save** button in the Alarm Definition window.

As mentioned earlier, each Inform message looks like an SNMP trap. Thus, it contains a great deal of information other than a specific-trap number that you can display in an OpenView event message or use in a NerveCenter trap mask. This information is listed below:

- ◆ A timestamp.
- ◆ A generic trap number. This number will always be 6.
- ◆ An enterprise. The enterprise OID will always be 1.3.6.1.4.1.78.
- ◆ A list of variable bindings. For a list of these variable bindings, see the section [Variable Bindings for NerveCenter Informs on page 242](#).

Inform OpC

The Inform OpC alarm action enables you to send a message to Hewlett Packard's OpenView IT/Operations (IT/O). IT/O treats this message just as if it had come from an IT/O agent running on a node managed by IT/O.

Although you can use this action to send a message to IT/O at any time, the action is designed to be used in the following scenario:

1. IT/O messages are diverted to NerveCenter.
2. NerveCenter correlates the conditions described in the IT/O messages.
3. NerveCenter sends messages to IT/O describing the results of its correlation activities.

TO ADD AN INFORM OPC ACTION TO AN ALARM TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Inform OpC** from the pop-up menu.

The Inform OpC Action dialog is displayed.

3. Specify the contents of the message by entering values in the **Node**, **Application**, **Group**, **Type**, **Object**, **Severity**, and **Message** text fields.

In the Node field, you can use the variable \$NodeName, which contains the name of the node associated with the trigger that caused the alarm transition. Or you can type in the name of a node. Put the name inside quotation marks if it contains spaces.

In the remaining fields, you can leave the variables that are shown as defaults, or type in a string (using quotation marks if the string contains spaces). For descriptions of the contents of these variables, see the section [Variables for Use in OpC Trigger Functions on page 253](#).

If the current alarm transition was caused by a trigger fired by an OpC mask, these variables contain values taken from the IT/O message that caused the trigger to be fired. Otherwise, they contain the values used the last time that *the current alarm instance* performed an Inform OpC action. If the alarm instance has not performed an Inform OpC action previously, the variables contains null strings.

**NOTE**

NerveCenter appends a string to your message text. The content of the string is determined by the type of message that prompted the current alarm transition: an OpC message, a trap, or a response to a poll. If an OpC message caused the transition, NerveCenter appends the contents of the message's fields. If a trap caused the transition, NerveCenter appends the contents of the trap and its variable bindings. If a response to a poll caused the transition, NerveCenter appends attribute/value pairs for the attributes used in the poll condition.

4. Select the **OK** button in the Inform OpC Action dialog.
5. Select the **OK** button in the Transition Definition window.
6. Select the **Save** button in the Alarm Definition window.

Inform Platform

You can design alarms to notify the IBM Tivoli Netcool/OMNIBus network management platform of significant events that require your attention. In addition, you must have a corresponding network management platform event configured to listen for the specific trap number.

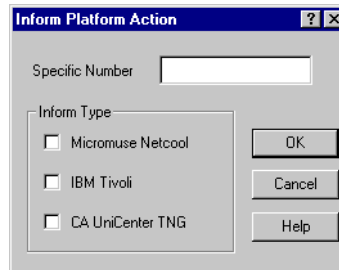
TO CONFIGURE AN INFORM PLATFORM ACTION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Inform Platform** from the pop-up menu.

The Inform Action dialog is displayed.



3. In the **Specific Number** field, enter the specific trap value you want to use for the Inform. Typically, this number would be between 100000 and 199999.

For more about the specific number field, see [Inform Specific Numbers on page 326](#).

4. In the Inform Hosts panel, select the checkbox that corresponds to the network management platform that will receive this Inform.
5. Select the **OK** button.

The new action is added to the transition.

6. Select the **OK** button again to close the Transition Definition dialog box and save your action.



NOTE

When you are finished making changes to an alarm's definition, select **Save** to save all changes before closing the Alarm Definition window.

Inform contains the following information in addition to the specific trap number you enter:

- ◆ A timestamp.
- ◆ A generic trap number. This number will always be 6.
- ◆ An enterprise. The enterprise OID will always be 1.3.6.1.4.1.78.
- ◆ A list of variable bindings. For a list of these variable bindings, see the section [Variable Bindings for NerveCenter Informs on page 242](#).

The following information about the MIB objects is inserted at the end of the variable bindings.

ObjectName1.ObjectInstance1=Value1;ObjectName2.ObjectInstance2=Value2; ...

A NerveCenter MIB definition for these variable bindings is located in the following directories, depending on whether you are using Windows or UNIX:

- ◆ Windows: \Program Files\OpenService\NerveCenter\Mib\nervectr.mib
- ◆ UNIX: /opt/OSInc/mibs/nervectr.mib

If you incorporate this MIB into your network management platform, the attribute names of the variable bindings are displayed in the platform's message browser.

Inform Specific Numbers

When creating an Inform or Inform Platform action, you are expected to supply a Specific Number for the Inform. Normally, you should enter a number in the range 100000 to 199999 or leave this field blank. The trap numbers 0 to 99999 are reserved for NerveCenter use, and the numbers 200000 and above are reserved for future use.

The number you supply becomes the specific trap number in the trap-like message that is sent to all the destinations that have been configured to receive Inform messages. If the destination is a network management platform, such as OpenView Network Node Manager, you must create a new event message for the platform that will be posted when OpenView receives your Inform message.

If the destination is another NerveCenter server, you must create a trap mask in the destination NerveCenter to capture the Inform message. (For information on how to create such a trap mask, see the section [Creating a Trap Mask on page 239](#).) The portion of NerveCenter that must be installed with a network management platform defines general event messages for these default specific-trap values. However, other NerveCenter servers know nothing of default values in Inform messages sent by this NerveCenter server. For that reason, you must create a trap mask in the destination NerveCenter to receive the Inform message.

If you leave the Specific Number field blank, NerveCenter supplies a default specific trap number. NerveCenter creates this default value by adding 1000 to the severity level of the destination alarm state. Thus, if the Inform action takes place on a transition to a Critical state, the default specific number is 1012, because the severity level of Critical is 12.



You can determine a severity's number by choosing **Severity List** from the client's **Admin** menu.

When NerveCenter sends Informs to your platform, NerveCenter first checks the minimum severity value configured in NerveCenter Administrator to ensure that the trap value for the Inform matches or exceeds that severity. There is one case when NerveCenter disregards the minimum severity value specified in Administrator: After NerveCenter sends an Inform, if the condition returns to a normal state—that is, a state below the minimum severity threshold you configure—it's important that NerveCenter notify the platform of this change. Therefore, if a node transitions the alarm from a severity above the minimum value to a severity below the minimum value, and the transition includes an Inform action, NerveCenter will send a Normal Inform to the platform. This allows the platform to reset the mapped severity color associated with the node.

Log to Database

The Log to Database alarm action, available only on Windows systems, writes information about an alarm transition to the NerveCenter database. You can extract logged data from the database using any ODBC-compliant reporting tool.

**NOTE**

Overuse of Log to Database may slow down NerveCenter's performance.

TO ADD A LOG TO DATABASE ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Log to Database** from the pop-up menu.

The Log to Database Action dialog is displayed.

The screenshot shows a dialog box titled "Log to Database Action". It contains the following elements: a text field labeled "Log Identity:"; a checked checkbox labeled "Default Data"; a text field labeled "Custom Data"; a dropdown menu labeled "Special Symbol" with an upward-pointing arrow button next to it; and three buttons at the bottom: "OK", "Cancel", and "Help".

3. Enter a number in the **Log Identity** text field.

Since all Log to Database actions write their output to the same database, you need some way to determine which data was written by which alarm. This number gives you that ability.

4. To log particular information instead of NerveCenter's default data, do the following:

- a. Deselect the **Default Data** checkbox.
- b. In the **Custom Data** field, type or paste the variables you want included in the log, separating each variable with a space.

**TIP**

You can also select a variable from the Special Symbol drop-down listbox and then click the red arrow.

5. Select the **OK** button in the Log to Database Action dialog.
6. Select the **OK** button in the Transition Definition window.
7. Select the **Save** button in the Alarm Definition window.

See the table *Fields in Log Entry or Mail Message on page 312* for a list of the values that constitute a log file entry. These are the values you can retrieve from the database.

Log to File

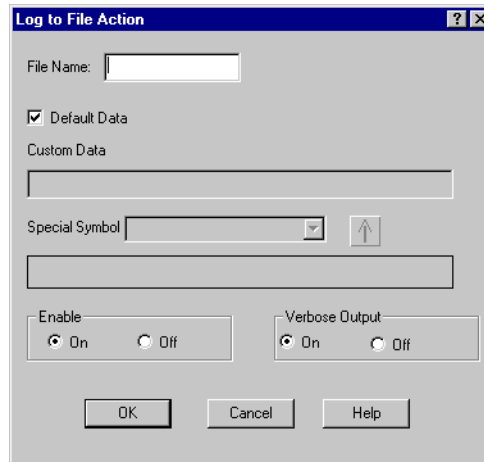
The Log to File alarm action writes information about an alarm transition to an ASCII text file.

**NOTE**

Over use of Log to File may slow down NerveCenter's performance.

TO ADD A LOG TO FILE ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
2. Select **Log to File** from the pop-up menu.
The Log to File Action dialog is displayed.



3. In the **File Name** text field, type in either a filename or a full pathname for your log file.
If you enter a filename, the log file is written to the directory *install_directory/Log* (Windows) or *install_directory/userfiles/logs* (UNIX). If you enter a full pathname, the log file is written to the directory you specify.
4. To log particular information instead of NerveCenter's default data, do the following:
 - a. Deselect the **Default Data** checkbox.
 - b. In the **Custom Data** field, type or paste the variables you want included in the log, separating each variable with a space.

Table 13-2 lists the variables you can include in the Custom Data field.



TIP

You can also select a variable from the Special Symbol drop-down listbox and then click the red arrow.

5. Select either the **On** or **Off** radio button in the Enable frame.
This option gives you the ability to disable logging without disabling the alarm of which the logging action is a part.
6. Select either the **On** or **Off** radio button in the Verbose Output frame.
If you turn Verbose Output on, NerveCenter labels each value it writes to the log file. Otherwise, NerveCenter writes only the values, separated by commas, to the log file. This may be what you want if you are using the log file only as the basis for reports.

7. Select the **OK** button in the Log to File Action dialog.
8. Select the **OK** button in the Transition Definition window.
9. Select the **Save** button in the Alarm Definition window.

See [Table 13-2, NerveCenter Variables on page 343](#) for a list of the values that constitute a log file entry. And remember that if you create your log file in non-verbose mode, the values in an entry are not labeled; they are separated by commas. You may need to refer to the table mentioned above to interpret the contents of a log entry. [Table 13-2](#) also lists the variables you can use in log actions that log alarm data to a file or database.

Microsoft Mail

The Microsoft Mail alarm action—available when the NerveCenter server is running on a Windows platform—enables an alarm to send mail concerning a transition to clients of a Microsoft Exchange Server. This mail contains the name of the alarm that underwent the transition, the name and severity of the destination state, the name of the node being monitored, and so on.

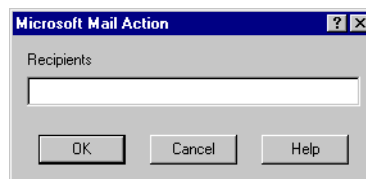


NOTE

Before you can use this action, the person who configured NerveCenter must have set up a Microsoft Exchange Server profile and set up NerveCenter correctly. This setup is covered fully in [Configuring NerveCenter to Send Microsoft Mail in Managing NerveCenter](#).

TO ADD A MICROSOFT MAIL ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
2. Select **Microsoft Mail** from the pop-up menu.
The Microsoft Mail Action dialog is displayed.



3. Enter a recipient for the mail in the **Receiver** text field.
4. Select the **OK** button in the Microsoft Mail Action dialog.
The new action appears in the list of actions in the Transition Definition window.
5. Select the **OK** button in the Transition Definition window.
6. Select the **Save** button in the Alarm Definition window.

For an explanation of the values that appear in a mail message that results from this action, see the table *Fields in Log Entry or Mail Message on page 312*.

Notes

Whenever you create an alarm, you can—and should—create *notes* that document the alarm. Generally, this documentation should accomplish the following goals:

- ◆ Explain the purpose of the alarm
- ◆ Briefly describe the alarm's states and transitions
- ◆ List the polls, masks, and alarms that fire triggers that can affect the alarm
- ◆ Describe the actions that take place during alarm transitions, especially Fire Trigger and Perl Subroutine actions
- ◆ Document any programs or scripts that are called via a Command action
- ◆ Name any reports that are run against data logged by the alarm
- ◆ Explain any customization required to work with the alarm

Using the Notes alarm action you can cause an alarm's notes to be displayed by a behavior model. The notes are displayed in the Alarm Definition Notes window when the transition with which the Notes action is associated occurs. For example, adding a Notes action to the first transition in the predefined alarm `IfDataLogger` would cause the notes in *Figure 13-9* to be displayed whenever that transition occurred:

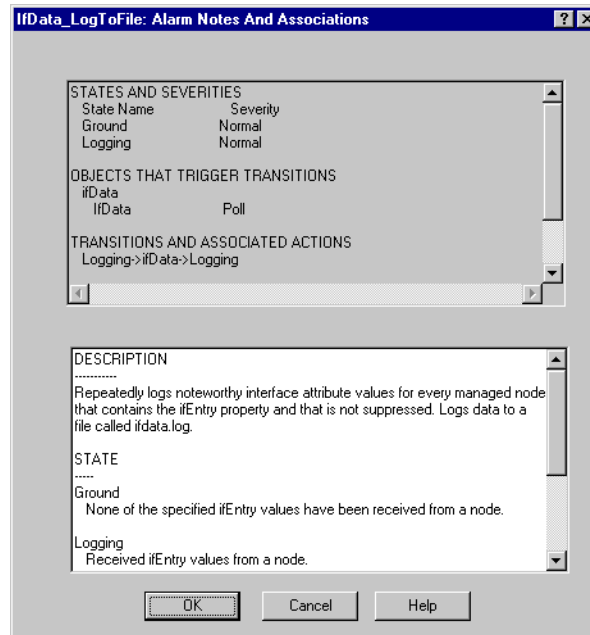


FIGURE 13-9. Notes for IfData_LogToFile Alarm

TO ADD THE NOTES ALARM ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
 2. Select **Notes** from the pop-up menu.
The Notes action is added to the list of actions in the Transition Definition window.
 3. Select the **OK** button in the Transition Definition window.
 4. Select the **Save** button in the Alarm Definition window.
-

Paging

The Paging action dials a pager using a modem attached to the machine running the NerveCenter server. The Paging action then relays to the pager a numeric code that corresponds to the alarm that initiated the action. If you want to send a text message to an alphanumeric pager, you must use one of the mail alarm actions (Microsoft Mail or SMTP Mail) with third-party software that includes a mail spool monitoring function. In this case, the mail spool monitor detects a message, calls the pager on a special line, and downloads the mail message.

Before you can use the Paging action, someone must have configured NerveCenter to handle paging actions correctly. This configuration is done from the NerveCenter Administrator and is documented in *Managing NerveCenter Alarm Actions in Managing NerveCenter*.

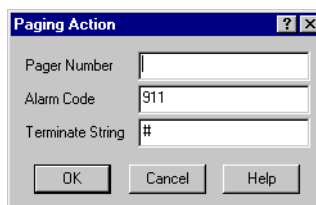
TO ADD A PAGING ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Paging** from the pop-up menu.

The Paging Action dialog is displayed.



3. Type the pager's phone number in the **Pager Number** field.

The pager number is the sequence of digits and special Hayes AT commands needed by the Paging action to reach the pager. Special Hayes commands include the comma or p, which causes a pause (while the Paging action waits for a secondary dial tone) and many others. For a list of valid commands, see your modem manual.

4. Type in the **Alarm Code** field a number that identifies the network situation being reported.

The alarm code is a sequence of digits that is displayed on the pager. The maximum number of digits that a pager can display varies from pager to pager. If you don't supply an alarm code, a default value of 911 is used.

**TIP**

If most of your transitions that include Paging actions also include Inform actions, you might consider using each Inform's specific trap number as the alarm code for the corresponding Paging action.

5. Type the character that terminates the paging connection in the **Terminate String** field.
This character is a key used by the paging system to terminate the connection and send the page. It differs from system to system, but is usually # (pound sign) or * (asterisk). Consult your paging system manual to determine the correct key for your system. If you don't specify a key, the Paging action uses the default value #.
6. Select the **OK** button in the Paging Action dialog.
The new action appears in the Actions list in the Transition Definition window.
7. Select the **OK** button in the Transition Definition window.
8. Select the **Save** button in the Alarm Definition window.

Perl Subroutine

The Perl Subroutine alarm action enables you to execute a Perl subroutine when a particular alarm transition occurs. This action is similar to the Command action in that it enables you to execute a script. However, the Perl Subroutine action can be much more powerful than the Command action because:

- ◆ NerveCenter provides a set of functions for use in Perl subroutines. These functions enable you to access the contents of a trigger's variable bindings, fire triggers, assign property groups to nodes, and so on. For complete information about these functions, see the section [Functions for Use in Perl Subroutines on page 339](#).
- ◆ NerveCenter provides a set of variables for use in Perl subroutines that give you access to a great deal of internal NerveCenter information about the alarm transition that just occurred. For details, see the section [NerveCenter Variables on page 343](#).

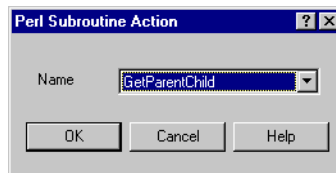
**NOTE**

You can call Perl subroutines defined outside of NerveCenter from the command line; however, these Perl subroutines use the Perl interpreter installed by the user and not the Perl engine embedded in NerveCenter. Also, Perl programs run outside of NerveCenter will not have access to any NerveCenter variables or data structures.

Using these functions and variables, you can create scripts that you could not write using another language. The section *Perl Subroutine Example on page 346* presents an example of how you might use the Perl Subroutine action.

TO ADD A PERL SUBROUTINE TO A TRANSITION

1. Define the Perl subroutine. This task is documented in the section *Defining a Perl Subroutine on page 336*.
2. From the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
3. Select **Perl Subroutine** from the pop-up menu.
The Perl Subroutine Action dialog is displayed.



4. Select a Perl subroutine from the **Name** drop-down list.
This list contains all the compiled Perl subroutines stored in the NerveCenter database.
 5. Select the **OK** button in the Perl Subroutine Action dialog.
 6. Select the **OK** button in the Transition Definition window.
 7. Select the **Save** button in the Alarm Definition window.
-

Defining a Perl Subroutine

Before you can add a Perl subroutine to a transition, you must write it (obviously) and store a compiled version of it in the NerveCenter database.



NOTE

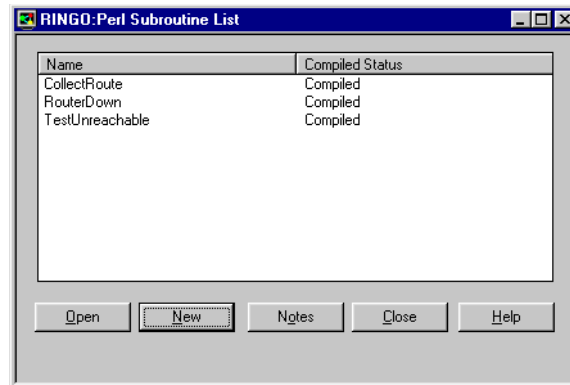
Perl subroutines that you define inside NerveCenter use the Perl engine embedded in NerveCenter and *not* any Perl interpreters installed outside of NerveCenter. Any Perl programs run outside of NerveCenter will not have access to any NerveCenter variables or data structures.

TO DEFINE A PERL SUBROUTINE WITHIN NERVECENTER



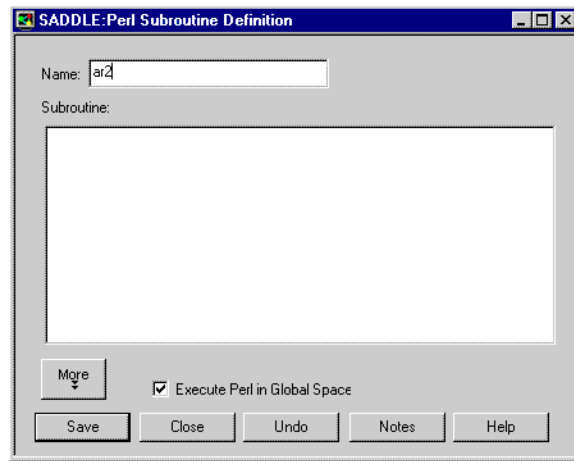
1. From the **Admin** menu in the main client window, choose **Perl Subroutine List**.

The Perl Subroutine List window appears.



This window contains a list with an entry for each Perl subroutine defined in your NerveCenter database. The Compiled Status column indicates whether the subroutine has been successfully compiled. From this window, you can add a new subroutine, modify an existing subroutine, or view the notes for a subroutine.

- To add a new subroutine to NerveCenter, select the **New** button.
The Perl Subroutine Definition window appears.



This window enables you to name and define a new Perl subroutine.

- Type the name of your new Perl subroutine in the **Name** field.

**NOTE**

The maximum length for Perl subroutine names is 255 characters.

- To document your Perl subroutine, select the **Notes** button, enter a description in the Perl Subroutine Notes window, and select the **OK** button in that window.
- Type your Perl subroutine in the **Subroutine** text entry box.

Use Perl version 5 to write your subroutine. You can also make use of the NerveCenter functions and variables discussed in the sections [Functions for Use in Perl Subroutines on page 339](#) and [NerveCenter Variables on page 343](#)

If you right-click in the Perl-subroutine editing area, you'll see a pop-up menu that lists all the functions and variables available for writing Perl subroutines. For more information about this pop-up menu, see the section [Using the Pop-Up Menu for Perl on page 189](#).

**NOTE**

The maximum length for identifiers in Perl subroutines is 251 characters (252 including the variable type identifier character \$, %, and so on).

6. If you want to use the shared Perl interpreter, select the **Execute Perl in Global Space** checkbox.

**NOTE**

If you select Execute Perl in Global Space, the poll condition executes in a shared Perl interpreter. You can use Global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines, however, Perl intensive poll conditions may impede NerveCenter's performance.

If you do not select Execute Perl in Global Space, the poll condition executes in a Perl interpreter dedicated to poll conditions. This will improve NerveCenter's performance, however you cannot use global variables in your poll condition to share information between other Perl routines such as trigger functions or Perl subroutines.

For more information about the various Perl interpreters, see [NerveCenter and Perl on page 55](#).

7. Select the **Save** button in the Perl Subroutine Definition window.

NerveCenter automatically attempts to compile the subroutine. If your Perl subroutine does not compile correctly, NerveCenter displays an error message from the Perl compiler. It also saves the subroutine and places it in the Perl Subroutine List, with the Compiled Status listed as Not Compiled.

If your Perl subroutine compiles successfully, the saved subroutine is available for use in a Perl Subroutine alarm action. It won't be executed unless it's made the object of a Perl Subroutine action and the associated alarm transition occurs.

**CAUTION**

Do not call the `exec` or `exit` function from within your Perl subroutine. These statements may cause the NerveCenter server to terminate.

Functions for Use in Perl Subroutines

NerveCenter provides a number of functions that you can use in your Perl subroutines. The list below indicates what types of functions are available and where you can find detailed information about each function:

- ◆ **Variable-binding functions.** These functions enable you to determine the number of variable bindings in a trigger's variable-binding list and to obtain information about each variable binding. For instance, you can retrieve the subobject and attribute associated with a variable-binding and the value of a variable-binding.

For reference information about these functions, see the section [Variable-Binding Functions on page 214](#).

- ◆ **String-matching functions.** These functions enable you to determine whether a string contains another string or a particular word. The functions are useful in conditions that test the value of a variable binding for a substring.

For reference information about these functions, see the section [String-Matching Functions on page 188](#).

- ◆ **DefineTrigger().** This function enables you to create triggers which you can assign to variables and fire using FireTrigger() in NerveCenter Perl expressions.

For reference information about this function, see the section [DefineTrigger\(\) Function on page 182](#).

- ◆ **FireTrigger().** This function enables you to fire a trigger from your Perl subroutine. You can specify the name, subobject, and node attributes of the trigger.

For reference information about this function, see the section [FireTrigger\(\) Function on page 184](#).

- ◆ **AssignPropertyGroup().** This function enables you to assign a property group to the node associated with a trigger.

For reference information about this function, see the section [AssignPropertyGroup\(\) Function on page 182](#).

- ◆ **in().** This function determines whether one scalar value is in a set of scalar values.

For reference information about this function, see the section [in\(\) Function on page 186](#).

- ◆ **AddNode().** This function enables you to add a node to the NerveCenter managed node list from a NerveCenter Perl expression.

For reference information about this function, see the section [AddNode\(\) Function on page 340](#).

- ◆ **Counter()**. This function returns the current value of an alarm counter. For reference information about this function, see the section *Counter() Function on page 341*.
- ◆ **NC::AlarmCounters**. This function enables you to do any of the following: increment alarm counters by a number other than one, decrement alarm counters by a number other than one, create alarm counters, set alarm counters, and retrieve alarm counters. For reference information about this function, see the section *NC::AlarmCounters on page 186*.

NC::AlarmCounters are independent of and not related to the alarm action Alarm Counter. See *Alarm Counter on page 301* for details.
- ◆ **Node relationship functions**. These functions enable you to import, export, and delete node parenting relationships from the NerveCenter database. You can use these functions in Perl subroutines that are called from alarms that you transition on demand. *Node Relationship Functions on page 341*.

AddNode() Function

The AddNode() function adds a node to the NerveCenter managed node list. This function can be called from a poll condition, trap mask trigger function, or a Perl Subroutine alarm action.

Syntax: AddNode(“*node name*”);

Arguments: node name is the IP address of the node to add to the managed node list and must be a valid IP address enclosed in quotes, for example, “123.123.123.123”.

Description: Adds a node to the NerveCenter managed node list, with the following attributes:

- ◆ Node name must be a valid IP address enclosed in quotes (for example “192.168.1.1”).
- ◆ The address assigned to the node will be the address specified for the node name.
- ◆ The node property group will be assigned to the “NCDefaultGroup”
- ◆ The node community string will be assigned the default V1 community string value (“public”).
- ◆ The node will be marked as 'managed' and 'not suppressed'
- ◆ The SNMP version of the node will be assigned as V1.
- ◆ No action is taken if a node of the same name already exists in the node list. No validation that the node name doesn't already exist is performed at compile time.

Counter() Function

You use the Counter() function to get the value of an alarm counter for a particular alarm instance. The function can only be called from a Perl Subroutine alarm action or an Action Router rule.

The syntax of the Counter() function is shown below:

Counter()

Syntax: Counter(*“counterName”*)

Arguments:

counterName - The name of an existing alarm counter.

Description: The function returns the value of the specified counter.

Node Relationship Functions

The following functions import, export, and delete node parenting relationships from the NerveCenter database. You can use these functions in Perl subroutines that are called from alarms that you transition on-demand. One use for these functions is with the downstream alarm suppression behavior model that is shipped with NerveCenter. For more information, refer to [Appendix C, Downstream Alarm Suppression](#).

LoadParentsFromFile()

Syntax: LoadParentsFromFile(*filename*)

Arguments:

filename - The name of the OVPA or manually created file containing the child parent relationships. This file should list each child node followed by the parent nodes in space-delimited fashion.

Description: Imports an OVPA or manually created file containing node parenting relationship information into the NerveCenter database.

Example: This statement loads the node relationship file data from the file nodeparents.dat into the NerveCenter database:

```
NC::LoadParentsFromFile(nodeparents.dat)
```

DumpParentsToFile()

Syntax: DumpParentsToFile(*filename*)

Arguments:

filename - The name of the file NerveCenter will output containing the child parent relationships exported from NerveCenter database.

Description: Exports node parenting relationship information from the NerveCenter database to the specified file on the local machine.

Example: This statement exports node relationship information from the NerveCenter database to the file `nodeparents.dat`:

```
NC:: DumpParentsToFile(nodeparents.dat)
```

RemoveAllParents()

Syntax: RemoveAllParents()

Description: Deletes node parenting relationship information from the NerveCenter database.

Example: This statement deletes node relationship information from the NerveCenter database.

```
NC:: RemoveAllParents
```

NerveCenter Variables

NerveCenter defines a number of variables for use in Perl subroutines, Command Alarm actions, and logging actions. These variables contain information about the alarm transition that just occurred and about the trigger that caused the transition.

The variables (and functions) available to you for use in poll conditions, trigger functions, Action Router rule conditions, and Perl Subroutine alarm actions are summarized in a pop-up menu for Perl accessible via a right mouse click in the respective editing area. (See the section, [Using the Pop-Up Menu for Perl on page 189](#), for more information.)

The variables available to you for use in Command Alarm actions and the logging actions are available to you via the Special Symbol drop-down listbox.

The complete list of NerveCenter variables that you can use are shown in [Table 13-2](#):

TABLE 13-2. NerveCenter Variables

Variable	Contains
\$AlarmInstanceID	String. The unique identifier for an alarm instance managed by a NerveCenter Server. If you are connected to more than one server, you can use the \$NCHostName variable to identify the server associated with the alarm instance.
\$AlarmName	String. The name of the alarm whose instance just underwent a transition.
\$AlarmProperty	String. The name of the alarm's property.
\$AlarmTransitionTime	String. The time at which the alarm transition occurred. This time is formatted as follows: <i>mm/dd/yyyy hh:mm:ss day</i> . An example of an alarm transition time is 06/02/1998 11:02:26 Tue.
\$Date	Number. The date on which the alarm transition occurred. When you use this variable in a comparison, compare it to a value of the form <i>mm/dd/yyyy</i> . Before using this value in the comparison, NerveCenter converts it to a number of seconds since January 1, 1970.
\$DayOfWeek	Number. The day of the week on which the alarm transition occurred. When you use this variable in a comparison, compare it to one of the following values: SUNDAY, MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, and SATURDAY. These values are converted to numbers between 0 and 6 before they are used in the comparison.
\$DestState	String. The state of the alarm instance following the current transition.
\$DestStatePlatformSev	String. The network management platform severity that is mapped to \$DestStateSev.
\$DestStateSev	String. The severity of the state where the transition ended.
\$NCHostName	String. The NerveCenter Server associated with an alarm instance.
\$NewMaxNodePlatformSev	String. The network management platform severity that is mapped to \$NewMaxNodeSev.
\$NewMaxNodeSev	String. The maximum severity associated with a node, following the current transition. This maximum severity is determined by looking at the states of all alarm instances that are monitoring the node.
\$NodeAddress	String. The IP address of the node being monitored.
\$NodeAddressList	String. A comma-separated list of all the IP addresses associated with the node being monitored. No white space is allowed in this list.
\$NodeName	String. The name of the node being monitored by the alarm instance that underwent the transition.

TABLE 13-2. NerveCenter Variables (Continued)

Variable	Contains
\$NodePropertyGrp	String. The property group of the node being monitored.
\$NoOfVarBinds	Number. The number of variable bindings in the trigger that caused the alarm transition. These variable bindings may have been derived from a poll condition or an SNMP trap.
\$OpcApplication	String. If an IT/Operations message caused the transition, this variable contains the value of the application field in the message.
\$OpcGroup	String. If an IT/Operations message caused the transition, this variable contains the value of the message-group field in the message.
\$OpcMessage	String. If an IT/Operations message caused the transition, this variable contains the value of the message-text field in the message.
\$OpcMsgId	String. If an IT/Operations message caused the transition, this variable contains the value of the message-number field in the message.
\$OpcNodeName	String. If an IT/Operations message caused the transition, this variable contains the value of the node field in the message. The node referred to in this field is the one on which the condition being reported occurred.
\$OpcObject	String. If an IT/Operations message caused the transition, this variable contains the value of the object field in the message.
\$OpcSeverity	String. If an IT/Operations message caused the transition, this variable contains the value of the severity field in the message.
\$OpcType	String. If an IT/Operations message caused the transition, this variable contains the value of the message-type field in the message.
\$OrigState	String. The state of the alarm instance prior to the current transition.
\$OrigStatePlatformSev	String. The network management platform severity that is mapped to \$OrigStateSev.
\$OrigStateSev	String. The severity of the state where the transition began.
\$PollKey	String. If a poll caused the transition, this variable contains a value that uniquely describes the poll and the alarm instance with which it interacted. That value has the format <i>pollID.nodeID.baseObject.instance</i> . \$PollKey is usually used as an index into a Perl hash.
\$PrevMaxNodePlatformSev	String. The network management platform severity that is mapped to \$PrevMaxNodeSev.

TABLE 13-2. NerveCenter Variables (Continued)

Variable	Contains
\$PrevMaxNodeSev	String. The maximum severity associated with a node, prior to the current transition. This maximum severity is determined by looking at the states of all alarm instances that are monitoring the node.
\$ReadCommunity	String. The read community string of the node being monitored.
\$Time	Number. The time at which the alarm transition occurred. When you use this variable in a comparison, compare it to a value of the form <i>hh:mm</i> . NerveCenter converts this value to a number of seconds before performing the comparison.
\$TrapPduAgentAddress	String. If an SNMP trap caused the transition, this variable contains the trap's agent address.
\$TrapPduCommunity	String. If an SNMP trap caused the transition, this variable contains the trap's community string.
\$TrapPduEnterprise	String. If an SNMP trap caused the transition, this variable contains the trap's enterprise OID.
\$TrapPduGenericNumber	Number. If an SNMP trap caused the transition, this variable contains the trap's generic trap number.
\$TrapPduSpecificNumber	Number. If an SNMP trap caused the transition, this variable contains the trap's specific trap number.
\$TrapPduTime	Number. If an SNMP trap caused the transition, this variable contains the trap's timestamp.
\$TriggerBaseObject	String. The base object portion of the trigger's subobject attribute. For example, if the trigger's subobject is <i>IfEntry.2</i> , the base object is <i>ifEntry</i> .
\$TriggerInstance	Number. The instance portion of the trigger's subobject attribute. For example, if the trigger's subobject is <i>IfEntry.2</i> , the instance is <i>2</i> .
\$TriggerName	String. The name of the trigger that caused the alarm transition.
\$VarBinds	String. The list of all variable bindings in the form <i>attribute=value</i> . In the case of Perl subroutines and Action Router rules, it makes sense to use attribute name, value or object for an individual variable binding.
\$VB(n)	String. The <i>n</i> th variable binding. You can use <i>\$VB(n)</i> in Log to File and Log Database alarm actions only.
\$WriteCommunity	String. The write community string of the node being monitored.

Perl Subroutine Example

As a simple example, suppose that you want to poll a node for the value of an attribute and to fire different triggers depending on the value. Let's say that you're interested in the value of `ifEntry.ifOperStatus` and that you want to fire different triggers for the values 1 (up), 2 (down), and 3 (testing). You also want to fire a fourth trigger if the value is some other number.

You could solve this problem by using multiple polls with the poll conditions **`ifEntry.ifOperStatus == 1`**, **`ifEntry.ifOperStatus == 2`**, and so on. However, this would be very inefficient. A better solution would be to use the poll to retrieve the value of the attribute and to fire a trigger if it is successful. So the poll condition would simple be:

```
ifEntry.ifOperStatus present
```

Then, on the transition associated with the poll's trigger, you could execute a Perl subroutine. This subroutine might look something like this:

```
if (ifEntry.ifOperStatus == 1) {
    FireTrigger("OperStatusUp");
}
elsif (ifEntry.ifOperStatus == 2) {
    FireTrigger("OperStatusDown");
}
elsif (ifEntry.ifOperStatus == 3) {
    FireTrigger("OperStatusTest");
}
else {
    FireTrigger("OperStatusBad");
}
```


Send Trap

The Send Trap alarm action enables you to send an SNMP v1 trap when a transition occurs and gives you virtually complete control over the contents of the trap.



NOTE

NerveCenter does not send SNMP v3 traps, because under SNMP v3, a node's IP address is no longer sent in the packet's header; therefore, NerveCenter cannot simulate a node's IP address and send the SNMP v3 trap.

Generally, when one alarm must communicate with another, the first uses the Fire Trigger action to fire a trigger that causes a transition in the second. However, Send Trap can also be used for this type of inter-alarm communication. The first alarm can send a trap to the NerveCenter server, the server can process the trap using a trap mask (which can fire a trigger), and the trigger can cause a transition in the second alarm. This is a more roundabout way of firing the required trigger, but gives you the ability pass the trap's variable bindings, along with the trigger, to the second alarm. In addition, Send Trap enables an alarm being managed by one NerveCenter server to communicate with an alarm being managed by another server, while Fire Trigger does not.

Of course, you aren't limited to sending traps to NerveCenter. You can send a trap to any application that knows how to process SNMP traps.

TO ADD A SEND TRAP ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.
A list of available actions is displayed.
2. Select **Send Trap** from the pop-up menu.
The Send Trap Action dialog is displayed.

3. In the **Source** field, enter information about node whose address you want to appear in the agent-address field of the trap PDU.

The valid values for this field are:

- ◆ \$NodeName (the default value), which represents the node associated with the trigger that caused the transition.
 - ◆ \$NCHostName, which represents the node on which the active NerveCenter server is running.
 - ◆ A node name.
 - ◆ An IP address. Using an IP address is generally more efficient than using a node name because it eliminates the name-to-address translation.
4. In the **Destination** field, enter information about the node to which the trap should be sent.
The valid values for this field are the same as those for the Source field. \$M is the default.
 5. Enter in the **Port** field the number of the port on the destination machine to which the trap should be sent.

Generally, SNMP traps are received on port 162, so 162 is the default value.

6. Enter a community name in the **Community** field.

This is the community name that a manager needs to know in order to access the agent that is sending the trap. The default value is public.

7. Select one of the three options from the **Trap Numbers** drop-down list: **Default**, **Trap**, and **Custom**.

If you select Default, your trap's generic trap number will be 6, and its specific trap number will be 1.

If you select Trap, your trap's generic and specific trap numbers will match those of the trap associated with the trigger that caused the alarm transition.

If you select Custom, you can specify a generic trap number using the Generic drop-down list. In addition, if you select a generic trap number of 6, you can enter a specific trap number in the Specific field.

8. In the **Enterprise** field, enter an object identifier, or the corresponding name, for the device that is the source of the trap.

The valid values for this field are:

- ◆ \$P (the default), which indicates that the enterprise field in the trap you're sending should match the enterprise field in the trap associated with the trigger that caused the alarm transition.

Note that if the trigger that caused the transition with which this action is associated is not caused by a trap, \$P will not have a value, and the Send Trap action will not take place.

- ◆ An object identifier, such as 1.3.6.1.4.1.9.
- ◆ A name associated with an object identifier in an ASN.1 file.



CAUTION

Be aware that traps from the OpenService object ID (1.3.6.1.4.1.78) cannot be seen by NerveCenter because they are forwarded to your platform.

9. Enter information for each variable binding to be included in the trap PDU.

For each variable binding, perform the following steps.

- a. If you want a variable binding to contain exactly the same information as the corresponding variable binding in the trap associated with the trigger that caused the alarm transition, select **\$P** from the **Base Object** list and then select the **Insert** button

If you perform step a, you can skip the remaining steps in this procedure. Otherwise, go on to step b.

- b. Select a base object from the **Base Object** list.
- c. Select an attribute from the **Attribute** list.
- d. Type an instance in the **Instance** field.

Using your base object, attribute, and instance, NerveCenter creates the object identifier portion of the variable binding. For example, if you supply the base object system, the attribute sysUpTime, and the instance 0, NerveCenter builds an OID of 1.3.6.1.2.1.1.3.0.

- e. Enter a value for the attribute instance in the **Attribute Value** field.
 - f. Select the **Insert** button.
10. Select the **OK** button in the Send Trap Action dialog.
 11. Select the **OK** button in the Transition Definition window.
 12. Select the **Save** button in the Alarm Definition window.
-

Set Attribute

The Set Attribute alarm action enables you to set selected attributes of an alarm, a mask, a poll, or a node. For alarms, masks, and polls, you can turn an object on or off. For nodes, you can assign the node a property group, or you can suppress or unsuppress the node.

A good example of the use of this action occurs in the predefined alarm DwnStrmSnmpStatus, which is part of a behavior model that suppresses alarms from nodes that are downstream from a router that is down. The state diagram for this alarm is shown in *Figure 13-10*.

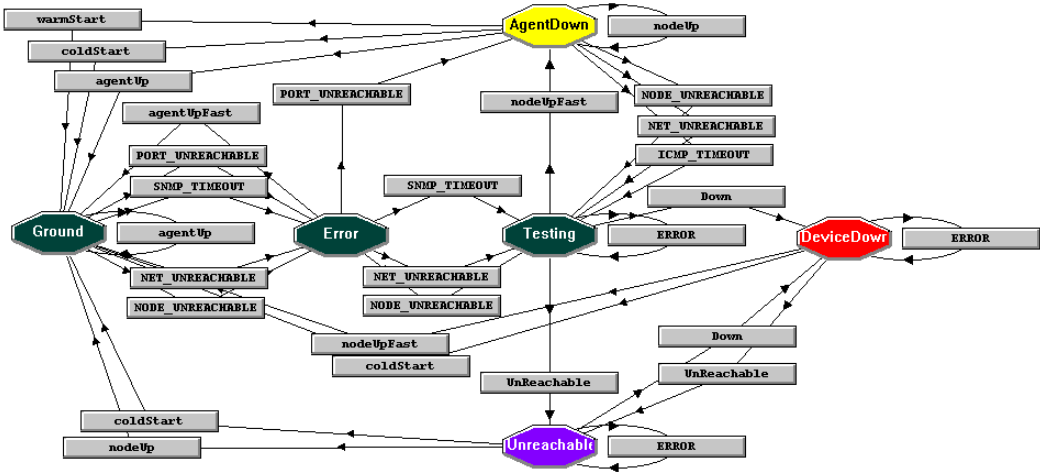


FIGURE 13-10. DwnStrmSnmpStatus Alarm

When the behavior model discovers that a node is unreachable because of a router that is down, it fires the trigger `Down` and uses the Set Attribute action to turn suppression on for the node it is tracking. Suppressing the node causes all insuppressible polls to stop polling the node. Similarly, if the poll `IcmpPoll` or `IcmpFastPoll` (both of these polls are insuppressible) determines that the node is reachable again, the alarm uses the Set Attribute action to turn suppression off for the node. At this point, normal polling resumes.



NOTE

If your Set Attribute alarm action turns an alarm off, any pending triggers fired by that alarm are cleared if the **Clear Triggers for Reset To Ground or Off** checkbox is checked in the alarm's definition window.

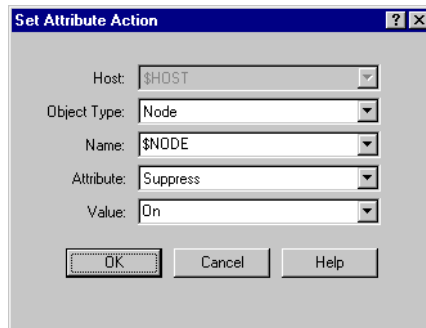
TO ADD A SET ATTRIBUTE ALARM TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **Set Attribute** from the pop-up menu.

The Set Attribute Action dialog is displayed.



In this release of NerveCenter, the Host field is not used.

3. From the **Object Type** drop-down list, select the type of object for which you want to set an attribute.
4. Select the name of the object whose attribute you want set from the **Name** drop-down list.

For an alarm, a mask, or a poll, your options include all the objects of that type in the NerveCenter database. For a node, you can select any of the nodes in the NerveCenter database or the variable \$nodeName. This variable contains the name of the node associated with the trigger that caused the transition.

5. Select the object attribute you want to set using the **Attribute** drop-down list.

If the Object Type is Alarm, Mask, or Poll, the Attribute field is read only because the only attribute you can set is State (the object's Enabled status). For a node, you can select either Property Group or Suppress.

6. Select the value to which you want to set the attribute from the **Value** drop-down listbox.
 7. Select the **OK** button in the Set Attribute Action dialog.
 8. Select the **OK** button in the Transition Definition window.
 9. Select the **Save** button in the Alarm Definition window.
-

SMTP Mail

The SMTP Mail alarm action enables an alarm to send mail concerning a transition to anyone with access to an SMTP server. This mail contains the name of the alarm that underwent the transition, the name and severity of the destination state, the name of the node being monitored, and so on.



NOTE

Before you can use this action, NerveCenter must specify an SMTP server. This setup is covered fully in [Specifying an SMTP Server for Mail Notification in Managing NerveCenter](#).

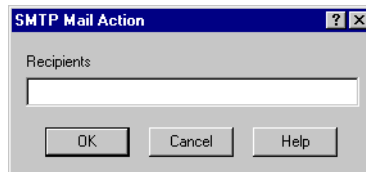
TO ADD AN SMTP MAIL ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **SMTP Mail** from the pop-up menu.

The SMTP Mail Action dialog is displayed.



3. Enter a recipient for the mail in the **Receiver** text field.
4. Select the **OK** button in the SMTP Mail Action dialog.

The new action appears in the list of actions in the Transition Definition window.

5. Select the **OK** button in the Transition Definition window.
6. Select the **Save** button in the Alarm Definition window.

For an explanation of the values that appear in a mail message that results from this action, see the table [Fields in Log Entry or Mail Message on page 312](#).

SNMP Set

The SNMP Set alarm action enables you to set one or more values in the MIB of an SNMP agent residing on one of your managed nodes. When the transition with which this action is associated occurs, NerveCenter sends an SNMP set request, which includes information you've supplied, to the node where the agent resides.

TO ADD AN SNMP SET ACTION TO A TRANSITION

1. From the Transition Definition window, select the **New Action** list.

A list of available actions is displayed.

2. Select **SNMP Set** from the pop-up menu.

The SNMP Set Action window is displayed.

The screenshot shows the 'SNMP Set Action' dialog box. The 'Destination Host / IP Address' field contains '\$NODE'. The 'Community String' dropdown is set to '\$WRITE_COMMUNITY'. The 'Port' field contains '\$PORT'. The 'Variable Bindings' table is empty. Below the table are 'Insert', 'Update', 'Delete', and 'Delete All' buttons. The 'Attribute Value' field is empty, and the 'Instance' field contains '\$!'. The 'Base Object' list box is open, showing a list of objects: 'aalBvccEntry', 'aarp', 'aarpEntry', 'aclEntry', 'adsp', 'adspConnEntry', and 'alarmEntry'. The 'Attribute' field is empty. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

3. Enter the destination for the SNMP set request in the **Destination Host/IP Address** field, or leave the default value, \$NODE.

The valid values for this field are:

- ◆ \$NODE, a variable that contains the node associated with the trigger that caused the alarm transition. For example, if a poll generates the trigger, \$NODE contains the name of the node that was polled.
 - ◆ The name of a node.
 - ◆ The IP address of a node.
4. Enter a write community string in the **Community String** field, or leave the default value, \$WRITE_COMMUNITY.

The valid values for this field are:

- ◆ \$WRITE_COMMUNITY, a variable containing the write community value associated with the destination node.
 - ◆ A community name.
5. Enter a port number in the **Port** field, or leave the default value, \$PORT. This field indicates the port to which the SNMP message will be sent.

The valid values for this field are:

- ◆ \$PORT, a variable containing the port number associated with the destination node. If the node's Port attribute is blank, \$PORT represents the value 161.
 - ◆ A port number.
6. Build a list of variable bindings to be included in your set request's PDU (protocol data unit). Each variable binding specifies an attribute to be set and the value to which it should be set.

For each variable binding you want to add to the PDU, perform these steps:

- a. Select a base object from the **Base Object** list.

The base object list contains all the base objects referred to in your compiled MIB. Once you select a base object, the attributes of that object are listed in the Attribute list.

- b. Select an attribute from the **Attribute** list.

- c. Type a value for your attribute in the **Attribute Value** field.

- d. Specify which instance of the attribute you want to set using the **Instance** field.

If the attribute is a zero-instance attribute, NerveCenter automatically supplies the instance (0) when you insert the variable binding into the Variable Binding list. In addition, NerveCenter provides a variable, \$I, that you can use to refer to instance information in the poll or trap mask that generated the trigger.

- e. Select the **Insert** button.

Your variable binding is appended to the Variable Binding list.

**NOTE**

The SNMP Set Action dialog also enables you to modify and delete existing variable bindings. Use the Update, Delete, and Delete All buttons for these operations.

7. Select the **OK** button in the SNMP Set Action dialog.

The new action is added to the Actions list in the Transition Definition window.

8. Select the **OK** button in the Transition Definition window.
 9. Select the **Save** button in the Alarm Definition window.
-

Performing Actions Conditionally (Action Router)

When an alarm transition occurs, all the actions associated with that transition are performed unconditionally. However, the responsibility of one action—Action Router—is to send information about the transition to the Action Router facility, which performs actions *conditionally*. That is, the Action Router action always takes place, but the Action Router facility may or may not initiate some other action.

Whether the Action Router facility performs one or more actions—such as executing a command or logging data to a file—depends on rules that you’ve set up using the Action Router. For example, you might want to specify that if a particular alarm transition occurs at night or on the weekend, an administrator should be paged. In this case, the alarm transition has the Action Router action associated with it, and the Action Router rule looks like this:

```
$DayOfWeek >= MONDAY and $DayOfWeek <= FRIDAY and ($Time < 08:00 or $Time > 17:00) or ($DayOfWeek == SATURDAY or $DayOfWeek == SUNDAY)
-> Paging 5551234567:911:#
```

All actions that can be performed from an alarm transition can be performed from the Action Router, except for the Alarm Counter and Action Router actions. Also, rule conditions can be built using many types of data, for example:

- ◆ The name of an alarm. Did the transition take place in an instance of this alarm?
- ◆ The name of a node. Was the alarm instance in which the transition took place monitoring this node?
- ◆ The name of a property group. Does the node that was being monitored have this property group?
- ◆ The severity of the destination alarm state.
- ◆ The name of the trigger that caused the transition.

For a complete list of the variables that can be used in an Action Router rule condition, see the table [NerveCenter Variables on page 342](#).

The remainder of this chapter explains how to determine what Action Router rules have already been defined and how to create new rules. See the following sections:

Section	Description
<i>Listing Existing Action Router Rules on page 358</i>	Explains how to display a list of the Action Router rules currently defined in the NerveCenter database.
<i>Creating an Action Router Rule on page 360</i>	Explains how to create a new Action Router rule.

Listing Existing Action Router Rules

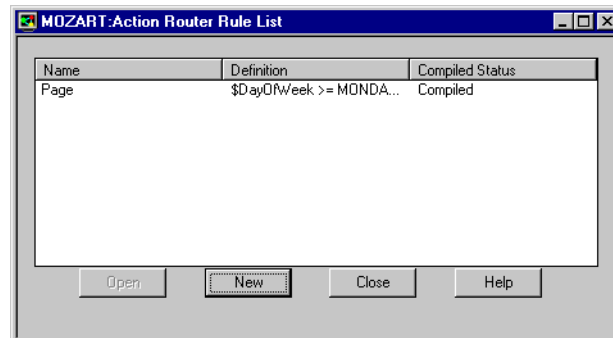
This section explains how to display a list of the Action Router rules currently defined in the NerveCenter database. The section also explains how to view the definition of a particular rule.

For information on creating a new rule, see [Creating an Action Router Rule on page 360](#).

TO DISPLAY A LIST OF ACTION ROUTER RULES AND THEN DISPLAY A PARTICULAR RULE'S DEFINITION

1. From the client's **Admin** menu, choose **Action Router Rule List**.

The Action Router Rule List window is displayed.

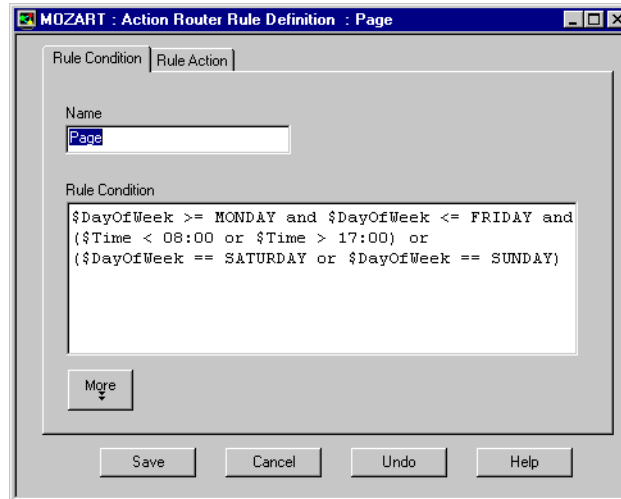


This window lists all currently defined Action Router rules. If enough room is available in the window, you can see, for each rule, the condition under which actions will be performed (the rule condition) and the actions that will be performed under those conditions (the rule actions).

If you can only see part of the rule, you can either enlarge the window or perform the following steps.

2. Double-click the rule whose definition you want to see.

The Action Router Rule Definition window is displayed.



3. Select the **Rule Condition** tab to see the rule condition and the **Rule Action** tab to see the actions defined for the rule.

In the figure above, the condition says, “If the alarm transition occurs after hours on a week day or on a weekend, take the actions listed on the Rules Action page.”

Creating an Action Router Rule

There are two components to an Action Router rule: a condition and a list of actions. For example, suppose you need to develop a rule that will cause NerveCenter to send you e-mail if a device goes down. The rule's condition might be:

```
$TriggerName eq "deviceDown"
```

This means that you want to know if the Action Router is notified of a transition that occurred as a result of a deviceDown trigger.

The rule's action might be:

```
SMTP Mail networkadmin@yourcompany.com
```

This means that if the condition is met, NerveCenter should send SMTP mail to the address shown.

The next two subsections explain how to create such rule conditions and rule actions:

- ◆ [Defining a Rule Condition on page 361](#)
- ◆ [Defining a Rule Action on page 366](#)

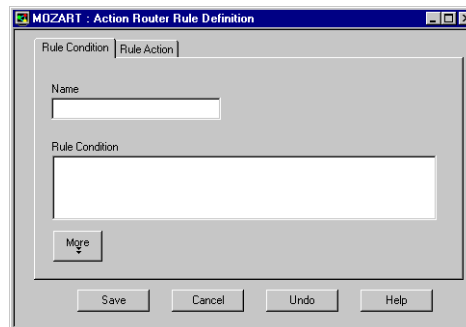
Note that you must create both a condition and one or more actions to complete an Action Router rule.

Defining a Rule Condition

Defining a rule condition is one part of defining an Action Router rule. After defining the rule condition, you must define a rule action to complete the Action Router rule. For information on defining a rule action, see the section *Defining a Rule Action on page 366*.

TO DEFINE A RULE CONDITION

1. From the client's **Admin** menu, choose **Action Router Rule List**.
The Action Router Rule List window is displayed.
2. Select the **New** button in the Action Router Rule List window.
The Action Router Rule Definition window is displayed.



3. Enter a unique name for your Action Router rule in the **Name** field.



NOTE

The maximum length for Action Router rule names is 255 characters.

4. Write your rule condition in the Rule Condition text area.

You write this rule condition using Perl. However, you need not write a complete Perl statement. You can assume the following context:

```
if (...) {
    ruleAction;
}
```

All you must supply is the condition that would fit inside the parentheses. For example, **\$OriginStateSev eq "Normal"** is a complete rule condition.

To help you write rule conditions, NerveCenter provides several aids:

- ◆ A set of variables that contain data you can use in your rule condition. We've already seen a number of these, such as `$DayOfWeek`, `$Time`, and `$OriginStateSev`. For a complete list of the variables available to you, see the section [NerveCenter Variables on page 342](#).
- ◆ A set of functions that you can use in your rule conditions. These functions enable you to determine whether a variable contains a substring, to access information in the variable bindings of a trap that caused an alarm transition, and more.

For more information about these functions, see the section [Functions for Use in Action Router Rule Conditions on page 363](#).

- ◆ A pop-up menu that lists the variables and functions you can use in a rule condition and enables you to enter the name of a variable or function in the rule-condition editing area. For further information about this pop-up menu, see the section [Using the Pop-Up Menu for Perl on page 189](#).
- ◆ Lists of the alarms, days, nodes, properties, property groups, severities, and triggers that you can use in a rule condition. Selecting an item from one of these list writes the name of the selected object to the rule-condition editing area.

For further information about these lists, see the section [Using Action Router Object Lists on page 364](#).



NOTE

When creating poll conditions, trigger functions, and Perl subroutines, you can choose between using multiple Perl interpreters or a Global Perl interpreter. If you configure your poll conditions, trigger functions, and Perl subroutines to use the Global Perl interpreter, Action Router rules that take a long time to run, such as logging to a file, performing database queries, or issuing external system calls, can slow down NerveCenter's performance. If you have need of such Perl scripts in your environment, use the scripts sparingly. See [NerveCenter and Perl on page 55](#) for more information.

Once you've finished building your rule condition, you must go to the Rule Action page and build a list of rule actions. For instructions on how to build this list, see the section [Defining a Rule Action on page 366](#).

Functions for Use in Action Router Rule Conditions

NerveCenter provides a number of functions that you can use in your Action Router rule conditions. The list below indicates what types of functions are available and where you can find detailed information about each function:

- ◆ **Variable-binding functions.** These functions enable you to determine the number of variable bindings in a trigger's variable-binding list and to obtain information about each variable binding. For instance, you can retrieve the subobject and attribute associated with a variable-binding and the value of a variable-binding.

For reference information about these functions, see the section [Variable-Binding Functions on page 214](#).

- ◆ **String-matching functions.** These functions enable you to determine whether a string contains another string or a particular word. The functions are useful in conditions that test the value of a variable or variable binding for a substring.

For reference information about these functions, see the section [String-Matching Functions on page 188](#).

- ◆ **in().** This function determines whether one scalar value is in a set of scalar values.

For reference information about this function, see the section [in\(\) Function on page 186](#).

- ◆ **Counter().** This function returns the current value of an alarm counter. For reference information about this function, see the section [Counter\(\) Function on page 341](#).

- ◆ **NC::AlarmCounters.** This function enables you to do any of the following: increment alarm counters by a number other than one, decrement alarm counters by a number other than one, create alarm counters, set alarm counters, and retrieve alarm counters. For reference information about this function, see the section [NC::AlarmCounters on page 186](#).

NC::AlarmCounters are independent of and not related to the alarm action Alarm Counter. See [Alarm Counter on page 301](#) for details.

Using Action Router Object Lists

If you are writing an Action Router rule condition and need to enter the name of an alarm, you do not need to:

- ◆ Look up the name of the alarm in the Alarm Definition List window.
- ◆ Type the name of the alarm in the Rule Condition editing area.

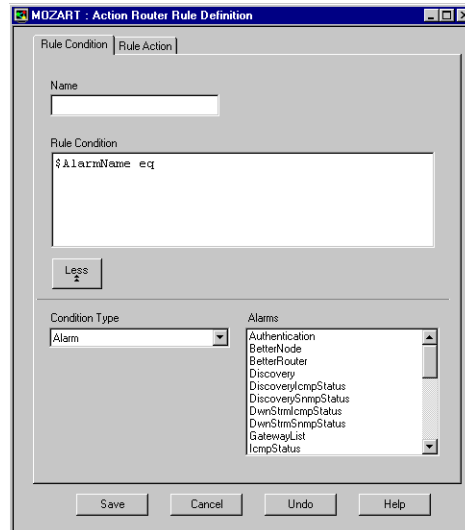
Instead, you can select the name of the alarm from a list of alarms on the Rule Condition page. Selecting this name copies the name to the Rule Condition editing area, at the point of the cursor.

In addition to a list of alarms, the Rule Condition page provides lists of:

- ◆ Days (Days are not really NerveCenter objects.)
- ◆ Nodes
- ◆ Properties
- ◆ Property groups
- ◆ Severities
- ◆ Triggers

HOW TO ENTER THE RULE CONDITION `$ALARMNAME EQ 'AUTHENTICATION'`

1. In the Rule Condition editing area enter the text `$AlarmName eq` using the editing area's pop-up help menu or your keyboard.
2. Select the **More** button on the Rule Condition page to expand the page.



3. Select **Alarm** from the **Condition Type** drop-down list.

The list to the right of the drop-down list is populated with the names of all the alarms in the NerveCenter database.

**NOTE**

If you were writing a different rule condition, you could have selected a different object from the drop-down list.

4. Double-click **Authentication** in the **Alarms** list.
This action causes the text **'Authentication'** to be added to the rule condition.
 5. After you've defined your rule's action, select the **Save** button.
-

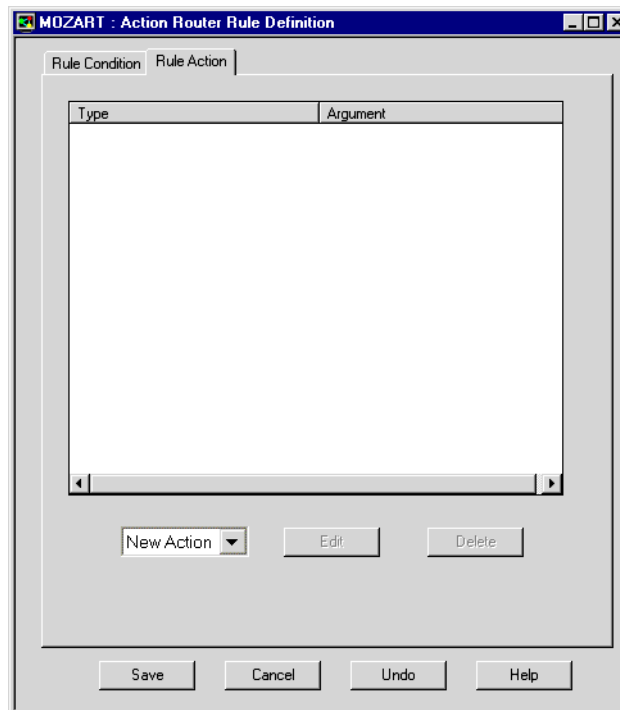
Defining a Rule Action

Once you've created an Action Router rule condition, as described in the section *Defining a Rule Condition on page 361*, you must create a rule action to complete your Action Router rule. This action rule contains descriptions of one or more actions that you want to be performed when the rule condition is met.

TO CREATE AN ACTION RULE

1. In the Rule Composition window, select the **Rule Action** tab.

The Rule Action page is displayed.



2. Select the **New Action** list.

A list of available actions is displayed. Except for the Action Router and Alarm Counter actions, you can add to the rule any action that you can perform from an alarm transition:

- ◆ *Beep*
- ◆ *Clear Trigger*
- ◆ *Command*
- ◆ *Delete Node*
- ◆ *EventLog*
- ◆ *Fire Trigger*
- ◆ *Inform*
- ◆ *Inform OpC*
- ◆ *Inform Platform*
- ◆ *Log to Database*
- ◆ *Log to File*
- ◆ *Microsoft Mail*
- ◆ *Notes*
- ◆ *Paging*
- ◆ *Perl Subroutine*
- ◆ *Send Trap*
- ◆ *Set Attribute*
- ◆ *SMTP Mail*
- ◆ *SNMP Set*

For a description of what an action does, see the appropriate section in *Chapter 13, Alarm Actions*.

3. Select an action from the list.

All of the actions except Delete Node and Notes require parameters, so a dialog box appears. Again, refer to the appropriate section in *Chapter 13, Alarm Actions* for an explanation of how to supply the necessary parameters.

4. Repeat step 2 and step 3 for each action that you want to add to the rule action.
 5. Select the **Save** button at the bottom of the Rule Composition window.
-

Creating Multi-Alarm Behavior Models

Most behavior models employ only one alarm. However, some models require two or more alarms. If a model uses more than one alarm, the alarms generally communicate using the Fire Trigger alarm action. That is, one alarm fires a trigger that causes a transition in a second alarm.

This chapter presents an example of a multi-alarm behavior model (sometimes referred to as multi-tier behavior models), which might serve as an example for your own models.

Section	Description
IfUpDownStatusByType on page 370	Presents a multi-alarm model that monitors interface operation status.

**NOTE**

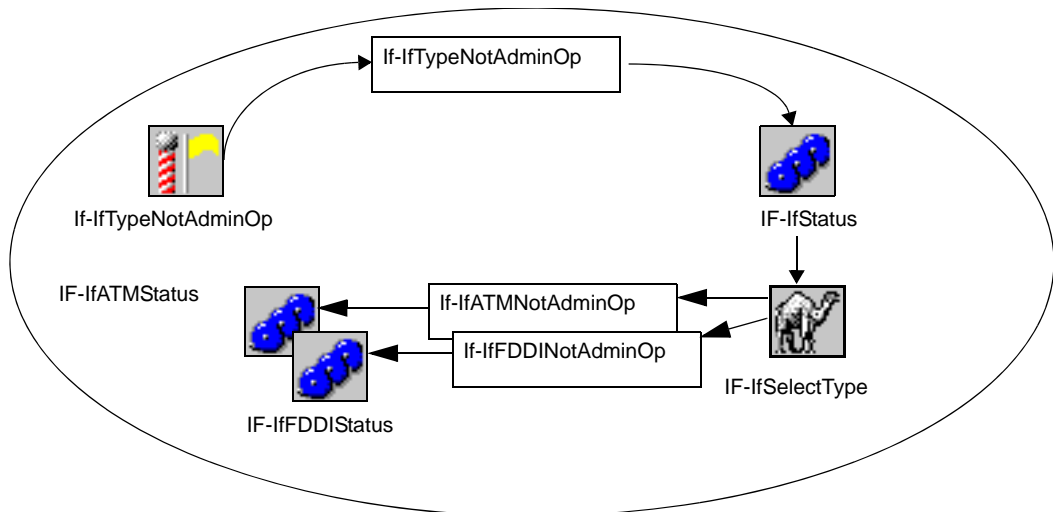
Another good example of a multi-alarm behavior model is the downstream alarm suppression model, `NodeStatusDwnStrm`, that ships with NerveCenter. For more information, refer to [Appendix C, Downstream Alarm Suppression](#).

IfUpDownStatusByType

IfUpDownStatusByType is one of the multi-alarm behavior models shipped with NerveCenter and provides interface management for devices that can be managed using the MIB-II and Frame Relay MIBs. This model manages the following types of interfaces:

- ◆ Asynchronous Transfer Mode (ATM)
- ◆ Integrated Services Digital Network (ISDN)
- ◆ Fiber Distributed Data Interface (FDDI)
- ◆ Frame Relay Permanent Virtual Circuit (PVC) subinterfaces
- ◆ Frame Relay
- ◆ Local Area Network (LAN)
- ◆ Switched Multimegabit Data Service (SMDS)
- ◆ Synchronous Optical Network (SONET)
- ◆ Wide Area Network (WAN)

The majority of the alarms in this model are subobject scope alarms that categorize an interface (the possible categories are listed above) and then monitor its status. For most interfaces, the interface can be up, down, or in testing mode. (The exception is a Frame Relay PVC, which can only be up or down.)



When an alarm instance transitions to one of these states, it executes an Inform action to notify OpenView Network Node Manager of the new state. For this Inform action to have the desired effect, you must integrate the **trapd.conf.txt** file supplied with these models with the standard NerveCenter **trapd.conf**. The **trapd.conf.txt** file along with the .mod file resides in the **/model/interface_status/updown_bytype** directory. For information about importing behavior models into NerveCenter, see *Importing Node, Object, and Behavior Model Files on page 417*.

The interface status alarms are listed below:

- ◆ IF-IfATMStatus
- ◆ IF-IfFDDIStatus
- ◆ IF-IfFramePVCStatus
- ◆ IF-IfFrameRelayStatus
- ◆ IF-IfISDNStatus
- ◆ IF-IfLANStatus
- ◆ IF-IfSMDSStatus
- ◆ IF-IfSonetStatus
- ◆ IF-IfWANStatus

The model file also includes three other alarms: IF-IfStatus, IF-IfColdWarmStart, and IF-IfNmDemand.

IF-IfStatus Alarm

The predefined alarm IF-IfStatus is a subobject scope alarm that monitors interfaces on the network. Its definition is shown in *Figure 15-1*.

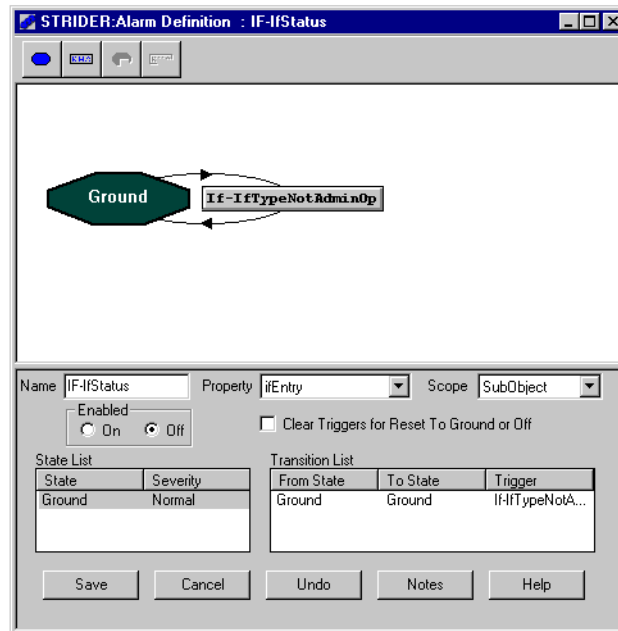


FIGURE 15-1. IF-IfStatus Alarm

IF-IfStatus listens for the trigger IF-IfTypeNotAdminOp, which is fired whenever an interface is not operationally up (either down or in testing mode). When IF-IfStatus transitions to IF-IfTypeNotAdminOp, the alarm fires a Perl subroutine, IF-SelectType.

IF-SelectType Perl Subroutine

IF-SelectType is a Perl subroutine composed of an If statement that reads the instance of ifEntry.ifType to determine the interface type being monitored and to fire the appropriate trigger.

```

Name: IF-SelectType

Subroutine:

if (ifEntry.ifType == 6) { FireTrigger("If-ifLANNotAdminOp"); } # 802.2 interface
elsif (ifEntry.ifType == 7) { FireTrigger("If-ifLANNotAdminOp"); } # 802.3 interface
elsif (ifEntry.ifType == 15) { FireTrigger("If-ifFDDINotAdminOp"); } # FDDI interface
elsif (ifEntry.ifType == 17) { FireTrigger("If-ifWANNotAdminOp"); } # SDLC interface
elsif (ifEntry.ifType == 18) { FireTrigger("If-ifWANNotAdminOp"); } # DSL interface
elsif (ifEntry.ifType == 19) { FireTrigger("If-ifWANNotAdminOp"); } # EL interface
elsif (ifEntry.ifType == 20) { FireTrigger("If-ifISDNNotAdminOp"); } # bISDN interface
elsif (ifEntry.ifType == 21) { FireTrigger("If-ifWANNotAdminOp"); } # pISDN interface
elsif (ifEntry.ifType == 22) { FireTrigger("If-ifWANNotAdminOp"); } # pPPPS interface
elsif (ifEntry.ifType == 30) { FireTrigger("If-ifWANNotAdminOp"); } # DS3 interface
elsif (ifEntry.ifType == 31) { FireTrigger("If-ifSMDSSNotAdminOp"); } # SIP interface
elsif (ifEntry.ifType == 32) { FireTrigger("If-ifFRAMENotAdminOp"); } # fRELAY interface
elsif (ifEntry.ifType == 37) { FireTrigger("If-ifATMNotAdminOp"); } # ATM interface
elsif (ifEntry.ifType == 39) { FireTrigger("If-ifSONETNotAdminOp"); } # SONET interface
elsif (ifEntry.ifType == 43) { FireTrigger("If-ifSMDSSNotAdminOp"); } # smdsDxi interface
elsif (ifEntry.ifType == 44) { FireTrigger("If-ifFRAMENotAdminOp"); } # fRelaySERVICE
elsif (ifEntry.ifType == 45) { FireTrigger("If-ifWANNotAdminOp"); } # V35 interface
elsif (ifEntry.ifType == 46) { FireTrigger("If-ifWANNotAdminOp"); } # HSSI interface
elsif (ifEntry.ifType == 47) { FireTrigger("If-ifWANNotAdminOp"); } # HIPPI interface
elsif (ifEntry.ifType == 50) { FireTrigger("If-ifSONETNotAdminOp"); } # sonetPATH interface
elsif (ifEntry.ifType == 51) { FireTrigger("If-ifSONETNotAdminOp"); } # sonetVT interface
elsif (ifEntry.ifType == 52) { FireTrigger("If-ifSMDSSNotAdminOp"); } # smdsIcip interface

```

More

Save Close Undo Notes Help

FIGURE 15-2. IF-SelectType Perl Subroutine

IF-SelectType fires the appropriate trigger to instantiate the correct interface-type alarm for the interface that is in a non-operational status.

Interface-type Alarms

The IfUpDownStatusByType behavior model has an alarm for each interface type (ATM, ISDN, FDDI, and so on) that it monitors. The interface alarms (with the exception of IF-IfFramePVCStatus) are identical. The definition for these alarms, is shown in *Figure 15-3*.

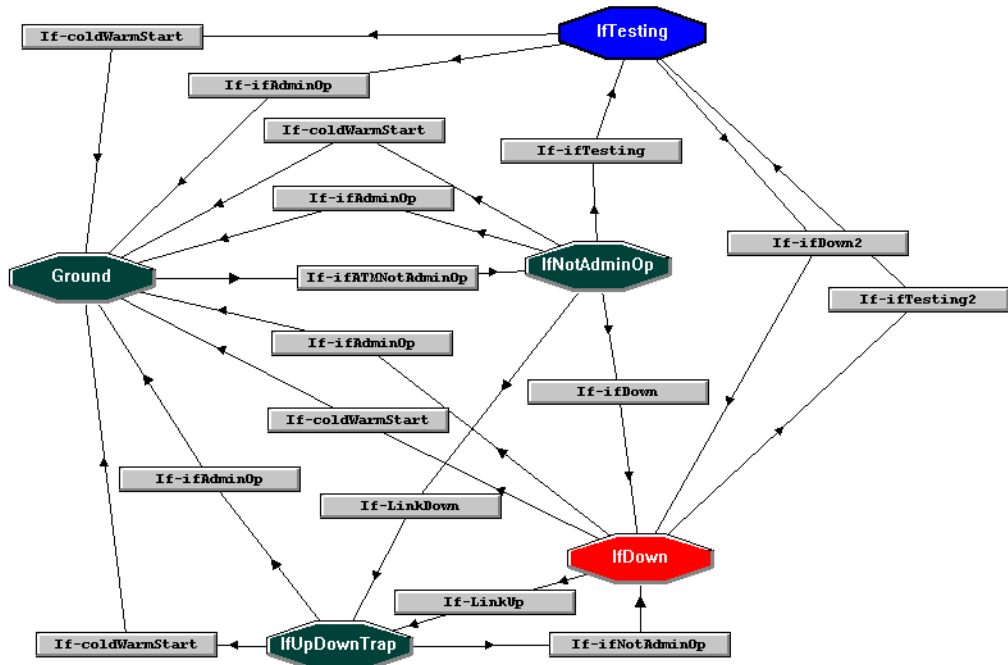


FIGURE 15-3. Interface-type Alarms State Diagram

The interface-type alarms (with the exception of IF-IfFramePVCStatus) contain the following states:

- ♦ **Ground** - No evidence that the interface is down, or in testing mode.
- ♦ **IfNotAdminOp** - An initial indication that an interface is either down or in testing mode has been received by a poll. The interface is categorized (ATM, FDDI, LAN, and so on) and the appropriate alarm is transitioned.
- ♦ **IfUpDownTrap** - Mask indicates that a link is either up or down. The interface is polled. If the interface is up, NerveCenter sends a 1512 Inform to the platform and returns to Ground. If a cold or warm start is detected, returns to Ground. If the interface is down or in testing, NerveCenter sends a 1514 Inform to the platform and goes to IfDown.

- ◆ **IfDown** - Poll indicates that an interface down. NerveCenter sends a 1514 Inform to the platform. The interface is polled. If the interface is up, NerveCenter sends a 1512 Inform to the platform and returns to Ground. If a cold or warm start is detected, returns to Ground. If the interface is in some test mode, NerveCenter sends a 1513 Inform to the platform and goes to IfTesting.
- ◆ **IfTesting** - Poll indicates that an interface is in some test mode. NerveCenter sends a 1513 Inform to the platform. The interface is polled. If the interface is up, NerveCenter sends a 1512 Inform to the platform and returns to Ground. If a cold or warm start is detected, returns to Ground. If the interface is down, NerveCenter sends a 1514 Inform to the platform and goes to IfDown.

IF-IfFramePVC

Unlike the other interface-type alarms, the IF-IfFramePVC relies on a frame relay MIB with which to monitor frame relay permanent virtual circuit (PVC) subinterfaces. NerveCenter instantiates IF-IfFramePVC when a frame relay PVC interface is non-active. The definition for IF-IfFramePVC, is shown in [Figure 15-4](#).

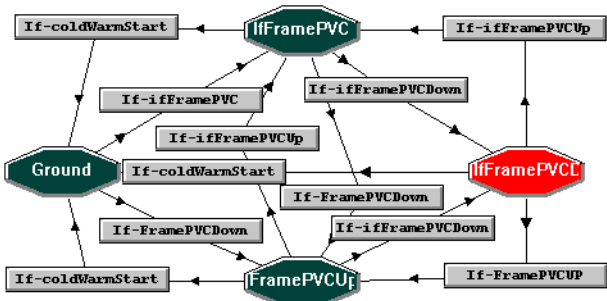


FIGURE 15-4. IF-IfFramePVC State Diagram

IF-IfFramePVCStatus contains the following states:

- ◆ **Ground** - No evidence that the interface is down. If the interface is down, goes to FramePVCUp/Down. If the interface is active, goes to IfFramePVC.
- ◆ **FramePVCUp/Down** - Mask indicates that a link is either up or down. The interface is polled. If the interface is up, NerveCenter sends a 1510 Inform to the platform and returns to IfFramePVC. If a cold or warm start is detected, returns to Ground. If the interface is down, NerveCenter sends a 1511 Inform to the platform and goes to IfFramePVCDown.

- ♦ **IfFramePVCDown** - Poll indicates that an interface down. NerveCenter sends a 1511 Inform to the platform. The interface is polled. If the interface is up, NerveCenter sends a 1510 Inform to the platform and goes to IfFramePVC. If a cold or warm start is detected, returns to Ground. If the interface is up or down, goes to FramePVCUp/Down.
- ♦ **IfFramePVC** - Interface is active. If a cold or warm start is detected, returns to Ground. If the interface is up or down, goes to FramePVCUp/Down. If the interface is down, NerveCenter sends a 1511 Inform to the platform and goes to IfFramePVCDown.

IfColdWarmStart Alarm

The IfColdWarmStart alarm detects that a device has been restarted and fires a trigger that causes all the interface-type alarms monitoring that device to return to Ground state.

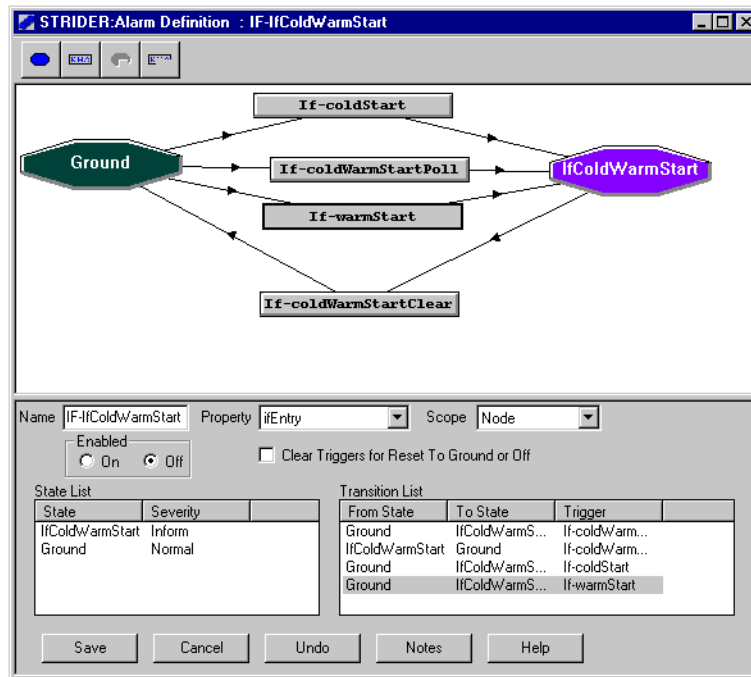


FIGURE 15-5. IF-IfColdWarmStart Alarm

The IfColdWarmStart alarm also fires a trigger that causes a transition in an IfNmDemand alarm.

IfNmDemand Alarm

An IfNmDemand alarm is instantiated whenever an interface-type alarm transitions to the up, down, testing, or ground state.

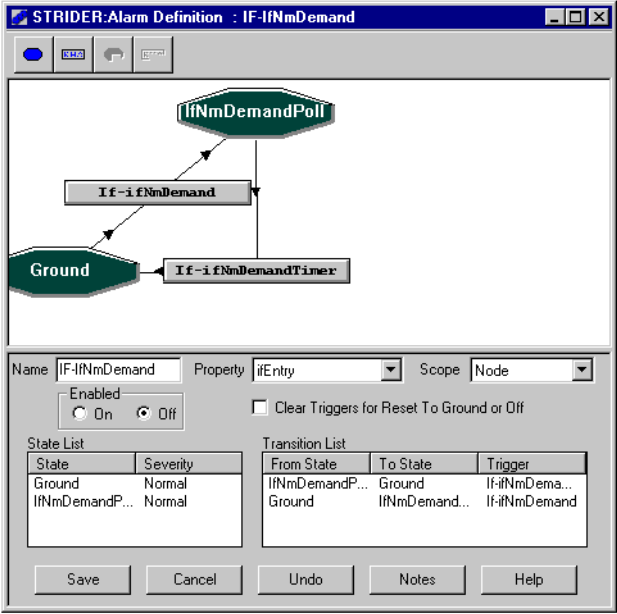


FIGURE 15-6. IF-IfNmDemand Alarm

When the alarm is created and transitions to the IfNmDemandPoll state, it executes an Inform action that causes HP OpenView Network Node Manager to demand poll the appropriate device and reflect the current state of the device and its interfaces in Network Node Manager's topology maps. The Inform action that requests the demand poll is made outside of the status alarms—in a node-scope alarm—to help cut back to the number of requests that can be sent to Network Node Manager.

The majority of this book has discussed the function of the various NerveCenter objects and how to create those objects.

This chapter discusses how to perform other operations on objects, such as copying and deleting them. It also covers how to change selected object attributes without returning to the object definition windows. For example, the chapter explains how to change an alarm's property without returning to the Alarm Definition window.

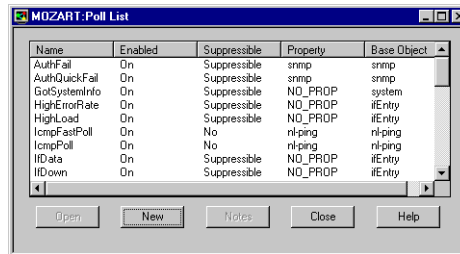
Section	Description
<i>Enabling Objects on page 380</i>	Explains how turn the following objects on and off: alarms, polls, masks, and OpC masks.
<i>Copying Objects on page 381</i>	Explains how to make a copy of an alarm, a poll, a mask, an OpC mask, a node, an Action Router rule, a Perl subroutine, or a property group.
<i>Deleting Objects on page 384</i>	Explains how to delete an object from the NerveCenter database.
<i>Changing an Object Property or Property Group on page 386</i>	Explains how to change an alarm's or a poll's property or a node's property group.
<i>Changing an Alarm Scope on page 389</i>	Explains how to change an alarm's scope from the Alarm Definition List window.
<i>Suppressing Polling on page 390</i>	Explains how to suppress polling by setting a node's Suppressed attribute and a poll's Suppressible attribute.
<i>Changing Other Node Attributes on page 392</i>	Explains how to change a node's Managed or Auto Delete attribute.

Enabling Objects

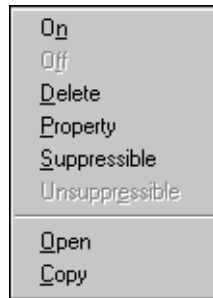
As we've mentioned many times, a behavior model does not become functional until all of the polls, masks, and alarms in the model are enabled. This section explains how you can quickly enable, or disable, any poll, trap mask, OpC mask, or alarm.

TO ENABLE ONE OF THESE OBJECTS

1. Open the appropriate list window: the Poll List, Mask List, OpC Mask List, or Alarm Definition List window. In this example, the Poll List window.



2. Select the object whose enabled status you want to change.
3. With your cursor positioned over the selected object, click the right mouse button to display a pop-up menu listing actions you can perform against the object.



If the object is disabled, the Off entry will be grayed out, and if the object is enabled, the On entry will be grayed out.

4. Select **On** from the menu to enable the object, or **Off** to disable it.

The object is now enabled. It's not necessary to save this change in order for it to take effect.

Copying Objects

Being able to copy objects can be very convenient. For example, if you want to create a property group that is exactly the same as an existing one except that it contains one additional property, it's nice to be able copy the existing property group, give the copy a name, and add the one property—instead of creating a new property group and adding a long list of properties to it. The same is true if you need to create a new alarm that is similar to an existing alarm, or a new poll that is similar to an existing one.

NerveCenter enables you to copy most objects. To copy a property group, you select a Copy button in the Property Group List button. To copy any other object (that supports a copy operation), you select Copy from a pop-up menu associated with the object. For complete instructions on how to copy a property group or another object, see the appropriate section below:

- ◆ *[Copying a Property Group on page 382](#)*
- ◆ *[Copying Other Objects on page 383](#)*

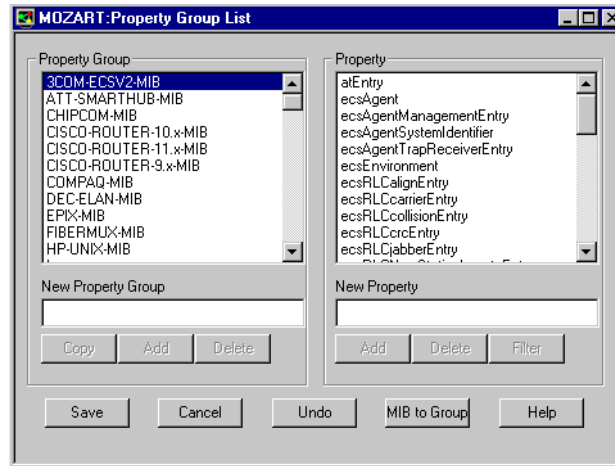
Copying a Property Group

This section explains how to create a copy of an existing property group.

TO COPY A PROPERTY GROUP



1. Open the Property Group List window.



2. Select the property group you want to copy from the **Property Group** list.
3. Enter a name for the copy of the property group in the **New Property Group** field.

The Copy button is enabled.

4. Select the **Copy** button.
5. Select the **Save** button.

You now have an exact copy of the property group you began with. You'll probably want to add properties to, or remove properties from, the new property group and save it again.

Copying Other Objects

This section explains how to make a copy of any one of the following objects:

- ◆ Alarm
- ◆ Poll
- ◆ Mask
- ◆ OpC mask
- ◆ Node
- ◆ Action Router rule
- ◆ Perl subroutine

TO COPY ONE OF THESE OBJECTS

1. Open the appropriate list window.
2. Select the object you want to copy from the list.
3. With your cursor over the selected object, click the right mouse button to display a pop-up menu of actions you can perform against the object.
4. Select **Copy** from the pop-up menu.
A definition window is displayed. The window contains a complete definition except for a name.
5. In the definition window, enter a name for the copied object.
6. Select the **Save** button in the definition window.

You now have an exact copy of the object you began with. Make any necessary changes to the copy, and save it again.

Deleting Objects

If you have objects in your NerveCenter database that you know you'll never use again, you can delete them.

There are two methods of deleting objects in NerveCenter. You delete some objects by selecting a Delete button in the appropriate definition window. The objects you delete in this way are:

- ◆ Property groups
- ◆ OID to property group mappings
- ◆ Severities

You delete other objects using a pop-up menu in a list window. The objects you delete in this way are:

- ◆ Alarms
- ◆ Polls
- ◆ Masks
- ◆ OpC masks
- ◆ Nodes
- ◆ Action Router rules
- ◆ Perl subroutines

The two procedures for deleting objects are discussed in more detail in the following sections:

- ◆ *Using a Delete Button on page 385*
- ◆ *Using a Pop-Up Menu on page 386*

Using a Delete Button

This section explains how to delete a property group, an OID to property group mapping, or a severity.

TO DELETE ONE OF THESE OBJECTS

1. Open the appropriate list window.
2. Select from the list the object you want to delete.

A Delete button is enabled.

3. Select the **Delete** button.

A property group can not be deleted if it is currently assigned to a node or is being used in an OID to property group mapping. If you attempt to delete a property group that is being used in one of these ways, you'll see a warning message. Of course, you can remove the dependency and then delete the property group.

Similarly, you can't delete a severity that is being used in an alarm. If you try to do so, you see a dialog similar to the one shown in [Figure 16-1](#):

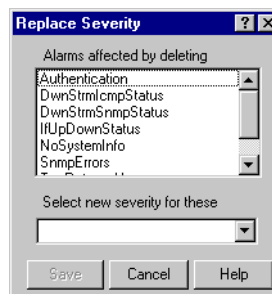


FIGURE 16-1. Replace Severity Dialog

The dialog in the figure indicates that the selected severity is being used in the alarm `SynBoardChannel`. If you want to go ahead and delete the severity, you must first change the severity of the affected state in this alarm. You do this by selecting a severity from the drop-down list and selecting the Save button. (You'll also have to confirm that you want to replace the severity.)

Using a Pop-Up Menu

This section explains how to delete an alarm, a poll, a mask, an OpC mask, a node, an Action Router rule, or a Perl subroutine.



CAUTION

Before deleting a an alarm, a poll, a mask, an OpC mask, a node, an Action Router rule, or a Perl subroutine, make sure that it is not used in a behavior model and is not required to transition any alarms.

TO DELETE ONE OF THESE OBJECTS

1. Open the appropriate list window.
2. Select the object you want to delete.
3. With your cursor positioned over the selected object, click your right mouse button to display a pop-menu that lists actions you can perform from this window.
4. Select the **Delete** entry from the pop-up menu.
A Confirm Deletion dialog appears, asking if you're sure you want to delete the object.
5. Select the **Yes** button in the Confirm Deletion dialog.
The object is deleted.

Changing an Object Property or Property Group

NerveCenter provides shortcuts for changing a poll's or an alarm's property and for changing a node's property group. For instructions on how to perform the operation you're interested in, see the appropriate subsection:

- ♦ [Changing Poll or Alarm Properties on page 387](#)
- ♦ [Changing a Node Property Group on page 388](#)

Changing Poll or Alarm Properties

This section explains how to change the property attribute of a poll or an alarm.

TO CHANGE AN OBJECT'S PROPERTY

1. Make sure that the poll's or alarm's enabled status is off.
For instructions on how to disable an object, see *Enabling Objects on page 380*.
2. With the Poll List or Alarm Definition List window open, select the object whose property you want to change.
3. With your cursor positioned over the selected object, click your right mouse button to display a pop-menu that lists actions you can perform from the list window.
4. Select **Property** from the pop-up menu.

The Property dialog is displayed.



5. Select a new property for your object from the drop-down listbox in the Property dialog.
The Save button is enabled.
 6. Select the **Save** button.
The object's property is changed. Re-enable the object if necessary.
-

Changing a Node Property Group

This section explains how to change a node's property group without going to the Node Definition window.

TO CHANGE A NODE'S PROPERTY GROUP



1. Select Node List from the client's Admin menu.

The Node List window appears.

2. Select the node whose property group you want to change.
3. With your cursor positioned over the selected node, click your right mouse button to display a pop-up menu that lists the actions you can take from the Node List window.
4. Select Property Group from the pop-up menu.

The Property Group dialog is displayed.



5. Select the node's new property group from the drop-down listbox in the Property Group dialog.

The dialog's Save button is enabled.

6. Select the dialog's **Save** button.

The node's property group is changed.

Changing an Alarm Scope

It's rarely necessary to change the scope of an alarm since determining the alarm's scope is usually a very fundamental part of designing the alarm. However, if the need to change an alarm's scope does arrive, you can make this change from the Alarm Definition List window.

TO CHANGE AN ALARM'S SCOPE

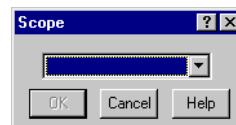


1. Choose **Alarm Definition List** from the client's **Admin** menu.

The Alarm Definition List window is displayed.

2. Select the alarm whose scope you want to change.
3. With your cursor positioned over the selected alarm, click your right mouse button to display a pop-up menu that lists the operations you can perform from the Alarm Definition List window.
4. Select **Scope** from the pop-up menu.

The Scope dialog appears.



5. Select a scope from the drop-down listbox in the Scope dialog.

The dialog's Save button is enabled.

6. Select the **Save** button.

The alarm's scope is changed.

Suppressing Polling

If you want to prevent a particular poll from being sent to a particular node, the node must be suppressed, and the poll must be suppressible. By default, polls are suppressible; however, nodes are not ordinarily suppressed. Therefore, keeping a poll from being sent to a node usually just involves turning on the node's Suppressed attribute. You may have to edit the poll as well—if someone has turned off its Suppressible attribute.

The two sections listed below provide instructions on how to perform these tasks:

- ◆ [Suppressing a Node on page 390](#)
- ◆ [Making a Poll Suppressible on page 391](#)

Suppressing a Node

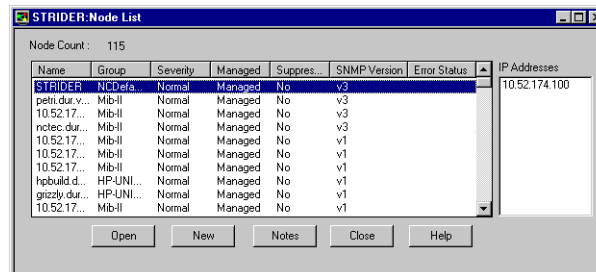
This section explains how to suppress a node by enabling its Suppressed attribute.

TO ENABLE THIS ATTRIBUTE



1. From the client's **Admin** menu, select **Node List**.

The Node List window is displayed.



2. Select the node whose Suppressed attribute you want to enable.
 3. With your cursor positioned over the selected node, right-click to display a pop-up menu.
 4. Select **Suppress** from the pop-up menu.
-

This operation is the equivalent of checking the Suppressed in the Node Definition window.

Making a Poll Suppressible

This section explains how to make a poll suppressible by enabling its Suppressible attribute.

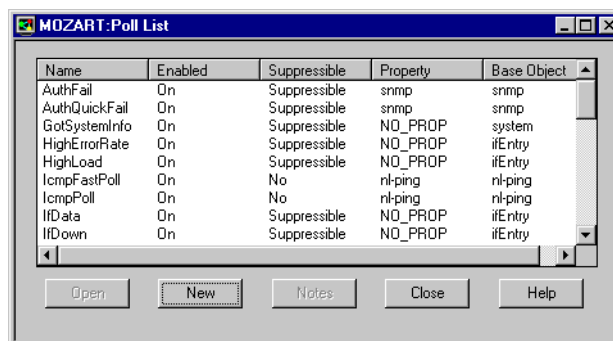
By default, polls in NerveCenter are suppressible and poll only those nodes that are not suppressed. However, there may be specific polls that you want to occur on a node even when it is suppressed. In this case, you can set the poll to insuppressible. An insuppressible poll will occur for a node even if the node is suppressed. This is useful for a poll that checks the status of a node to determine if it has returned to normal.

TO ENABLE THIS ATTRIBUTE



1. From the client's **Admin** menu, choose **Poll List**.

The Poll List window is displayed.



2. Select from the list the poll whose Suppressible attribute you want to enable.
3. With your cursor positioned over the selected poll, click your right mouse button to display a pop-up menu listing actions you can take from the Poll List window.
4. Select **Suppressible** from the pop-up menu.

The poll is now suppressible, which means that the poll cannot cause NerveCenter to poll a suppressed node.

Changing Other Node Attributes

Earlier sections of this chapter explained how to change a node's property group and its Suppressed setting:

- ♦ For information on changing a node's property group, see the section *Changing a Node Property Group on page 388*.
- ♦ For information on turning on a node's Suppressed attribute, see the section *Suppressing a Node on page 390*.

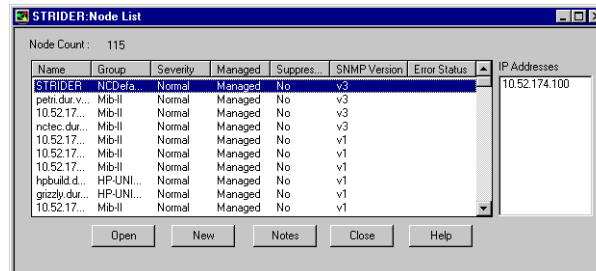
This section explains how to change the values of a node's Managed and Auto Delete attributes.

TO CHANGE ONE OF THESE ATTRIBUTES



1. From the client's **Admin** menu, select **Node List**.

The Node List window is displayed.



2. Select a node from the list.
3. With your cursor positioned over the selected node, click your right mouse button to display a pop-up menu listing the actions you can take from this window.
4. From the pop-up menu, choose **Managed**, **Unmanaged**, **Auto Delete**, or **No Auto Delete**.

Choosing **Managed** is the equivalent of checking the **Managed** checkbox in the **Node Definition** window, and choosing **Auto Delete** is the equivalent of checking the **Auto Delete** checkbox. Choosing **Unmanaged** or **No Auto Delete** is the equivalent of unchecking the appropriate checkbox.

The new node setting takes effect.

Severities are NerveCenter objects that indicate the seriousness of a network or system condition. For instance, a severity is an important part of the definition of each alarm state. In the alarm definition in *Figure 17-1*, you can see that the state LinkDown has the severity Major associated with it because it is colored orange.

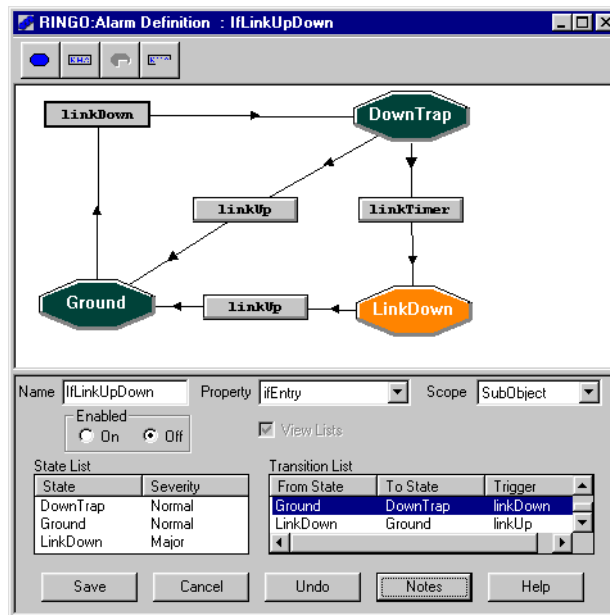


FIGURE 17-1. Alarm State Severities

In addition, NerveCenter categorizes the conditions it has detected by severity in alarm summary windows.

The remainder of this chapter explains in detail what constitutes the definition of a severity and how severities are used in NerveCenter, what predefined severities are supplied with NerveCenter, and how to create new severities.

For information on these topics, see the sections listed below:

Section	Description
Definition of a Severity on page 394	Explains what a NerveCenter severity is and how it is used.
Default Severities on page 397	List the severities that ship with the NerveCenter product.
Creating a New Severity on page 398	Explains how to create a new severity.
Creating Custom Colors on page 400	Explains how to create a new color for use in a severity.

Definition of a Severity

A severity object has the following data set described and defined in [Table 17-1](#).

TABLE 17-1. Definitions of Severity Attributes

Data Member	Definition
Name	A unique name.
Group	The name of the severity group to which the severity belongs. A group name should describe a general type of condition that NerveCenter can detect; for instance, the two predefined groups are Fault and Traffic, and all the predefined severities belong to one of these groups. You can also define new groups.
Color	Each severity has a color associated with it. These severity colors are used in state diagrams to indicate the severity of alarm states.
Level	A severity's level is intended to reflect the seriousness of an associated alarm state. That is, an alarm state whose severity has a level of 0 represents a harmless condition, whereas an alarm state whose severity has a high level represents a serious condition.
Platform name	The name of a severity used by your network management platform. If NerveCenter informs your platform of a condition, the platform uses the severity defined by this attribute when it displays information about the event.

For more information about these attributes, see the sections:

- ◆ [Severity Attributes Used by NerveCenter on page 395](#)
- ◆ [Severity Attributes and Network Management Platforms on page 396](#)

Severity Attributes Used by NerveCenter

The severity attributes Name, Group, and Color are used by NerveCenter when it displays information about current alarm instances in the Alarm Summary or Aggregate Alarm Summary window. The figure below shows the correspondence between these attributes and the objects used in the tree view of the Alarm Summary window.

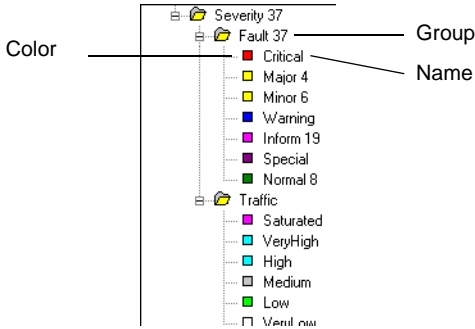


FIGURE 17-2. Severity Names, Groups, and Colors

In this figure, there is a severity named Critical, which belongs to the severity group Fault and is associated with the color red. You can add new severities to the existing groups (Fault and Traffic), or add severities that belong to a new group. In the latter case, NerveCenter will create a new folder to represent the new severity group.



NOTE

Severity colors are also used in alarm state diagrams to indicate the severity of particular states.

Severity Attributes and Network Management Platforms

The severity attributes Level and Platform Name are used to help define how NerveCenter interacts with a network management platform. For more details, see *Configuring a Node Map with NerveCenter Alarm Severity Colors in Integrating NerveCenter with a Network Management Platform*.

Level

Each NerveCenter severity must have a unique severity level, which is represented by an integer. You associate severities that have low severity levels with alarm states representing benign conditions, and severities that have high levels with states representing serious conditions.

Now, here's how severity levels affect NerveCenter's interaction with a network management platform. When NerveCenter is set up, an administrator can define an "Inform Configuration." This configuration indicates where NerveCenter should send messages when it performs Inform alarm actions. The configuration also specifies a "Minimum Severity." If the administrator sets the Minimum Severity to 4, only transitions to alarm states with severity levels of 4 or more can cause Inform messages to be sent to a platform.













Platform Name

You can associate with each NerveCenter severity the name of a severity defined by your network management platform. For example, the predefined severity Saturated has associated with it the platform name Normal. Given this situation, if NerveCenter sends to the platform an Inform message whose variable bindings indicate that the destination alarm state in NerveCenter had a severity of Saturated, the platform will interpret this as an event of Normal severity. That is, the event will show up in the platform's event browser as an event of Normal severity, and if the map icon representing the node whose interface was saturated is (color), that icon will remain (color).

Default Severities

Table 17-2 lists the thirteen predefined NerveCenter severities.

TABLE 17-2. Predefined NerveCenter Severities

Severity Name	Severity Level	Severity Group	Platform Name	Color	
Normal	0	Fault	Normal	Dark Green	
VeryLow	1	Traffic	Normal	White	
Low	2	Traffic	Normal	Yellow Green	
Medium	3	Traffic	Normal	Light Aqua	
High	4	Traffic	Normal	Cyan	
VeryHigh	5	Traffic	Normal	Sky Blue	
Saturated	6	Traffic	Normal	Magenta	
Special	7	Fault	Normal	Burgundy	
Inform	8	Fault	Normal	Violet	
Warning	9	Fault	Warning	Royal Blue	
Minor	10	Fault	Minor	Yellow	
Major	11	Fault	Major	Orange	
Critical	12	Fault	Critical	Red	

Creating a New Severity

If your behavior models require severities other than those supplied with NerveCenter, you can create new severities.

TO CREATE A NEW SEVERITY



1. From the client's **Admin** menu, choose **Severity List**.

The Severity List window is displayed. This window presents information about all the severities currently defined in the NerveCenter database.

NC Name	NC Level	Group	Platform Name
Critical	12	Fault	Critical
High	4	Traffic	Normal
Inform	8	Fault	Normal
Low	2	Traffic	Normal
Major	11	Fault	Major
Medium	3	Traffic	Normal
Minor	10	Fault	Minor
Normal	0	Fault	Normal
Saturated	6	Traffic	Normal
Special	7	Fault	Normal
VeryHigh	5	Traffic	Normal
VeryLow	1	Traffic	Normal
Warning	9	Fault	Warning

Buttons: Open, New, Delete, Close, Help

2. Select the **New** button in the Severity List window.

The New Severity window is displayed.

Severity Name:

Severity Level:

Severity Group:

Platform Name:

Change Color:

Buttons: OK, Cancel, Undo, Help

3. Enter a unique name for your severity in the **Severity Name** field (255 characters maximum).
4. Enter a unique severity level, an integer in the range 0 to 255, in the **Severity Level** field.
Since the predefined severities use the levels 0 through 12, you should avoid those numbers (unless you've modified the levels of the predefined severities).
In general, you should set up your severity levels so that the lowest priority severities have the lowest levels and the highest priority severities have the highest levels. This is true because if NerveCenter is set up to forward information about important alarm transitions to a network management platform, NerveCenter forwards information about any transition whose destination state has a severity whose level is greater than or equal to x , where x is defined when NerveCenter is configured.
5. Enter the name of a severity group in the **Severity Group** field.
This group can be one of the preexisting groups—Fault or Traffic—or a user-defined group. In either case, the severity group should indicate the type of problem that the severity reflects.
6. In the **Platform Name** field, enter the name of a severity on your network management platform, or if you're not using a network management platform, leave the value set to "Unknown."
When you enter a platform severity name, you establish a mapping between the NerveCenter severity you're defining and a severity on your network management platform. For example, the predefined NerveCenter severity VeryHigh (traffic) is mapped by default to the platform severity Normal. Given this situation, if NerveCenter informs a platform of a condition of VeryHigh severity, the platform will indicate (in its event browser) that an event of Normal severity has occurred.
7. Assign a color to the severity.
To assign this color, perform the following steps:
 - a. Select the **Change Color** button in the New Severity window.
The Color window is displayed.
 - b. Select the color box containing the color you want to assign to the severity.
 - c. Select the **OK** button in the Color window.
8. Select the **Save** button in the New Severity window.
Information about the new severity is saved to the NerveCenter database.

Creating Custom Colors

One attribute of a NerveCenter severity is its color. This color can be one of 48 predefined colors or one of 16 custom (user-defined) colors. This section explains how to create a custom color that you can use later in the definition of a severity.

TO CREATE A CUSTOM COLOR



1. From the client's **Admin** menu, choose **Severity List**.

The Severity List window is displayed.

2. Select the **New** button in the Severity List window.

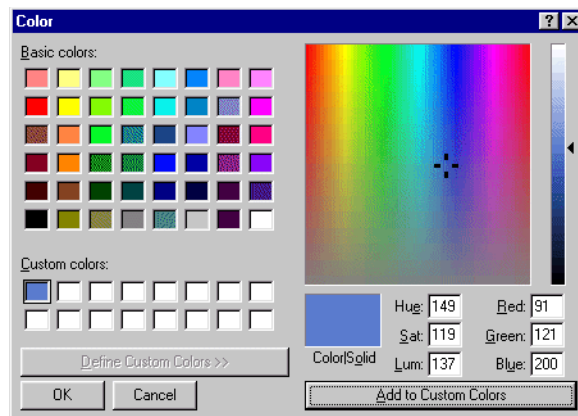
The New Severity window is displayed.

3. Select the **Change Color** button in the New Severity window.

The Color window is displayed. This window shows NerveCenter's predefined colors and any previously defined custom colors.

4. Select the **Define Custom Colors** button in the Color window.

The Color window expands to include an area for creating custom colors.



5. Specify the custom color you want to define by following the directions below. The color is displayed in the Color|Solid color box.
 - a. Drag the crosshairs in the large colored area horizontally to establish the desired hue.
 - b. Drag the crosshairs vertically to establish the desired amount of saturation.
Moving the crosshairs up increases the amount of saturation, and moving them down decreases the amount of saturation.
 - c. Drag the arrowhead to the right of the long, narrow colored area to establish the color's luminance.
Moving the arrowhead up increases the color's luminance, and moving it down decreases the color's luminance.

**NOTE**

You can also specify a color by entering values in the Hue, Sat, and Lum fields or the Red, Green, and Blue fields.

6. Select the color square in the “Custom color” area to in which you want to save the new custom color.
You can overwrite an existing custom color with a new one.
 7. Select the **Add to Custom Colors** button.
The new color is saved and is available for assignment to a severity.
-

Importing and Exporting NerveCenter Nodes and Objects

Unlike SerializeDB, with which you back up or restore an entire NerveCenter database, the NerveCenter Client import and export features enable you to choose which NerveCenter behavior models, objects, or nodes to import or export. Perhaps you have developed a behavior model that you want to propagate across a multi-NerveCenter server environment. With the export feature, you can selectively load one or more behavior models, (or individual objects) into another NerveCenter server's database.

In addition to directly exporting to another NerveCenter server's database, you can also export NerveCenter objects, nodes, and behavior models to a file. Using the import feature, you then import such files into a NerveCenter database. For example, you might want to create a master node list and then divide it into smaller lists to export to remote NerveCenter installations. Or, perhaps, create a node list as a backup for quick recovery should the system go down.

For a complete list of the types of NerveCenter objects that you can export, see the section, *More about Exporting Objects on page 415*.

NerveCenter ships with object and behavior model files (.mod) that include fixes and vendor-specific behavior models. Because not everyone will want to use them, these objects and models are not loaded into the NerveCenter database by default. With the import feature, you can load these definitions into your NerveCenter database.

For complete information about exporting and importing nodes, objects, and behavior models see the following sections:

Section	Description
<i>Exporting Behavior Models to Other Servers on page 405</i>	Describes how to export all the objects associated with a behavior model from one NerveCenter database to another NerveCenter server.
<i>Exporting Behavior Models to a File on page 407</i>	Explains how to export all the objects associated with a behavior model from the NerveCenter database to a file.
<i>More About Exporting Behavior Models on page 409</i>	Lists exactly what NerveCenter exports when you select a behavior model.
<i>Exporting NerveCenter Objects and Nodes to Other Servers on page 410</i>	Describes how to export individual nodes and objects from one NerveCenter database to another server.
<i>Exporting NerveCenter Objects and Nodes to a File on page 413</i>	Explains how to export individual nodes and objects from the NerveCenter database to a file.
<i>More about Exporting Objects on page 415</i>	Lists the types of NerveCenter objects that you can export and what actually gets exported.
<i>Importing Node, Object, and Behavior Model Files on page 417</i>	Explains how to import exported NerveCenter node, object and behavior model files.

Exporting Behavior Models to Other Servers

When you don't want to export an entire NerveCenter database, NerveCenter enables you to pick and choose those behavior models you want to export to other NerveCenter servers. For example, for a multi-NerveCenter site, you might want to propagate particular behavior models across your NerveCenter servers.

For more about what NerveCenter actually exports when you select a behavior model, see the section *More About Exporting Behavior Models on page 409*.

To export behavior models to a file, see *Exporting Behavior Models to a File on page 407*. For information about exporting a set of nodes or individual NerveCenter objects, see the following sections:

- ◆ *Exporting NerveCenter Objects and Nodes to Other Servers on page 410*
- ◆ *Exporting NerveCenter Objects and Nodes to a File on page 413*

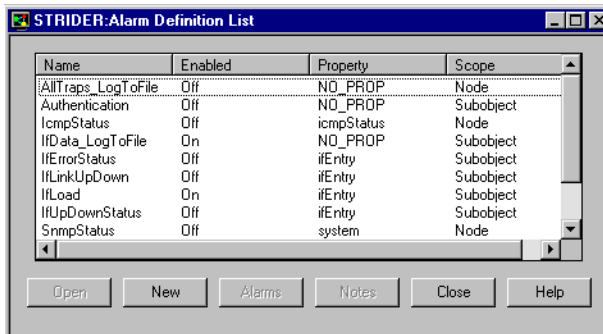
TO EXPORT BEHAVIOR MODELS TO ANOTHER NERVECENTER SERVER

1. Be sure that you are connected to the NerveCenter server(s) to which you want to export the behavior model. (See *Connecting to a Server on page 81* for more information.)



2. From the client's **Admin** menu, choose **Alarm Definition List**.

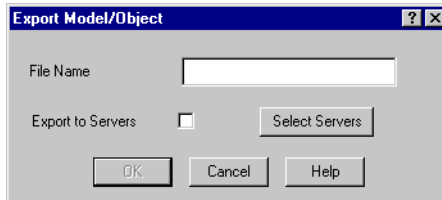
The Alarm Definition List window is displayed.



3. Select the alarm whose behavior model you want to export.

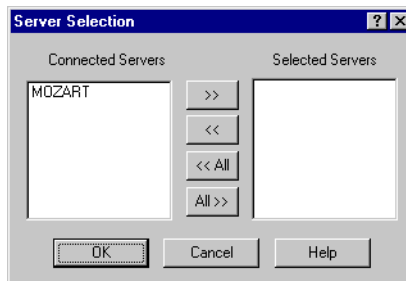
You can select any number of alarms at one time.

4. Right-click the selected alarm to bring up the alarm pop-up menu, and select **Export Model**.
The Export Model/Object dialog is displayed.



5. Select the **Export to Servers** checkbox.
6. Select the **Select Servers** button.

The Server Selection dialog box is displayed.



- a. Select the servers to which you're exporting from the list.
- b. Select the >> button. To select all servers to export to, select the **All >>** button.

The selected servers are added to the Selected Servers list.

You can remove servers from the Selected Servers list by selecting the object and then selecting the << button.

Repeat this step for each server to which you want to export behavior models.

- c. When finished, select **OK** to save your choices and close the Server Selection dialog.
7. Select the **OK** button

The behavior model(s) you've selected are exported to the selected NerveCenter server(s)' database.

Exporting Behavior Models to a File

Situations can arise when you might want to export particular NerveCenter behavior model to a file. Having one or more behavior models in a separate file can be useful when troubleshooting NerveCenter or sharing behavior models between different NerveCenter sites.

For more about what NerveCenter actually exports when you select an behavior model, see the section *More About Exporting Behavior Models on page 409*.

When you export one or more behavior models to a file, NerveCenter actually creates two files:

- ◆ A file with a .mod extension that contains the data required to re-create the behavior models. This is the file that is imported later into the destination database.
- ◆ A text file (*.txt) that contains a textual description of the exported behavior models. Although not required during an import, this file is important because it serves as documentation for the corresponding .mod file and is the only method of knowing what models reside in the .mod file prior to actually importing the models.

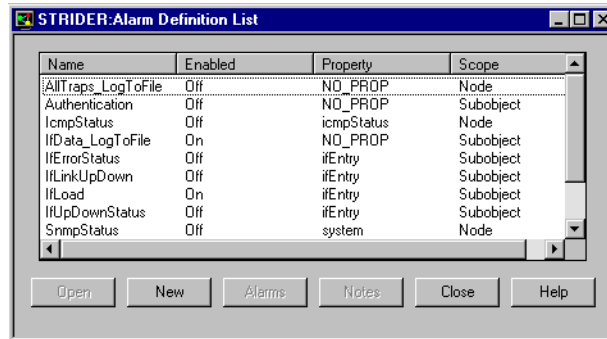
To export behavior models to a file, see *Exporting Behavior Models to Other Servers on page 405*. For information about exporting a set of nodes or individual NerveCenter objects, see the following sections:

- ◆ *Exporting NerveCenter Objects and Nodes to Other Servers on page 410*
- ◆ *Exporting NerveCenter Objects and Nodes to a File on page 413*

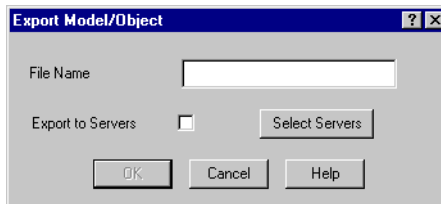
TO EXPORT BEHAVIOR MODELS TO A FILE



1. From the client's **Admin** menu, choose **Alarm Definition List**.
The Alarm Definition List window is displayed.



2. Select the alarm whose behavior model you want to export.
You can select any number of alarms at one time.
3. Right-click the selected alarm to bring up the alarm pop-up menu, and select **Export Model**.
The Export Model/Object dialog is displayed.



4. In the **File Name** text field, type a filename without an extension or a pathname including a filename without an extension.

NerveCenter will create two files. One will have the filename extension `.mod` and contain the actual data for the behavior model you export. This is the file that you can import into another NerveCenter database. The second file will have a `.txt` extension and contain a textual description of the behavior model. This file is not used during an import operation, but it is the only source of documentation for the `.mod` file contents.

If you specify a pathname in the File Name field, the file will be written to the directory you specify. By default, NerveCenter places the file in the NerveCenter model directory.

5. Select the **OK** button.

More About Exporting Behavior Models

When you export a behavior model to another NerveCenter server or to a file, you export an alarm (or alarms) and all of the objects associated with that alarm. These associated objects include:

- ◆ Any object that can fire a trigger that can cause a transition in the alarm, including polls, masks, and other alarms.
- ◆ All triggers referred to in any exported object, including:
 - ◆ For masks, simple trigger and triggers used in the trigger function.
 - ◆ For alarms, triggers used in Clear/Fire Trigger actions.
 - ◆ For polls, True and False trigger.
- ◆ Any alarm that can be affected by a trigger fired by the alarm.
- ◆ Any properties used by any of the exported objects.
- ◆ Any property groups that contain any of the properties mentioned above.



NOTE

The exported property groups include only those properties used by the behavior model.

- ◆ Any property groups used in AssignPropertyGroup() functions in polls, masks, and Perl Subroutine expressions. Also, any property groups used in SetAttribute alarm actions in alarm transitions. No properties are included from the group.
- ◆ The severities used by the exported alarms.
- ◆ Any Perl subroutines called by a Perl Subroutine action in an exported alarm.

NerveCenter does *not* export the following objects with behavior models:

- ◆ Alarms that listen to Clear Trigger alarm actions.
- ◆ Objects that fire triggers used only in Clear Trigger alarm actions of the exported alarms.
- ◆ Polls, trap masks, and OpC masks that fire triggers used only in Fire Trigger alarm actions of the exported alarms. (Perl subroutines in this situation *are* exported.)
- ◆ Perl subroutines that are not used as an action in one of the exported alarms.
- ◆ Action Router rules.

Exporting NerveCenter Objects and Nodes to Other Servers

When you don't want to export an entire NerveCenter database, NerveCenter enables you to pick and choose those nodes and objects you want to export to other NerveCenter servers. For example, for a multi-NerveCenter site, you might want to propagate particular masks across your NerveCenter servers.



CAUTION

If you export nodes to a NerveCenter Server on another segment, any applicable parenting information is exported with the nodes. However, this information might not be valid for the new topology into which the node information is imported.

For a complete list of the object types and what NerveCenter actually exports when you select an object, see the section [More about Exporting Objects on page 415](#).

To export nodes and objects to a file, see [Exporting NerveCenter Objects and Nodes to a File on page 413](#). For information about exporting a behavior model—an alarm and all of the objects associated with it—see the following sections:

- ◆ [Exporting Behavior Models to Other Servers on page 405](#)
- ◆ [Exporting Behavior Models to a File on page 407](#)

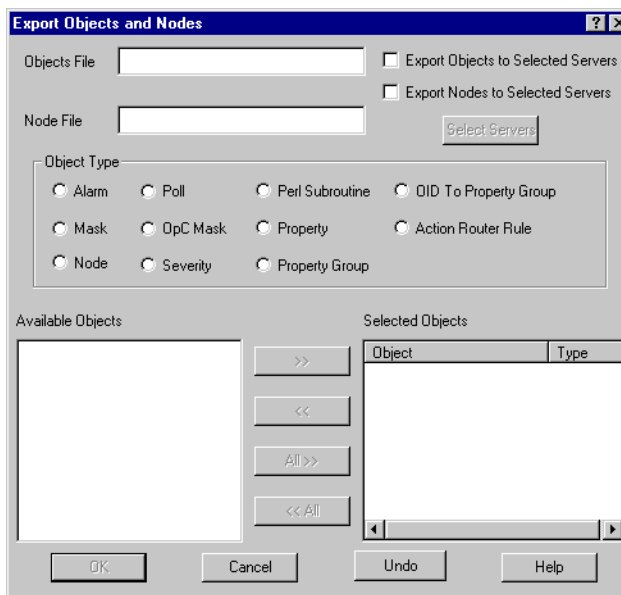
TO EXPORT A SET OF NODES OR OBJECTS TO ANOTHER NERVECENTER SERVER

1. Be sure that you are connected to the NerveCenter server(s) to which you want to export the nodes or objects. (See [Connecting to a Server on page 81](#) for more information.)



2. From the client's **Admin** menu, choose **Export Objects and Nodes**.

The Export Objects and Nodes dialog is displayed.



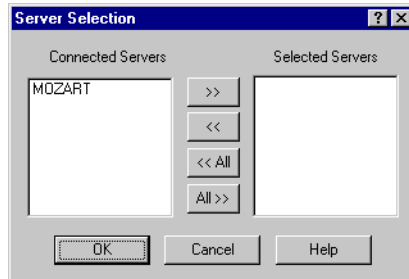
3. To export:
 - ◆ **Objects**—select the **Export Objects to Selected Servers** to choose servers for objects you're exporting.
 - ◆ **Nodes**—select **Export Nodes to Selected Servers** to choose servers for nodes you're exporting.

**CAUTION**

If you export nodes to a NerveCenter Server on another segment, any applicable parenting information is exported with the nodes. However, this information might not be valid for the new topology into which the node information is imported.

4. Select the **Select Servers** button.

The Server Selection dialog is displayed.



- a. Select the servers to which you're exporting from the list.
- b. Select the >> button. To select all servers to export to, select the **All >>** button.

The selected servers are added to the Selected Servers list.

You can remove servers from the Selected Servers list by selecting the object and then selecting the << button.

Repeat this step for each server to which you want to export objects or nodes.

- c. When finished, select **OK** to save your choices and close the Server Selection dialog.
5. Select Node or the type of object that you want to export from the **Object Type** radio set.
 6. Create a list of nodes or objects to be exported. Creating a node or object list is similar to how you selected the server(s) in step 4.

The selected objects or nodes are added to the Selected Objects list.

Repeat step 5 and step 6 for each type of object that you want to export.

7. Select the **OK** button.

The definition of the objects or nodes you've selected are exported to the selected NerveCenter server(s)' database.

Exporting NerveCenter Objects and Nodes to a File

Situations can arise when you might want to export particular NerveCenter nodes and objects to a file. Having nodes or objects in a separate file can be useful when troubleshooting NerveCenter or sharing nodes and objects between different NerveCenter sites.

For a complete list of the object types and what NerveCenter actually exports when you select an object, see the section [More about Exporting Objects on page 415](#).

When you export *objects* to a file, NerveCenter actually creates two files:

- ◆ A file with a `.mod` extension that contains the data required to re-create the objects. This is the file that is imported later into the destination database.
- ◆ A text file (`*.txt`) that contains a textual description of the exported objects. Although not required during an import, this file is important because it serves as documentation for the corresponding `.mod` file and is the only method of knowing what models reside in the `.mod` file prior to actually importing the models.

When you export *nodes*, NerveCenter creates a `.node` file that contains the data to re-create the nodes.

To export nodes and objects to a NerveCenter database on another NerveCenter server, see [Exporting NerveCenter Objects and Nodes to Other Servers on page 410](#). For information about exporting a behavior model—an alarm and all of the objects associated with it—see the following sections:

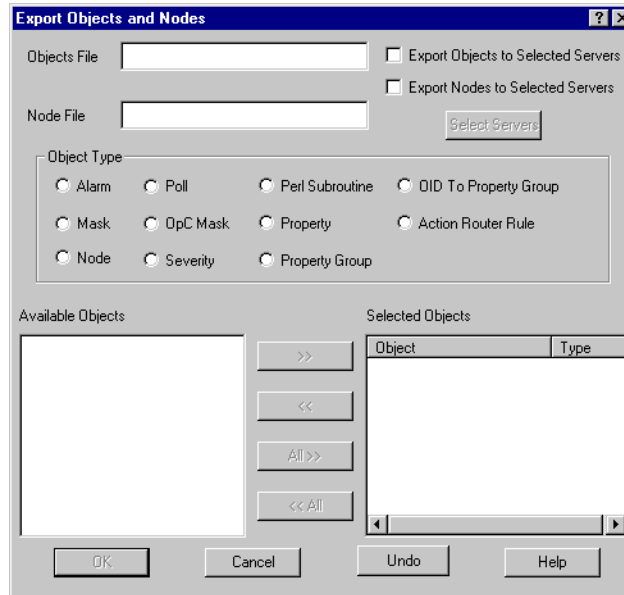
- ◆ [Exporting Behavior Models to Other Servers on page 405](#)
- ◆ [Exporting Behavior Models to a File on page 407](#)

TO EXPORT A SET OF OBJECTS FROM NERVECENTER



1. From the client's **Admin** menu, choose **Export Objects and Nodes**.

The Export Objects and Nodes dialog is displayed.



2. In the **Objects File** text field, type a filename for the serialized text file you want to export. You can include the path in order to write the file to a certain location; by default, NerveCenter places the file in the NerveCenter *installation*/model directory.

NerveCenter will create two files. One will have the filename extension `.mod` and contain the actual data for the objects you export. This is the file that you can import into another NerveCenter database. The second file will have a `.txt` extension and contain a textual description of the objects. This file is not used during an import operation, but it is the only source of documentation for the `.mod` file contents.

3. If you are exporting nodes, NerveCenter also creates a `.node` file by default in the model directory. You must provide a name for this file in the Node File field. This file can later be imported using the **importutil.exe** tool, which is described in *Reconfiguring a NerveCenter Server from the Command Line in Managing NerveCenter*.
4. Create a list of objects to be exported by following the directions below:

- a. Select the radio button for the type of object you want to export, such as Property Group.

A list of objects of that type is displayed in the Available Objects list box.

- b. Select the objects you want to export from the list.
- c. Select the >> button. To select all objects for export, select the **All** >> button.

The selected objects are added to the Selected Objects list.

You can remove objects from the Selected Objects list by selecting the object and then selecting the << button.

Repeat this step for each type of object that you want to export.

5. Select the **OK** button.

The definition of the objects you've selected are exported.

More about Exporting Objects

Using the client's Export Objects and Nodes command (Admin menu), you can export the following NerveCenter objects:

- ◆ *Alarm*
- ◆ *Mask*
- ◆ *OID to Group*
- ◆ *OpC Mask*
- ◆ *Perl Subroutine*
- ◆ *Poll*
- ◆ *Property*
- ◆ *Property Group*
- ◆ *Rule*
- ◆ *Severity*

When you export an object to another server, NerveCenter actually exports not only that object, but any objects that the object contains and some related objects. [Table 18-1](#) lists the objects that NerveCenter exports for each object type.

TABLE 18-1. Exporting Objects

Object Type	Objects Exported
Alarm	<ul style="list-style-type: none"> ◆ The alarm ◆ The alarm's property ◆ Any property groups that contain the alarm's property or is used by the set attribute action ◆ The triggers that can affect the alarm, including those called by Perl subroutines ◆ The severities used by the alarm's states ◆ Any action, including but not limited to Perl subroutines called by a Perl Subroutine action
Mask	<ul style="list-style-type: none"> ◆ The mask ◆ The triggers fired by the mask, including simple triggers and triggers referenced by FireTrigger() ◆ Any property groups referenced by the trigger function AssignPropertyGroup()
OID to Group	<ul style="list-style-type: none"> ◆ The OID to property group mapping ◆ The property group referred to in the mapping
OpC Mask	<ul style="list-style-type: none"> ◆ The OpC mask ◆ The triggers fired by the OpC mask, including those referenced by FireTrigger() ◆ Any property groups referenced by AssignPropertyGroup()
Perl Subroutine	<ul style="list-style-type: none"> ◆ The Perl subroutine ◆ Any property groups referenced by AssignPropertyGroup() ◆ Any triggers referenced by FireTrigger()
Poll	<ul style="list-style-type: none"> ◆ The poll ◆ The poll's property ◆ Any property groups that contain the poll's property, including any referenced by AssignPropertyGroup() ◆ The triggers fired by the poll, including any referenced by FireTrigger()
Property	<ul style="list-style-type: none"> ◆ The property ◆ The property groups that contain the property

TABLE 18-1. Exporting Objects (Continued)

Object Type	Objects Exported
Property Group	<ul style="list-style-type: none"> ◆ The property group ◆ The properties in the property group ◆ Any property groups that are a superset of this property group
Rule	<ul style="list-style-type: none"> ◆ The Action Router rule conditions and actions
Severity	<ul style="list-style-type: none"> ◆ The severity name ◆ The severity color ◆ The severity numeric level ◆ The severity mapped name, if applicable

Importing Node, Object, and Behavior Model Files

You can copy node, object, and behavior model definitions into another NerveCenter database. Node files (.node) contain node definitions that have been exported to a file with the NerveCenter export feature. Object and behavior model files (.mod) contain definitions of objects and behavior models. Object/model files come from one of two places:

- ◆ Object or behavior model files created using NerveCenter's export feature.
- ◆ Models files shipped with NerveCenter. These files reside in NerveCenter's model directory.

For more information about the behavior models shipped with NerveCenter, see the [Behavior Models Cookbook](#).

When you import a behavior model, you are also importing the objects associated with that model. For every object/model file (.mod) there is a text file that contains descriptions of the objects in the model. (This text file is the *only* documentation for the .mod file.)



CAUTION

Any existing object with the same name as an imported object is overwritten.

Whatever the source of your node or object/model files, and regardless of whether they contain individual objects or behavior models, you use the same procedure to import the file contents.



NOTE

You can also use the utility ImportUtil to import behavior models. This utility is discussed in [Importing Behavior Models or Nodes with ImportUtil on page 419](#).

 TO IMPORT THE CONTENTS OF A NODE OR OBJECT/MODEL FILE

1. If the objects you are importing use base objects or attributes not in the current NerveCenter MIB, add the necessary MIB definitions and recompile the NerveCenter MIB before proceeding. See *Managing Management Information Bases (MIBs) in Managing NerveCenter*.

**NOTE**

IP filters set in the NerveCenter Administrator also apply to nodes imported via a node file. For more information, refer to *Filtering Nodes in Managing NerveCenter* and *Enabling and Disabling IP and Hostname Filters in Managing NerveCenter*.

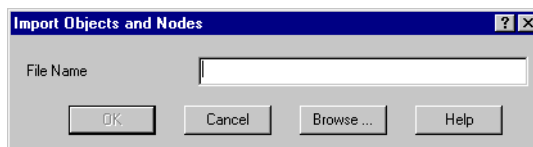
2. Move the node or object/model file to a location available to the destination NerveCenter server.

On Windows, if the destination NerveCenter server is running as a service under the system account, copy the node or object/model file to a directory that physically resides on the destination server, because a service under the system account cannot access shared files.



3. From the client's Server menu, choose **Import Objects and Nodes**.

The Import Objects and Nodes dialog is displayed.



4. In the **File Name** field, enter the path of the node or object/model file.

**CAUTION**

Any existing object with the same name as an imported object is overwritten.

If you don't specify a pathname, NerveCenter looks in the server's current working directory. On Windows systems, this working directory is \\Winnt\system32 if the server is being run as a service, and the NerveCenter Bin directory otherwise. On UNIX systems, the server's current working directory is always the NerveCenter bin directory.

5. Select the **OK** button in the Import window.

NerveCenter imports the node or object/model file definitions into the new server's database.

**NOTE**

If you are missing objects in a behavior model you have imported, you must update the compiled NerveCenter MIB file. Adding MIB definitions is described in *Managing Management Information Bases (MIBs) in Managing NerveCenter*. (For any models that you imported *before* you updated and recompiled the NerveCenter MIB, the missing objects will not appear until the alarms they transition are instantiated or until you re-import the model/objects.)

Importing Behavior Models or Nodes with ImportUtil

You can use the utility ImportUtil.exe to copy server configuration information into the registry of a new NerveCenter Server and to import behavior models and nodes. Using this utility allows you to reconfigure a setting on more than one NerveCenter Server at a time by changing one file and importing it to all the relevant servers.

For more details, see *Reconfiguring a NerveCenter Server from the Command Line on page 64*.

TO IMPORT USING IMPORTUTIL.EXE

1. Locate the file **imputil.ini**.
 - ♦ In a typical NerveCenter installation on Windows, this file can be found in the NerveCenter installation\Sms directory.
 - ♦ In a typical NerveCenter installation on UNIX, this file can be found in the directory /opt/OSInc/userfiles.

The file imputil.ini is made of a number of sections that include a section header and keys.

2. Before making any changes, create a backup copy of the file imputil.ini.

**CAUTION**

You will not be able to restore the original imputil.ini after making changes to the file unless you first make a backup copy.

3. Delete all but the [IMPORT_MODEL] or [IMPORT_NODE] section, as appropriate.

All sections in the file are optional. If you remove a section, including the section header, ImportUtil does not change or delete any values in the registry for that key.

Any new values left in imputil.ini will overwrite old values. To avoid having placeholders overwrite legitimate values, delete any unnecessary keys before running ImportUtil.

4. Enter the file name and path of the model or node list you want to import.

```
[IMPORT_MODEL]
File = model_path_and_filename
```

or

```
[IMPORT_NODE]
File = node_path_and_filename
```

Remember that you must also add the MIB definitions to the NerveCenter MIB file. Refer to *Managing Management Information Bases (MIBs) in Managing NerveCenter* for information about changing the NerveCenter MIB file.

5. Save the changed file.
6. While the NerveCenter Server is running, run the utility ImportUtil using the following command:

```
importutil imputil.ini
```

**NOTE**

You must either be in the same directory as the imputil.ini file or include the full pathname of the imputil.ini file.

NerveCenter notifies you upon successful completion of the reconfiguration.

If NerveCenter is running as a service, the account under which the service or daemon is running must have the appropriate rights/group membership to import from or export to local machine or network shares.

As a tool that comprehensively monitors and manages your network, NerveCenter uses a variety of data transfers to gather, correlate, disseminate, and store information about network events. This appendix outlines the general flow of data into, through, and out of NerveCenter in the course of its operation.

NerveCenter's primary sources of network information are SNMP traps and device responses to NerveCenter polls. If configured appropriately, OpenService NerveCenter responds to trap and poll data by forwarding it to your network management platform and to other NerveCenters. For example, forwarded event data might ultimately land in a network management platform's Event Categories window or trigger an alarm transition in a central NerveCenter. Although this sequence may happen quickly, the actual communication path from initial receipt of trap or poll data to the final event message has many stages.

As [Figure A-1](#) shows, a trace of the communication path initiated by a managed device's SNMP trap or poll response might look like this:

1. Traps are relayed directly to the NerveCenter Server if the platform and the server are running on different machines. If they're running on the same machine, traps are detected by the operating system trap service or the management platform's trap service and then forwarded to the NerveCenter SNMP Trap process. The NerveCenter SNMP Trap process, in turn, forwards the trap to OpenService NerveCenter.
2. OpenService NerveCenter *trap masks* filter incoming traps to see if they are of interest. If a trap is of interest, an internal event, called a *trigger*, is generated and used by active *alarms*. Polls evaluate the poll data returned by managed devices and also use triggers to pass data to alarms.
3. OpenService NerveCenter alarms correlate the traps and polls with other related data. For example, an alarm might detect that this is the third trap of the same type from the same machine. The alarm then takes any automated actions that were associated with this trap detection. For example, it could issue a trouble ticket or change the device configuration.

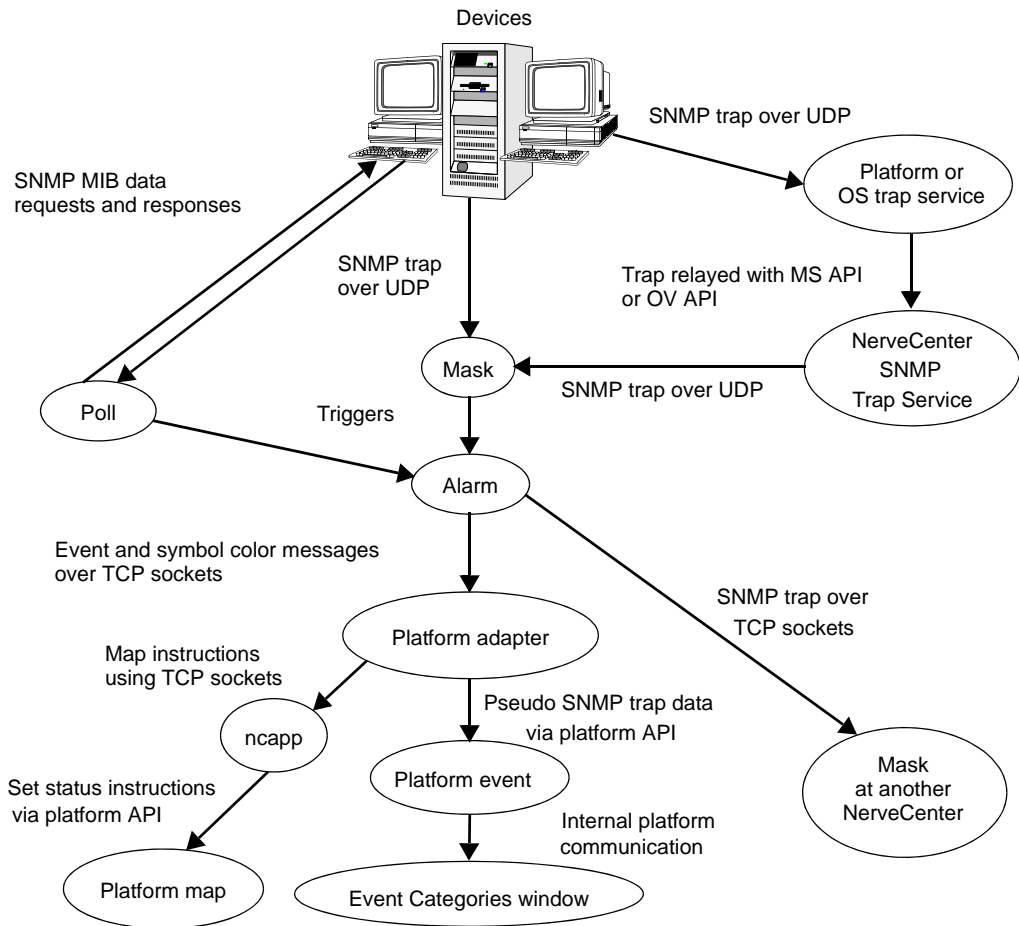


FIGURE A-1. Data Flow

4. If an alarm transition contains the Inform action, the alarm sends a message to the OpenService NerveCenter platform adapter process, which always resides on the same host as the network management platform, and/or to any listed NerveCenters.
5. The platform adapter determines whether the message requires changing a symbol's color on the map, initiating an event message, or both. Messages to other NerveCenters forward the trap data.
6. If color changes are required, the platform adapter sends a message to the OpenService NerveCenter ncapp process, which in turn forwards instructions for color changes to the platform map with an API.

7. If an event is to be posted, the platform adapter uses an API to submit a data structure that resembles an SNMP trap to the platform event facility, which decodes traps, associates text messages with events, and posts them in the Event Categories window.

NerveCenter is a client/server application. The NerveCenter server acts as the hub for the data transfers described in this appendix. As shown in the following illustration, event information moves from managed device to NerveCenter server to management platform. But data also flows between the server and other NerveCenter components in support of this flow.

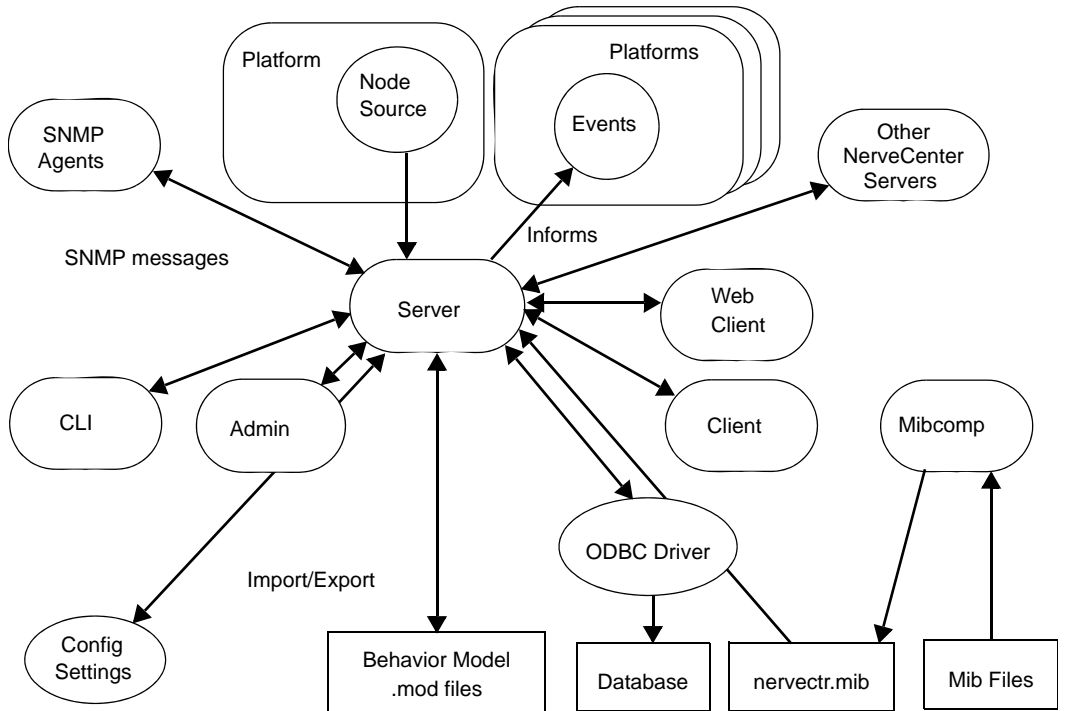


FIGURE A-2. NerveCenter Components

The components shown in the preceding figure are defined in [Table A-1](#):

TABLE A-1. NerveCenter Components

Component	Definition
Client	A user interface to the server. Provides facilities for the creation, modification, maintenance, and monitoring of behavior models.
Web client	A user interface to the server. Meant to be used only for monitoring a network.
Administrator	A user interface to the server. Provides facilities for NerveCenter configuration.
Command line interface (CLI)	Provides a subset of client commands for use from the command line, programs, and scripts.
Platform/node source	The network management platform that provides and monitors a list of nodes to be monitored by the server.
Platforms/events	The network management platforms that the server informs as an alarm action.
Other NerveCenters	Other NerveCenter servers that can accept Informs from the server, allowing correlation across multiple domains.
SNMP agents	Agents running on managed nodes that generate traps and respond to NerveCenter polls.
ODBC Driver	The NerveCenter server's interface to its database.
Mibcomp	Utility to compile and merge MIBs into the NerveCenter master MIB.
Configuration Settings	Repository for NerveCenter configuration parameter values—NerveCenter.xml configuration file (UNIX) and the Registry (Windows).
Behavior model .mod files	ASCII files containing exported behavior models and their components.

Figure A-3 shows the utilities that install NerveCenter and assist in database management:

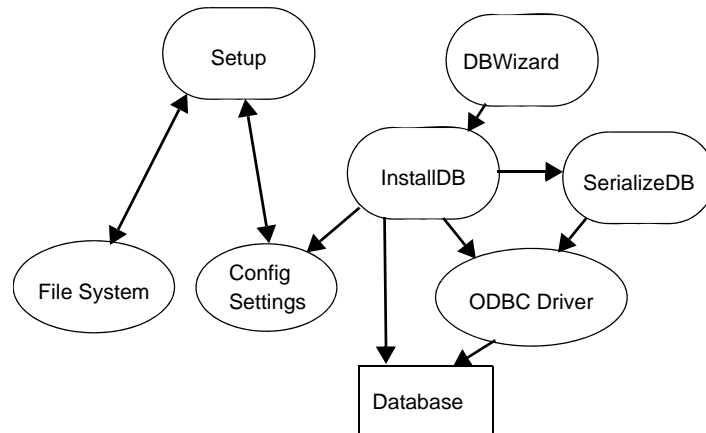


FIGURE A-3. Utilities for Installation and Database Management

The utilities shown in *Figure A-3* are defined in *Table A-2*.

TABLE A-2. NerveCenter Utilities

Utility	Purpose
Setup	Installs the NerveCenter file hierarchy and initializes NerveCenter configuration settings.
DBWizard	GUI for InstallDB.
InstallDB	Command line utility for database creation, initialization, and modification.
SerializeDB	GUI-based utility for importing and exporting database information.
ODBC	The NerveCenter server's interface to its database.

Debugging a Behavior Model

B

This appendix provides information for resolving problems relating to NerveCenter behavior models. Actions you can take to debug behavior models include:

- ◆ Verifying that the behavior model is enabled
- ◆ Checking properties and property groups
- ◆ Matching triggers and alarm transitions
- ◆ Auditing behavior models

For information on these topics, see the sections shown in the table below.

Section	Description
<i>Enabling a Behavior Model's Components on page 428</i>	Briefly discusses enabling behavior model components.
<i>Checking Properties and Property Groups on page 428</i>	Explains how to perform the necessary checks on behavior model components.
<i>Matching Triggers and Alarm Transitions on page 430</i>	Examines the identities of triggers and transitions, specifies the matching rules, and provides examples of objects that match and objects that don't match.
<i>Auditing Behavior Models on page 437</i>	Provides step-by-step instructions for how to perform a NerveCenter audit.
<i>Behavior Model Log on page 438</i>	Describes the AuditTrail.log, which records changes made to NerveCenter objects.

Enabling a Behavior Model's Components

If a behavior model is not working, the first thing to check is whether all of the model's components have been enabled. For a model to be functional, all polls, masks, OpC masks, and alarms must be enabled.

To determine whether a given object is enabled, open the Poll List, Mask List, OpC Mask List, or Alarm Definition List window, and note the Enabled status of the object in which you're interested. For information of how to enable an object, see the section [Enabling Objects on page 380](#).

Checking Properties and Property Groups

If all of the components of a behavior model are enabled and the behavior model still does not work, you should make sure that your polls' properties, your alarms' properties, and your nodes' property groups are set up correctly. The upcoming sections explain how to perform these checks.

Checking a Poll's Property

Part of NerveCenter's smart polling feature is that NerveCenter does not send a poll to a node unless the poll's property is in the node's property group.

TO MAKE SURE THAT YOUR POLL PASSES THIS TEST

1. Open the Poll List window, and note your poll's property.

If your poll's property is set to NO_PROP, you can stop the test here because a poll whose property is NO_PROP always passes this test.

2. Open the Node List window, locate a node you are trying to poll, and note this node's property group.
3. Open the Property Group List window, select the property group you noted in step 2, and see whether the poll's property appears in the property group's list of properties.

If your poll's property is not in the node's property group, you must change your poll's property, change the node's property group, or add a property to the current property group.

Checking a Poll's Poll Condition

If your poll's poll condition refers to a MIB base object, NerveCenter does not send the poll to a node unless the base object referred to in the poll condition is in the node's property group.

TO MAKE SURE THAT YOUR POLL PASSES THIS TEST

1. Open the Poll List window, and note your poll's base object.
If your poll's base object is set to NO_OBJECT, you can stop the test here because a poll whose base object is NO_OBJECT always passes this test.
 2. Open the Node List window, locate a node you are trying to poll, and note this node's property group.
 3. Open the Property Group List window, select the property group you noted in step 2, and see whether the poll's base object appears in the property group's list of properties.
If your poll's base object is not in the node's property group, you must change the node's property group or add a property to the current property group.
-

Checking an Alarm's Property

Let's assume that NerveCenter is polling a node, that NerveCenter is firing a trigger as a result of the poll, and that you have an enabled alarm whose one transition out of the Ground state has the same name as this trigger. Even in this case, NerveCenter does not create an alarm instance unless the alarm's property is in the node's property group.

TO MAKE SURE THAT YOUR ALARM PASSES THIS TEST

1. Open the Alarm Definition List window, and note your alarm's property.
If your alarm's property is set to NO_PROP, you can stop the test here because an alarm whose property is NO_PROP always passes this test.
 2. Open the Node List window, note the property group of a node you are trying to poll.
 3. Open the Property Group List window, select the property group you noted in step 2, and see whether the alarm's property appears in the property group's list of properties.
If your alarm's property is not in the node's property group, you must change your alarm's property, change the node's property group, or add a property to the current property group.
-

Matching Triggers and Alarm Transitions

When a trigger is fired, NerveCenter must decide whether that trigger should cause a state transition in an active alarm instance or cause a new alarm instance to be created. What conditions must a trigger and transition meet before one of these actions takes place?

- ◆ A transition whose name matches the name of the trigger must be pending.

In an active alarm, a transition is pending if its origin state is the alarm instance's current state. A transition is also considered pending if its origin state is Ground. When the second type of transition occurs, a new alarm instance is instantiated.

- ◆ The trigger's identity must match the transition's identity.

Triggers have four-part identities. These identities include a name, a subobject, a node, and sometimes a property. Transitions' identities have the same four parts, plus a fifth part, scope. NerveCenter uses matching rules to compare a trigger's identity to the identity of each pending alarm transition. Each pair of names, subobjects, nodes, and properties must pass a comparison test before a transition takes place.

This section describes the identities of triggers and transitions, specifies the matching rules, and provides examples of objects that match and objects that don't match. See the subsections listed below:

- ◆ *Identities of Triggers and Transitions on page 431*
- ◆ *Rules for Matching on page 432*
- ◆ *Examples of Matching Triggers and Transitions on page 434*

Identities of Triggers and Transitions

The components of a trigger's identity may be supplied by you, the designer, or by NerveCenter, depending on how the trigger is generated. On the other hand, a transition's identity is inherited from an active alarm instance or, if the transition's origin state is Ground, from an alarm definition. The remainder of this section discusses how the components of a trigger or transition's identity are given values.

- ◆ **Name**—Any string.
 - ◆ **Trigger**—You give a trigger its name when you define the poll or mask that will fire the trigger, when you make a call to the FireTrigger() function, or when you use the Fire Trigger alarm action. NerveCenter assigns reserved names to built-in triggers.
 - ◆ **Transition**—You establish a transition's name when you define the transition, in the course of drawing an alarm's state diagram.
- ◆ **Subject**—Usually the MIB base object and instance (connected with a period) associated with the condition that prompted the trigger.
 - ◆ **Trigger** —The subject of a trigger fired by a poll is taken from the OID used in the SNMP GetRequest that caused the trigger to be fired. Similarly, the subject of a trigger fired by a trap mask is taken from the OID in the first variable binding in the trap that caused the trigger to be fired. Built-in triggers are assigned a subject of \$ANY.

For triggers fired as a result of a call to the Fire Trigger () function or by a Fire Trigger alarm action, you specify the subject when you call the function or define the alarm action.
 - ◆ **Transition** — In a subject-scope alarm instance, a transition inherits its subject from the alarm instance. For example, if an alarm instance tracks ifEntry.2 on a given node, all its transitions do also. If the transition would be an alarm instance's first, it has no subject. Transitions in node- and enterprise-scope alarms do not have subjects either.
- ◆ **Node** — The name of a managed node.
 - ◆ The node attribute of a trigger fired by a poll or a mask is assigned the name of the node on which the condition of interest was detected. For triggers fired as a result of a call to the Fire Trigger () function or by a Fire Trigger alarm action, you specify the node when you call the function or define the alarm action.
 - ◆ A transition inherits its node from its alarm instance. For example, if an alarm instance tracks node router1, all of its transitions do also. If the transition would be an alarm instance's first, the transition does not have a node. In addition, transitions in enterprise scope alarms do not have nodes.

- ◆ **Property** — The name of a property or empty.
 - ◆ **Trigger** — You specify the property of a trigger fired by a Fire Trigger alarm action when you define the action. Triggers from other sources do not have properties.
 - ◆ **Transition** — A transition inherits its property from the associated alarm definition.
- ◆ **Scope** — Subobject, Node, Instance, or Enterprise
 - ◆ **Trigger** — A trigger does not have a scope.
 - ◆ **Transition** — A transition inherits its scope from the associated alarm definition.

Rules for Matching

A trigger causes an alarm transition if the identities of the trigger and the transition match—that is, if their names, subobjects, nodes, and properties all pass comparison tests. The four comparison tests corresponding to the four parts of a trigger's identity are discussed in the upcoming subsections. The trigger must pass all four tests before it can prompt a transition.

Name Rule

A trigger's name must match the transition's name exactly.

Subobject Rule

A trigger's subobject matches a transition's subobject when *any* of the following statements is true:

- ◆ The transition's scope is Enterprise.
- ◆ The transition's scope is Node.
- ◆ Both the trigger's and the transition's subobjects are zero instance (*baseObject.0*) or are empty.
- ◆ The trigger's subobject matches the transition's subobject exactly.
- ◆ The transition's scope is instance and the instances match.
- ◆ The trigger's subobject is a wildcard (\$ANY), and the transition's origin state is not Ground.
- ◆ The transition has subobject scope, the base objects are the same in the subobject for the trigger and transition, the instance in the trigger's subobject is a wildcard (\$ON), and the transition's origin state is not Ground.
- ◆ The transition has instance scope, the instance in the trigger's subobject is a wildcard (\$ON), and the transition is not from ground state.

- ◆ The instances in the trigger's subobject and transition's subobject match, and one of the base objects is an extension of the other.

Here's an example of one base object extending another. MIB-II defines `ifEntry`, a row of data in a table of information about an interface. You access a particular instance of `ifEntry` using the index `ifIndex`. Cisco extends this interface table by defining a local interface table, which contains many additional attributes for each interface. The rows in this table are accessed using the same index used to access the rows in the MIB-II interface table.

If the transition's origin state is `Ground` -- that is, a new alarm instance is being created -- the following statement must also be true:

- ◆ The trigger's subobject is not `$ANY` or `$NULL` and does not contain `$ON`.
The trigger can have an empty subobject.

Node Rule

A trigger's node matches a transition's node when *any* of the following statements is true:

- ◆ The transition's scope is `Enterprise`.
- ◆ The trigger's node matches the transition's node exactly.
- ◆ The trigger's node is `$ANY`, and the transition's origin state is not `Ground`.

If the transition would create a new alarm instance and therefore has no associated node, the following statement must also be true:

- ◆ The trigger's node is not `$ANY`.

Property Rule

A trigger and transition pass the property test when *all* of the following conditions are met:

- ◆ For transitions of subobject or node scope, the transition's property is contained in the property group of the trigger's node, or the transition's property is `NO_PROP`.
- ◆ For transitions of subobject or node scope, the trigger's property (if it has one) is contained in the property group assigned to the trigger's node.
- ◆ For transitions of enterprise scope, the trigger's property (if it has one) must match the transition's property.

Examples of Matching Triggers and Transitions

This section presents a number of examples of triggers and transitions that do and do not match.

Example 1

A trigger named `highLoad` with the subobject `system.0` and the node `hp124` *would* prompt the following transitions:

- ◆ **Name:** `highLoad`
Scope: `Subobject`
Subobject: `ip.0`
Node: `hp124`
Property: `hpws`, which is contained in `hp124`'s property group
- ◆ **Name:** `highLoad`
Scope: `Subobject`
Subobject: `Unassigned` (transition from `Ground`)
Node: `Unassigned` (transition from `Ground`)
Property: `NO_PROP`
- ◆ **Name:** `highLoad`
Scope: `Node`
Subobject: `Irrelevant`
Node: `hp124`
Property: `hpws`, which is contained in `hp124`'s property group

The `highLoad` trigger *would not* prompt the following transition:

- ◆ **Name:** `highLoad`
Scope: `Subobject`
Subobject: `ifEntry.2`
Node: `hp124`
Property: `hpws`, which is contained in `hp124`'s property group

The trigger and transition fail the subobject rule.

Example 2

A trigger named `lowSpace` with the subobject `$ANY`, the node `hp124`, and the property `includeMe` (which is contained in `hp124`'s property group) *would* prompt the following transitions:

- ◆ **Name:** `lowSpace`
Scope: Subobject
Subobject: `ifEntry.2`
Node: `hp124`
Property: `includeMeToo`, which is contained in `hp124`'s property group
- ◆ **Name:** `lowSpace`
Scope: Node
Subobject: Irrelevant
Node: `hp124`
Property: `NO_PROP`
- ◆ **Name:** `lowSpace`
Scope: Subobject
Subobject: `system.0`
Node: `hp124`
Property: `NO_PROP`

The `lowSpace` trigger *would not* prompt the following transitions:

- ◆ **Name:** `lowSpace`
Scope: Enterprise
Subobject: Irrelevant
Node: Irrelevant
Property: `hpsws`, which is contained in `hp124`'s property group

The trigger and transition fail the property rule.

- ◆ **Name:** `lowSpace`
Scope: Subobject
Subobject: `ifEntry.2`
Node: `hp125`
Property: `includeMe`

The trigger and transition fail the node rule.

- ◆ **Name:** `lowSpace`
Scope: Subobject
Subobject: Unassigned (transition from Ground)
Node: Unassigned (transition from Ground)
Property: `NO_PROP`

The trigger and transition fail the subobject rule.

Example 3

A trigger named `lowSpace` with the subobject `$NULL`, the node `$ANY`, and the property `NO_PROP` *would* prompt the following transitions:

- ◆ **Name:** `lowspace`
Scope: `Node`
Subobject: `Irrelevant`
Node: `hp125`
Property: `includeMe`
- ◆ **Name:** `lowspace`
Scope: `Enterprise`
Subobject: `Irrelevant`
Node: `Irrelevant`
Property: `dontIncludeMe`

The `lowSpace` trigger *would not* prompt the following transitions:

- ◆ **Name:** `lowspace`
Scope: `Subobject`
Subobject: `ifEntry.2`
Node: `hp125`
Property: `includeMe`

The trigger and transition fail the subobject rule.

- ◆ **Name:** `lowspace`
Scope: `Subobject`
Subobject: Any string at all, including the empty string
Node: Any node at all
Property: `NO_PROP`

The trigger and transition fail the subobject rule.

Auditing Behavior Models

NerveCenter includes an auditing feature that looks for:

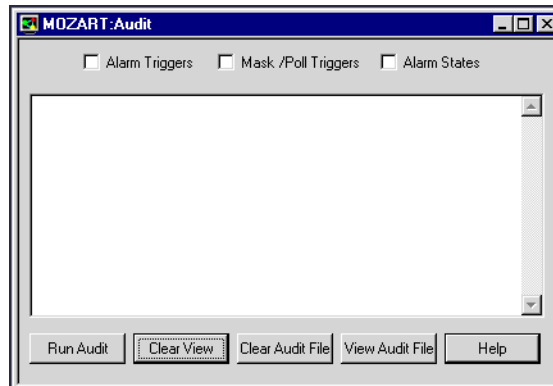
- ◆ Alarm transitions for which there are no corresponding triggers
- ◆ Triggers that are fired by a poll or a mask and are not used in alarms
- ◆ Alarms with states that are unreachable

You should audit your database periodically to ensure that you don't have extraneous objects in your database and that alarms you're currently using don't have unreachable states or unusable transitions.

TO PERFORM AN AUDIT

1. Choose **Audit** from the client's **Admin** menu.

The Audit window appears.



2. Check one or more of the checkboxes above the text area.
 - ◆ Checking the **Alarm Triggers** checkbox indicates that you want to see information about alarm transitions for which there are no corresponding triggers.
 - ◆ Checking the **Mask /Poll Triggers** checkbox indicates that you want to see information about polls and masks that fire triggers that are not used by any currently defined alarm.
 - ◆ Checking the **Alarm States** checkbox indicates that you want to see information about alarms that contain states that are unreachable.

3. Select the **Run Audit** button.

The results of the audit are written to the text area in the Audit window and to the file **audit.txt** in the Log (Windows) or **userfiles/logs** (UNIX) directory.

The other buttons in the Audit window have the following functions:

- ◆ **Clear** clears the contents of the text area in the Audit window.
- ◆ **Clear Audit File** clears the contents of the file audit.txt.
- ◆ **View Audit File** displays the contents of the file audit.txt in the text area of the Audit window.

Behavior Model Log

NerveCenter logs most behavior model changes to `/opt/OSInc/userfiles/logs/AuditTrail.log` (UNIX) or `C:\Program Files\OpenService\NerveCenter\Log\AuditTrail.log` (Windows). [Table B-1](#) describes the events recorded in `AuditTrail.log`. You can use this to help trace how and when a behavior model stops functioning.

TABLE B-1. Events Recorded in `AuditTrail.log`

NerveCenter Object	Events Recorded
Alarm	<ul style="list-style-type: none"> ◆ Add alarm ◆ Update alarm ◆ Delete alarm ◆ Alarm On/Off
Poll	<ul style="list-style-type: none"> ◆ Add poll ◆ Update poll ◆ Delete poll ◆ Poll On/Off
Mask	<ul style="list-style-type: none"> ◆ Add mask ◆ Update mask ◆ Delete mask ◆ Mask On/Off

TABLE B-1. Events Recorded in AuditTrail.log (Continued)

NerveCenter Object	Events Recorded
OpC Mask	<ul style="list-style-type: none"> ◆ Add OpC mask ◆ Update OpC mask ◆ Delete OpC mask ◆ OpC mask On/Off
Perl Subroutine	<ul style="list-style-type: none"> ◆ Add Perl Subroutine ◆ Update Perl Subroutine ◆ Delete Perl Subroutine
Property Group	<ul style="list-style-type: none"> ◆ Add/Delete Property Group

The following is a sample AuditTrail.log.

```

01/21/2004 17:08:54 Wed - User bxie added Property: newprop1
01/21/2004 17:08:54 Wed - User bxie added Property: newprop
01/21/2004 17:08:54 Wed - User bxie added PropertyGroup: newGroup
01/21/2004 17:09:17 Wed - User bxie added Property: newprop2
01/21/2004 17:09:17 Wed - User bxie added PropertyGroup: newGroup1
01/21/2004 17:09:29 Wed - User bxie updated PropertyGroup: newGroup
01/21/2004 17:11:04 Wed - User root updated PropertyGroup: newGroup
01/21/2004 17:12:14 Wed - User bxie added poll with name of newPoll
01/21/2004 17:12:24 Wed - User bxie updated poll with name of newPoll
01/21/2004 17:12:35 Wed - User bxie turned Off poll with name of newPoll
01/21/2004 17:12:46 Wed - User bxie deleted poll with name of newPoll
01/21/2004 17:13:43 Wed - User root added mask with name of newMask
01/21/2004 17:13:57 Wed - User root updated mask with name of newMask
01/21/2004 17:14:10 Wed - User bxie turned Off mask with name of newMask
01/21/2004 17:14:25 Wed - User bxie deleted mask with name of newMask
01/21/2004 17:15:07 Wed - User root added alarm with name of NewAlarm
01/21/2004 17:15:41 Wed - User root updated alarm with name of NewAlarm
01/21/2004 17:55:57 Wed - User bxie has turned Off the alarm with name of
NewAlarm
01/21/2004 17:56:03 Wed - User bxie has turned On the alarm with name of
NewAlarm
01/21/2004 17:56:03 Wed - User bxie has turned On the alarm with name of
newAlarm
01/21/2004 17:56:03 Wed - User bxie has turned On the alarm with name of
newAlarm2

```

```
01/21/2004 17:56:03 Wed - User bxie has turned On the alarm with name of
newAlarm3
01/21/2004 17:56:08 Wed - User bxie deleted alarm with name of NewAlarm
01/21/2004 17:56:08 Wed - User bxie deleted alarm with name of newAlarm
01/21/2004 17:56:09 Wed - User bxie deleted alarm with name of newAlarm2
01/21/2004 17:56:10 Wed - User bxie deleted alarm with name of newAlarm3
01/21/2004 17:56:33 Wed - User bxie added perl subroutine with name of
nEwPerl
01/21/2004 17:56:58 Wed - User bxie updated perl subroutine with name of
newPerl
01/21/2004 17:57:12 Wed - User bxie updated perl subroutine with name of
newPerl
01/21/2004 17:57:24 Wed - User bxie deleted perl subroutine with name of
newPerl
01/21/2004 17:57:46 Wed - User bxie added opcmask with name of newOpcMask
01/21/2004 17:57:51 Wed - User bxie updated opcmask with name of newOpcMask
01/21/2004 17:57:58 Wed - User bxie turned Off opcmask with name of
newOpcMask
01/21/2004 17:58:20 Wed - User bxie deleted opcmask with name of newOpcMask
01/21/2004 17:58:39 Wed - User bxie removed Property: newprop2
01/21/2004 17:58:39 Wed - User bxie removed Property: newprop1
01/21/2004 17:58:39 Wed - User bxie removed Property: newprop
01/21/2004 17:58:39 Wed - User bxie removed PropertyGroup: newGroup1
01/21/2004 17:58:39 Wed - User bxie removed PropertyGroup: newGroup
```

Downstream Alarm Suppression

C

The NerveCenter downstream alarm suppression behavior model monitors nodes in a complex network. Using topology information—either from HP OpenView or from a file that you provide—the model uses the relationships between nodes to determine the status of those nodes accurately. You can also use the model to log data to the database for outage and availability reports.

This appendix describes how the model works, how to test the model, and the technical details of the model. The latest downstream alarm suppression model, `nodestatus_dwnstrm.mod`, is included with the current release of OpenService NerveCenter. You can also get them from the OpenService NerveCenter site at <http://www.openservice.com>.

This appendix includes the following sections:

- ◆ *Understanding How the Model Works on page 442*
- ◆ *Testing the Model on page 448*
- ◆ *Understanding the Technical Details on page 457*

Understanding How the Model Works

The first downstream alarm suppression model (which included `DSCollectRoutes`, `DSIcmpStatus`, and `DSSnmpStatus`), used information about local routers to determine the status of an unreachable node. If a route existed for the node, the node was assumed to be down; otherwise, it was marked as unreachable. In either case, the node was suppressed. For simple networks that consisted of nodes behind routers, this model was adequate. However, for more complex networks with multiple routers, switches, and hubs, and for certain routing protocols, the new model provides a more accurate determination of a node's status.

What is a complex network, as opposed to a simple network? A simple network might include single parent-child relationships. Nodes that are dependent on other nodes for a route to the NerveCenter server are *child* nodes. Nodes on which other nodes are dependent are *parent* nodes.

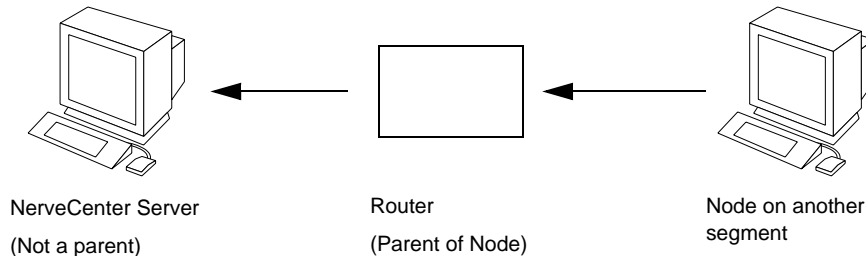


FIGURE C-1. A Simple Network



NOTE

The NerveCenter Server is not a parent node, nor does it have a parent. Logically, then, no node on the same segment as the NerveCenter Server has a parent.

A more complex network might include nodes with multiple parents and nodes that are themselves parents to other nodes.

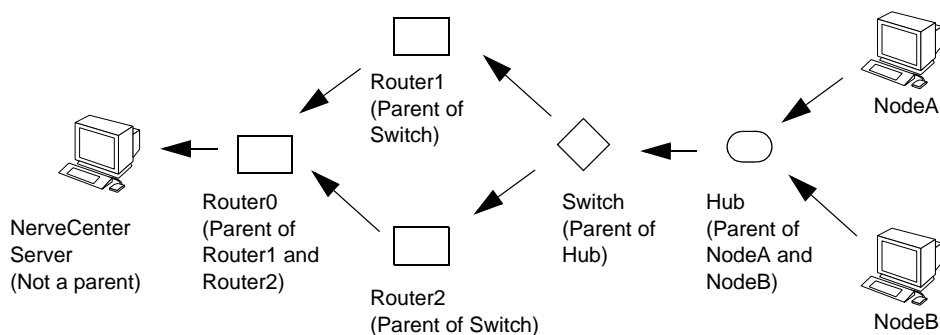


FIGURE C-2. A More Complex Network

The new model uses the status of devices between NerveCenter and managed nodes in the network to make real-time determinations about whether nodes are up, down, or unreachable. NerveCenter can then take appropriate actions based on the statuses of those nodes. For example, suppose NerveCenter is monitoring 1000 nodes, and 300 nodes behind a router stop responding to polls. NerveCenter can use the status of the router and any intermediate devices to determine whether the nodes are down or unreachable. If the nodes are actually down, NerveCenter forwards the appropriate alarms to the network management platform; however, if they are unreachable, NerveCenter just forwards one critical alarm for the router and uses built-in OpenService NerveCenter Smart Polling technology to stop suppressible polls for those nodes until they are available again.

NerveCenter can get information about the nodes in the following ways:

- ◆ The OpenView Platform Adaptor (OVPA) extracts the topology information from HP OpenView and stores the relationship information for each node in the NerveCenter database.
- ◆ OVPA extracts the topology information from HP OpenView and creates a text file that contains the relationship information. NerveCenter loads that information by using a Perl subroutine that you define.
- ◆ You create a text file that defines the relationships of the nodes on your network. Then, you create an alarm that uses a Perl subroutine with some built-in functions to load that information into the database.



NOTE

Don't include nodes that have many routes (nodes that have hundreds of parents, for example). The overhead necessary to maintain parent information about these nodes is unnecessary because the likelihood that every single route to the nodes is going to be down is very small.

Once NerveCenter has that relationship information, the `DwnStrmSnmprStatus` and `DwnStrmIcmpStatus` alarms monitor nodes and maintain their statuses in the NerveCenter database.

**NOTE**

The accuracy of NerveCenter decisions depends on the accuracy of the topology information it receives. Note that if you export node information that includes parent information, from one server to another on a different segment, the parent data might not be accurate because the topology perspective will be different.

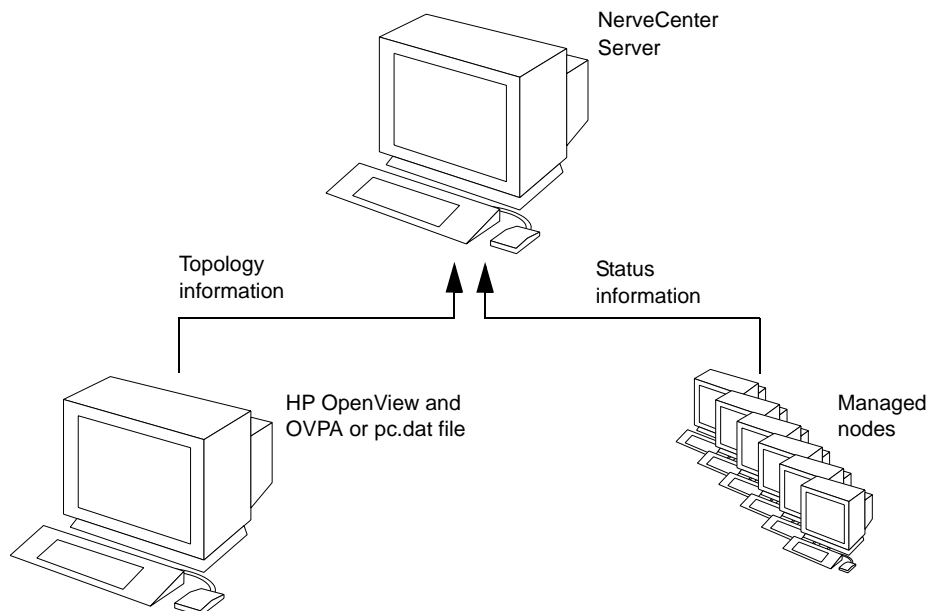


FIGURE C-3. NerveCenter Maintains Parent-Child Relationship and Status Information

The following exceptions apply to HP OpenView:

- ♦ Any interface of a device in HP OpenView that has a segment ID of 0 is not used as a parent because it cannot be determined whether that interface shares a segment with any other device.
- ♦ NerveCenter does not list any parents or children for nodes that are only displayed on isolated subnetworks because HP OpenView is not able to determine how that node is connected to the network.
- ♦ Because HP OpenView does not provide enough information to determine whether a switch is a parent, switches are treated as though they were ordinary nodes. In other words, a switch

can have parents, but no child nodes can list a switch as their parent. As a result, nodes that are only connected to a network by a switch appear to have no parents.

Nodes can have the following statuses: up, testing, down, and unreachable. Any node that responds has a status of up. The first time a node does not respond, its status is set to testing. While a node is in testing, its status is not updated again until NerveCenter determines that the node is up, down, or unreachable.

NerveCenter decides whether the node is down or unreachable based on whether the node has parents, whether the parents' statuses are more current than the node's last status update, and what those statuses are.

**NOTE**

The current downstream alarm suppression model evaluates parent status at the node level, not the subobject or interface level.

The model uses the following logic:

- ◆ The node is set to unreachable if the following condition is true: all parents have more current statuses and no parents are up or in testing.
- ◆ The node is set to down if one of the following conditions is true:
 - ◆ At least one parent has a more current status than the node and is up
 - ◆ The node has no parents
- ◆ The status of the node does not change as long as one of the following is true:
 - ◆ No parents have a more current status than the node
 - ◆ One or more parents have a more current status than the node but are not up

The key is to only update a node's status when NerveCenter can make a definitive decision about the status based on real-time data, which can only happen when the parents' status is more current than the node's status.

If the node does go to down or unreachable, NerveCenter continues to monitor the node and its parents to determine if the node is available again, if the parents' statuses have affected the status of the node, or if there has been no change.

For example, the *Figure C-4* shows a node that has one parent. At T_0 , the node does not respond to an SNMP poll, so the alarm transitions from ground to error and the node's status is updated to testing. If the node does not respond to a second poll at T_1 , the alarm transitions from error to testing but the node's status is not updated. On a circular transition that loops back to the testing state, a Perl subroutine checks—and continues to check—the parent's status. At T_2 , the parent's status has been updated. Since the parent's status is more current than the node's status, the alarm

transitions to unreachable and the node's status is set to unreachable. At T_3 , the parent's status has not changed, so the node's status is not updated.

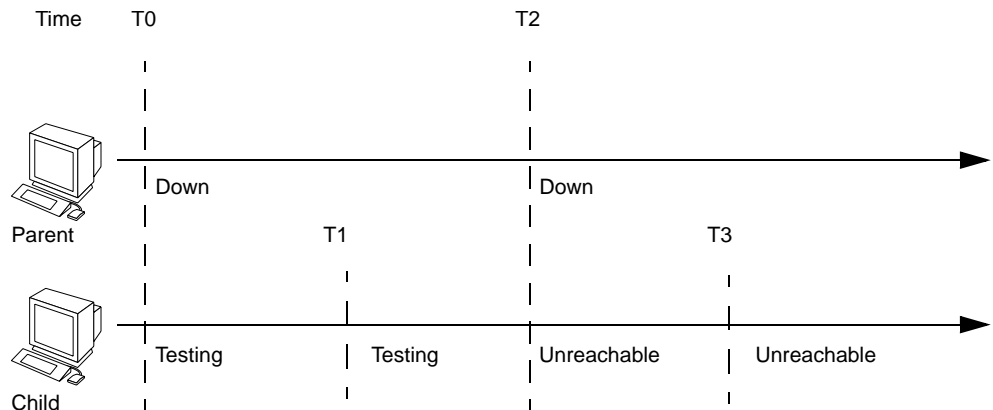


FIGURE C-4. Updating a Node's Status Depends on When the Parent's Status Was Last Updated

As long as the parent's status remains down and is more current than the node's status every time the Perl subroutine checks it, the node's status is refreshed.

If you are running the NerveCenter Server on Windows and you are running `DwnStrmIcmpStatus_LogToDB` and `DownStrmSnmpStatus_LogToDB`, you can run reports on the availability of managed nodes. Three reports included with this version of NerveCenter include a summary of availability (`availsum.rpt`), the status of each node by property group (`availstat.rpt`), and a list of all transitions for each node (`availtrans.rpt`). *Figure C-5* is an example of the summary of availability report.



NerveCenter -- Availability Report (98%)

Start time: Thursday, 24 June, 1999 09:30:07A

End time: Thursday, 24 June, 1999 09:38:08A

Summarizes node availability (actual and percentage) based on transition data logged by the DwnStrmIcmpStatus and DwnStrmSnmpStatus alarms. Evaluates whether that availability falls within an acceptable level. This report can be customized easily with Seagate Crystal Reports or Crystal Info (for example, to make this a month-to-date report or to change the level of availability).

Availability at a glance						
Node	Available	Unreachable	Down	% Availability		
Property Group: HP-UNIX-MIB						
10.52.174.218	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
10.52.174.219	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
10.52.174.249	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
Property Group: Mib-II						
10.52.174.141	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
10.52.174.197	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
10.52.174.50	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
ALPHIE4	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		
CLEAN-MACHINE	0.00 day 0.00 hr 8.00 min 1.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	0.00 day 0.00 hr 0.00 min 0.00 sec	100.00%		

FIGURE C-5. Summary of Node Availability

For more details about the new downstream alarm suppression model, see [Understanding the Technical Details on page 457](#).

Testing the Model

The alarm suppression model is based on this concept: by monitoring whether nodes are dependent on other nodes (parent-child relationships) and by keeping each node's status updated proactively, the model can make accurate assessments as to what the statuses of dependent, or child, nodes are.

The following sections describe how to test the models:

- ◆ *Importing the New Model on page 448*
- ◆ *Identifying Parent-Child Relationships on page 450*
- ◆ *Making the Relationship Information Available to NerveCenter on page 453*
- ◆ *Testing the Alarm Suppression Model on page 454*
- ◆ *Running Node Availability Reports on page 455*

Importing the New Model

The alarm suppression model is not included in the default database that is installed with NerveCenter. You must import the model before you can use it. The model includes all of the objects you need, including the alarms, polls, masks, Perl subroutines, and so on.



CAUTION

Older versions of the imported objects will be overwritten (for example, IcmpPoll).

TO IMPORT THE NEW MODEL

1. Start the Client and connect to the NerveCenter Server.
 2. From the **Server** menu, select **Import Objects and Nodes**.
 3. Select **Browse**.
 4. Double-click the **node_status** directory.
 5. Select **nodestatus_dwnstrm.mod** and then **Open**.
 6. Select **OK**.
-

A message is displayed when the file has been imported. The following alarms are listed in the alarm list:

- ◆ DwnStrmIcmpStatus
- ◆ DwnStrmIcmpStatus_LogToDB
- ◆ DwnStrmSnmpStatus
- ◆ DwnStrmSnmpStatus_LogToDB

See *Importing and Exporting NerveCenter Nodes and Objects on page 403* for complete details on importing models.

Identifying Parent-Child Relationships

In order to use NerveCenter's Downstream Alarm Suppression behavior model, it is necessary to establish the parent-child relationship between nodes. You can let OVPA extract relationship information from HP OpenView and either store it in the NerveCenter database or in a text file. You can also create the text file manually.



NOTE

By default, OVPA does not get information about a node's parents from your network management platform. You must configure OVPA to collect that information by doing the following steps.

TO IDENTIFY PARENT-CHILD RELATIONSHIPS USING OVPA

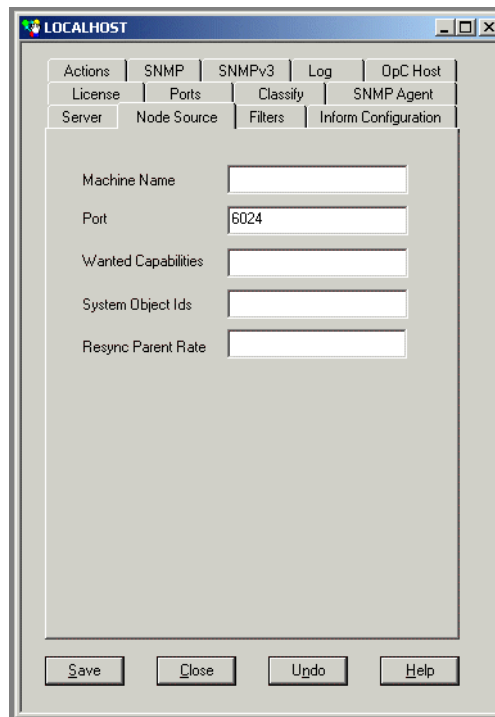
1. Make sure HP OpenView is running. Also make sure the NerveCenter Server is running.
2. Make sure that your network management platform is set up as your node source in the NerveCenter Administrator.
3. If OVPA is running, stop it by typing **ovstop ovpa** at the command line.
4. Start OVPA in parenting mode from the command line by typing one of the following commands:
 - ◆ `ovpa -pc`

OVPA runs and computes parenting information, resynchronizing the information periodically. The how often OVPA resynchronizes information is configurable through the Node Source tab in the NerveCenter Administrator. The default resync parent rate is 600 seconds.
 - ◆ `ovpa -pc -writeParentsToFile hostname`

hostname is the name of the machine on which the NerveCenter Server runs. OVPA computes the parenting information, writes it to a file named *hostname_PC.dat*, and then stops.

TO CHANGE THE RESYNC PARENT RATE

1. Open NerveCenter Administrator and connect to the appropriate NerveCenter Server.
For further instructions, see *Connecting to a NerveCenter Server in Managing NerveCenter*.
2. Select the **Node Source** tab.
NerveCenter displays the Node Source tab.



3. In the **Resync Parent Rate** field, type the number of seconds you want between each resync attempt.
If left blank, the default resync parent rate is 600.
 4. Select **Save**.
-

See *Integrating with HP OpenView Network Node Manager in Integrating NerveCenter with a Network Management Platform* for complete details about starting and stopping OVPA and the NerveCenter Server, as well as instructions for setting up a node source.

TO IDENTIFY PARENT-CHILD RELATIONSHIPS MANUALLY

1. Open a new text file.
2. Include a line for each node that has parents. Use the following syntax:

```
child parent
```

where *child* is the name of the node and *parent* is the name of each node on which the child is dependent. If you have more than one parent, separate parents by typing a space between each one.



NOTE

If NerveCenter uses a full domain name for the node, use the full name in this file when referring to that node.

For example, if nodeA is dependent on nodeB.domain.com and nodeC, and nodeB.domain.com is dependent on nodeD, then the text file would look like this:

```
nodeA nodeB.domain.com nodeC  
nodeB.domain.com nodeD
```

3. Save and close the file.

The name and location of the file do not matter, as long as you remember the location to use in the next procedure.

Making the Relationship Information Available to NerveCenter

If you created a text file with the relationship information—either manually or by using OVPA—you must load that information into NerveCenter.

TO LOAD RELATIONSHIP INFORMATION INTO NERVECENTER

1. In the NerveCenter Client, create an alarm that you can transition on demand. On the transition, call a Perl subroutine that includes the following function:

```
NC::LoadParentsFromFile(FileName);
```

where *FileName* is the name of the file you created.

2. Transition the alarm. After the alarm transitions, you can turn the alarm off.



CAUTION

If you modify the file, you must repeat this procedure.

To make sure the contents of the file were read correctly, you can create another alarm with a Perl subroutine that includes the following function:

```
NC::DumpParentsToFile(FileName);
```

The information will be written to the file on the local machine.

To remove relationship information, you can create an alarm with a Perl subroutine that includes the following function:

```
NC::RemoveAllParents();
```

Testing the Alarm Suppression Model

You can test the model by turning the `DwnStrmSnmpStatus` alarm (see *DwnStrmSnmpStatus Alarm on page 459*) and `DwnStrmIcmpStatus` alarm (see *DwnStrmIcmpStatus Alarm on page 467*) on, and then simulating a node being unreachable.

TO TEST THE ALARM SUPPRESSION MODEL

1. Make sure the Client is connected to the NerveCenter Server.
 2. From the **Admin** menu, select **Alarm Definition List**.
The Alarm Definition List dialog is displayed.
 3. In the listbox, right-click on `DwnStrmSnmpStatus` and select **On**.
 4. In the listbox, right-click on `DwnStrmIcmpStatus` and select **On**.
-

The `DwnStrmSnmpStatus` and `DwnStrmIcmpStatus` alarms monitor the status of managed nodes.



NOTE

To use the model to log data against which you can run availability reports, use `DwnStrmSnmpStatus_LogToDB` and `DwnStrmIcmpStatus_LogToDB` instead of the versions that don't log data (`DwnStrmSnmpStatus` and `DwnStrmIcmpStatus`).

To simulate a node being unreachable, you can change the IP address of an existing node or that of a new node to an invalid address for your network. (For example, you might use 10.10.10.10.) If you have a test network available, you can also make nodes unreachable by unplugging devices—a router, for example.

NerveCenter detects errors since the node no longer responds to polls. As a result, NerveCenter reevaluates and updates the node status. If the alarm is in an `AgentDown`, `DeviceDown`, or `Unreachable` state, NerveCenter suppresses suppressible alarms for that node until it is available again.

To make sure the statuses of the nodes are correct, you can create an alarm with a Perl subroutine that includes the following function:

```
NC::DumpNodeStatusToFile(FileName);
```

The information will be written to the file in the NerveCenter installation directory on the local machine.

Running Node Availability Reports

If you turned on the alarms that log transition data, you can run node availability reports against that data.



NOTE

Currently, these reports are available for NerveCenter Servers running on Windows only. Also, you must have imported the model and turned the correct alarms on: `DwnStrmIcmpStatus_LogToDB` and `DwnStrmSnmpStatus_LogToDB`.

If you are running NerveCenter on UNIX, you can export your data to Windows and run the reports there using Crystal Reports, or use another third-party reporting utility on UNIX.

TO RUN THE NODE AVAILABILITY REPORTS



1. From the Admin menu in the NerveCenter Client, select **Report List**.

The Report List dialog box is displayed.

2. Select **New**.

The Add Report dialog box is displayed.

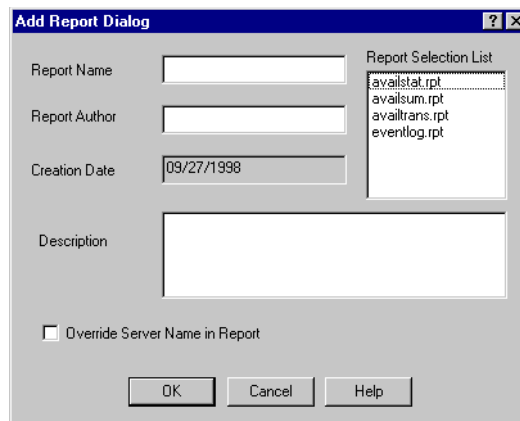


FIGURE C-6. Add Report Dialog Box

3. In the Report Select List, select one of the following reports:
 - ◆ **availsum.rpt**—Lists each node and percent availability by property group. This report offers availability information at a glance.
 - ◆ **availstat.rpt**—Lists each node and the amount of time it spent in each state, as well as the overall outage and availability. This report includes both actual times and percentages of time.
 - ◆ **availtrans.rpt**—Lists each node and its state transitions. If you have a large number of nodes, this report can be quite long.
4. In the **Report Name** field, type a name for your report (optional).
5. In the **Report Author** field, type your name (optional).
6. In the **Description** field, type any information that will help you or others understand the report or why it was generated (optional).
7. Select the **Override Server Name in Report** checkbox.
8. Select **OK**.
The report is added to the report list.
9. Select the report, and then select **Run**.

The report is generated and displayed. [Figure C-7](#) is an example of the availstat.rpt report.

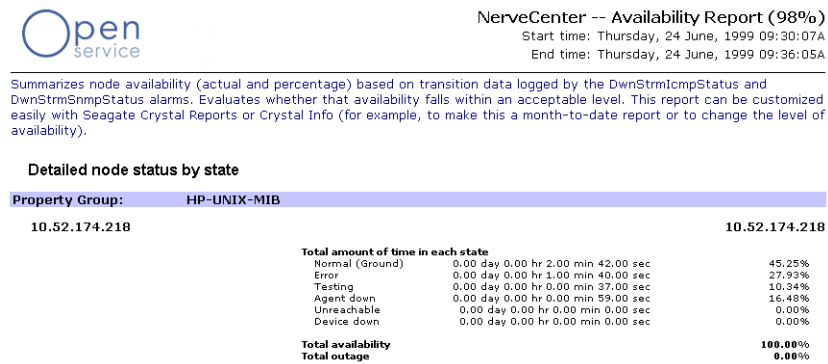


FIGURE C-7. availstat.rpt Report

See *Generating Reports in Monitoring Your Network* for more details about running and viewing reports.

Understanding the Technical Details

The two particular areas of interest in the model are the alarms used to monitor device status and the Perl subroutines used to store and evaluate relationship and status information. See the following sections for details about those types of objects:

- ◆ *Alarms on page 459*
- ◆ *Perl Subroutines on page 472*

The following objects are imported when you import the MOD file.



CAUTION

Older versions of the imported objects will be overwritten (for example, SnmpPoll).

- ◆ Alarms
 - ◆ DwnStrmIcmpStatus (off)
 - ◆ DwnStrmIcmpStatus_LogToDB (off)
 - ◆ DwnStrmSnmpStatus (off)
 - ◆ DwnStrmSnmpStatus_LogToDB (off)
- ◆ Properties
 - ◆ icmpStatus
 - ◆ nl-ping
 - ◆ system
- ◆ Polls
 - ◆ IS_IcmpPoll (on)
 - ◆ IS_IcmpFastPoll (on)
 - ◆ SnmpFastPoll (on)
 - ◆ SnmpPoll (on)
 - ◆ SS_IcmpPoll (on)
 - ◆ SS_IcmpFastPoll (on)

- ◆ Masks
 - ◆ ColdStart (on)
 - ◆ WarmStart (on)
- ◆ Triggers
 - ◆ agentUp
 - ◆ agentUpFast
 - ◆ warmStart
 - ◆ coldStart
 - ◆ Down
 - ◆ ICMP_ERROR
 - ◆ IS_Icmp_Error
 - ◆ ISF_Icmp_Error
 - ◆ ISnodeUpFast
 - ◆ ISnodeUp
 - ◆ SNMP_TIMEOUT
 - ◆ SS_Icmp_Error
 - ◆ SS_PortUnreachTesting
 - ◆ SSF_Icmp_Error
 - ◆ SSnodeUpFast
 - ◆ SSnodeUp
 - ◆ UnReachable
- ◆ Severities
 - ◆ Critical
 - ◆ Inform
 - ◆ Minor
 - ◆ Normal

- ◆ Perl subroutines
 - ◆ SetNodeStatusDown
 - ◆ SetNodeStatusTesting
 - ◆ SetNodeStatusUnReachable
 - ◆ SetNodeStatusUp
 - ◆ SS_IcmpError
 - ◆ TestParentSetNode
 - ◆ TestParentStatus

Alarms

The downstream alarm suppression behavior model monitors node status using both SNMP and ICMP. This section includes descriptions of the following alarms:

- ◆ [DwnStrmSnmpStatus Alarm on page 459](#)
- ◆ [DwnStrmIcmpStatus Alarm on page 467](#)



NOTE

You must import the downstream behavior models before they become available in NerveCenter Client. From the Server menu in Client, choose **Import Objects and Nodes**, and then browse to select the node status models.

DwnStrmSnmpStatus Alarm

This alarm accurately monitors the status of nodes and their SNMP agents by taking into consideration the status of the nodes' parents. This alarm is the same as the DwnStrmSnmpStatus_LogToDB version, except that the DwnStrmSnmpStatus_LogToDB version also logs data on most transitions.

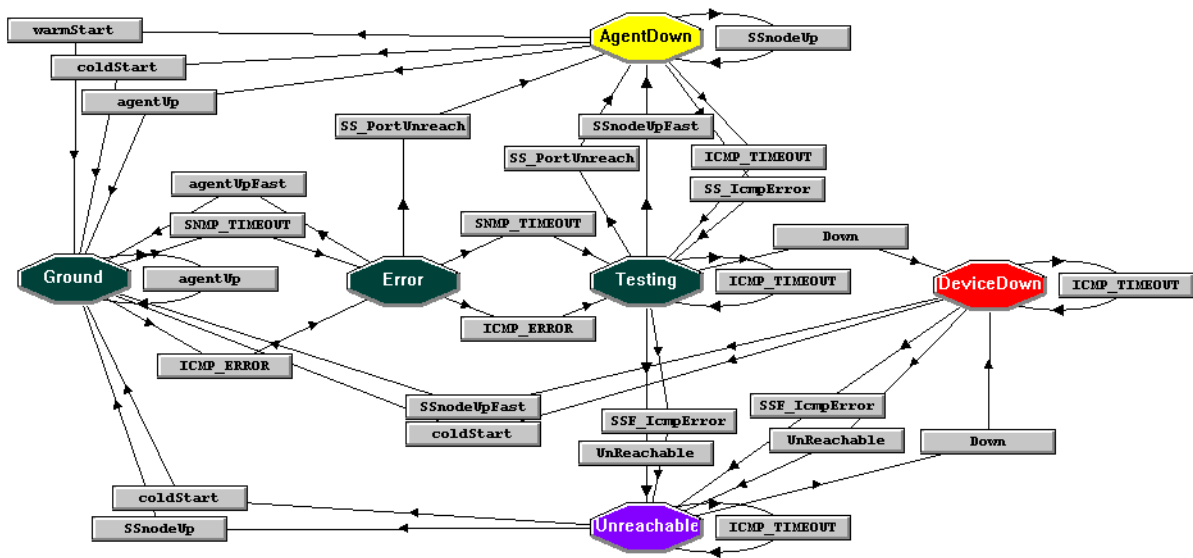


FIGURE C-8. DwnStrmSnmpStatus/DwnStrmSnmpStatus_LogToDB Alarm State Diagram

Table C-1 lists the severity of each state:

TABLE C-1. Severities of Each State in DwnStrmSnmpStatus

State	Severity	Color
Ground	Normal	Green
Error	Normal	Green
Testing	Normal	Green
AgentDown	Minor	Yellow
DeviceDown	Critical	Red
Unreachable	Inform	Purple

When this alarm is turned on, the following polls and masks cause state transitions:

- ◆ ColdStart (trap mask)
- ◆ SnmpFastPoll (SNMP get request)
- ◆ SnmpPoll (SNMP get request)
- ◆ SS_IcmpFastPoll (ICMP echo request, or ping)
- ◆ SS_IcmpPoll (ICMP echo request, or ping)
- ◆ WarmStart (trap mask)

This alarm uses the following Perl subroutines:

- ◆ [SS_IcmpError Perl Subroutine on page 472](#)
- ◆ [SetNodeStatus Perl Subroutines on page 473](#)
- ◆ [TestParentStatus Perl Subroutine on page 474](#)
- ◆ [TestParentSetNode Perl Subroutine on page 477](#)

**NOTE**

Before turning this alarm on, NerveCenter must have loaded the relationship data. See [Identifying Parent-Child Relationships on page 450](#) and [Making the Relationship Information Available to NerveCenter on page 453](#).

The following sections describe the states in the DwnStrmSnmpStatus alarm and the transitions and actions that can happen from those states:

- ◆ [Ground State on page 462](#)
- ◆ [Error State on page 462](#)
- ◆ [Testing State on page 463](#)
- ◆ [AgentDown State on page 465](#)
- ◆ [Unreachable State on page 465](#)
- ◆ [DeviceDown State on page 466](#)

Ground State

In Ground state, the node is reachable and the SNMP agent is up.

As long as the node and agent respond to the `SnmpPoll` and `SnmpFastPoll` requests, the `agentUp` circular transition is triggered. The `agentUp` transition calls the `SetNodeStatusUp` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to refresh the update time.

If the node does not respond to the polls, the following triggers can transition the alarm from Ground to Error:

- ♦ `ICMP_ERROR`
- ♦ `SNMP_TIMEOUT`

Transitions to the Error state call the `SetNodeStatusTesting` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status to Testing.

`ICMP_ERROR` also calls the `SS_IcmpError` Perl subroutine (see [SS_IcmpError Perl Subroutine on page 472](#)). If the `SS_IcmpError` Perl subroutine determines that the port is unreachable, it fires `SS_PortUnreach`. The `SS_PortUnreach` trigger does the following:

- ♦ Transitions the alarm to an `AgentDown` state
- ♦ Uses the `Set Attribute` action to suppress the node so the node won't be polled by suppressible polls while the agent is down
- ♦ Calls the `SetNodeStatusUp` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that `NerveCenter` can evaluate the states of the children of this node, if there are any, accurately

Error State

The alarm suppression behavior model uses the Error state to confirm that there is actually a problem (as opposed to a dropped packet, for example). From the Error state, a node can transition back to Ground, to Testing, or to `AgentDown`.

If the node and agent respond to the `SnmpFastPoll` request, the `agentUpFast` transition is triggered. The `agentUpFast` transition does the following:

- ♦ Returns the alarm to Ground state
- ♦ Calls the `SetNodeStatusUp` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that `NerveCenter` can evaluate the states of the children of this node, if there are any, accurately

If the node still does not respond to the poll, the following triggers transition the alarm from Error to Testing:

- ◆ ICMP_ERROR, which calls the SS_IcmpError Perl subroutine (see [SS_IcmpError Perl Subroutine on page 472](#))
- ◆ SNMP_TIMEOUT

If the SS_IcmpError Perl subroutine determines that the port is unreachable, it fires SS_PortUnreach. The SS_PortUnreach trigger does the following:

- ◆ Transitions the alarm to an AgentDown state
- ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the agent is down
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

Testing State

While an alarm is in the Testing state, NerveCenter identifies whether the node is:

- ◆ Down
- ◆ Unreachable
- ◆ Up, but its agent is down

If SS_PortUnreach is triggered by the SS_IcmpError Perl subroutine while the node transitioned from Error to Testing or if SS_nodeUpFast is triggered by SS_IcmpFastPoll, the trigger:

- ◆ Transitions the alarm to an AgentDown state
- ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the agent is down
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If `SSF_IcmpError` is triggered by `SS_IcmpFastPoll`, the trigger:

- ◆ Transitions the alarm to an Unreachable state
- ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
- ◆ Calls the `SetNodeStatusUnreachable` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If `SS_nodeUpFast` results in a circular `ICMP_TIMEOUT` transition, the `TestParentStatus` Perl subroutine (see [TestParentStatus Perl Subroutine on page 474](#)) looks up the status of the parents. If `TestParentStatus` can determine the node's state based on the parents' status, `TestParentStatus` fires the appropriate trigger: UnReachable or Down.

- ◆ The UnReachable trigger:
 - ◆ Transitions the alarm to an Unreachable state
 - ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
 - ◆ Calls the `SetNodeStatusUnreachable` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
- ◆ The Down trigger:
 - ◆ Transitions the alarm to a DeviceDown state
 - ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
 - ◆ Calls the `SetNodeStatusDown` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
 - ◆ Sends an Inform action to notify a network management platform or another NerveCenter of the status of this node

AgentDown State

While an alarm is in the AgentDown state, NerveCenter continues to monitor the node for changes. As long as the node responds to the SS_IcmpPoll requests, the SSnodeUp transition is triggered. The SSnodeUp transition calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to refresh the update time.

If the node does not respond to the polls, the following triggers transition the node from AgentDown to Testing:

- ◆ ICMP_TIMEOUT
- ◆ SS_IcmpError

Each transition calls the SetNodeStatusTesting Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status to Testing.

If NerveCenter receives a warmStart trap or a coldStart trap, or agentUp is triggered in response to an SnmpPoll response, the trigger:

- ◆ Transitions the alarm to a Ground state
- ◆ Uses the Set Attribute action to turn poll suppression off so NerveCenter can resume all normal polling
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the time of the last status change so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

Unreachable State

While an alarm is in the Unreachable state, NerveCenter continues to monitor the node for any changes. If NerveCenter receives a coldStart trap or SSnodeUp is triggered by a response to SS_IcmpPoll, the trigger:

- ◆ Transitions the alarm to a Ground state
- ◆ Uses the Set Attribute action to turn poll suppression off so NerveCenter can resume all normal polling
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If the poll does not get a response and an ICMP_TIMEOUT transition is triggered, NerveCenter calls the TestParentSetNode Perl subroutine (see [TestParentSetNode Perl Subroutine on page 477](#)), which looks up the parent status. If TestParentSetNode can determine the node's state based on the parents' status, TestParentSetNode fires the Down trigger or refreshes the node's update time.

The Down trigger:

- ◆ Transitions the alarm to a DeviceDown state
- ◆ Calls the SetNodeStatusDown Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
- ◆ Sends an Inform action to notify a network management platform or another NerveCenter of the status of this node

DeviceDown State

While an alarm is in the DeviceDown state, NerveCenter continues to monitor the node for any changes.

If NerveCenter receives a coldStart trap or the SSnodeUpFast transition is triggered by an SS_IcmpFastPoll, the trigger:

- ◆ Transitions the alarm to a Ground state
- ◆ Uses the Set Attribute action to turn poll suppression off so NerveCenter can resume all normal polling
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the time of the last status change so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If SSF_IcmpError is triggered by SS_IcmpFastPoll, the trigger:

- ◆ Transitions the alarm to an Unreachable state
- ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
- ◆ Calls the SetNodeStatusUnreachable Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If the poll does not get a response and a circular ICMP_TIMEOUT transition is triggered, NerveCenter calls the TestParentSetNode Perl subroutine (see [TestParentSetNode Perl Subroutine on page 477](#)), which looks up the status of the parents. If TestParentSetNode can determine the node's state based on the parents' status, TestParentStatus fires the Unreachable trigger or refreshes the node's update time.

The Unreachable trigger:

- ◆ Transitions the alarm to an Unreachable state
- ◆ Calls the SetNodeStatusUnReachable Perl subroutine (see *SetNodeStatus Perl Subroutines on page 473*) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

DwnStrmIcmpStatus Alarm

This alarm accurately monitors the status of nodes by taking into consideration the status of the nodes' parents. This alarm is the same as the DwnStrmIcmpStatus_LogToDB version, except that the DwnStrmIcmpStatus_LogToDB version also logs data on most transitions.

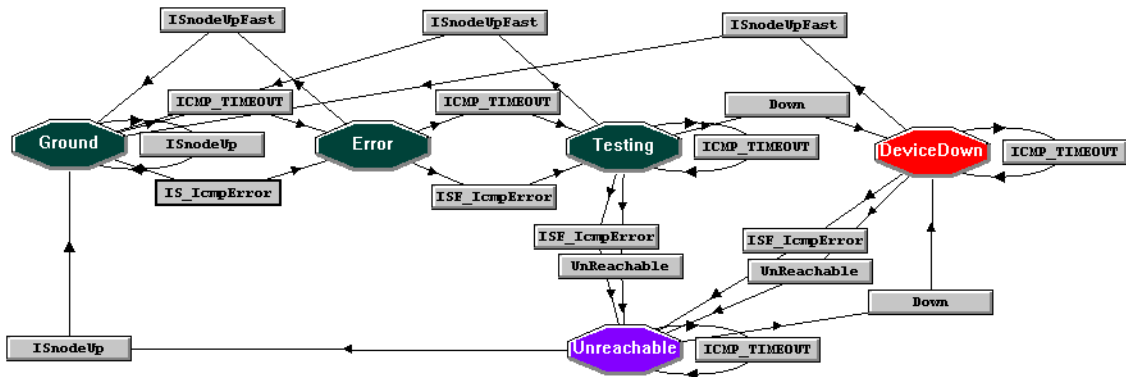


FIGURE C-9. DwnStrmIcmpStatus/DwnStrmIcmpStatus_LogToDB Alarm State Diagram

Table C-2 lists the severity of each state:

TABLE C-2. Severities of each state in DwnStrmSnmStatus

State	Severity	Color
Ground	Normal	Green
Error	Normal	Green
Testing	Normal	Green
DeviceDown	Critical	Red
Unreachable	Inform	Purple

When this alarm is turned on, the following polls cause state transitions:

- ♦ IS_IcmpFastPoll (ICMP echo request, or ping)
- ♦ IS_IcmpPoll (ICMP echo request, or ping)

This alarm uses the following Perl subroutines:

- ♦ *SetNodeStatus Perl Subroutines on page 473*
- ♦ *TestParentStatus Perl Subroutine on page 474*
- ♦ *TestParentSetNode Perl Subroutine on page 477*

**NOTE**

Before turning this alarm on, NerveCenter must have loaded the relationship data. See *Identifying Parent-Child Relationships on page 450* and *Making the Relationship Information Available to NerveCenter on page 453*.

The following sections describe the states in the DwnStrmIcmpStatus alarm and the transitions and actions that can happen from those states:

- ♦ *Ground State on page 468*
- ♦ *Error State on page 469*
- ♦ *Testing State on page 469*
- ♦ *Unreachable State on page 470*
- ♦ *DeviceDown State on page 471*

Ground State

In Ground state, the node is reachable.

As long as the node responds to the IS_IcmpPoll requests, the ISnodeUp transition is triggered. The ISnodeUp transition calls the SetNodeStatusUp Perl subroutine (see *SetNodeStatus Perl Subroutines on page 473*) to refresh the update time.

If the node does not respond to the polls, the following triggers can transition the alarm from Ground to Error:

- ♦ ICMP_TIMEOUT
- ♦ IS_IcmpError

Transitions to the Error state call the SetNodeStatusTesting Perl subroutine (see *SetNodeStatus Perl Subroutines on page 473*) to update the status to Testing.

Error State

The alarm suppression behavior model uses the Error state to confirm that there is actually a problem (as opposed to a dropped packet, for example). From the Error state, an alarm can transition back to Ground or to Testing.

If the node responds to the IS_IcmpFastPoll request, the ISnodeUpFast transition is triggered. The trigger:

- ◆ Returns the alarm to Ground state
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If the node still does not respond to the poll, the following triggers transition the alarm from Error to Testing:

- ◆ ICMP_TIMEOUT
- ◆ ISF_IcmpError

Testing State

While an alarm is in the Testing state, NerveCenter identifies whether the node is down or unreachable. If ISnodeUpFast is triggered in response to an IS_IcmpFastPoll poll while the node is in the Testing state, the trigger:

- ◆ Transitions the alarm to Ground
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If ISF_IcmpError is triggered in response to an IS_IcmpFastPoll poll while the node is in the Testing state, the trigger:

- ◆ Transitions the alarm to Unreachable
- ◆ Calls the SetNodeStatusUnreachable Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If ISnodeUpFast results in a circular ICMP_TIMEOUT transition, NerveCenter calls the TestParentStatus Perl subroutine (see [TestParentStatus Perl Subroutine on page 474](#)) looks up the status of the parents. If TestParentStatus can determine the node's state based on the parents' status, TestParentStatus fires the appropriate trigger: UnReachable or Down.

- ◆ The UnReachable trigger:
 - ◆ Transitions the alarm to an Unreachable state
 - ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
 - ◆ Calls the SetNodeStatusUnreachable Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
- ◆ The Down trigger:
 - ◆ Transitions the alarm to a DeviceDown state
 - ◆ Uses the Set Attribute action to suppress the node so the node won't be polled by suppressible polls while the node is unreachable
 - ◆ Calls the SetNodeStatusDown Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
 - ◆ Sends an Inform action to notify a network management platform or another NerveCenter of the status of this node

Unreachable State

While an alarm is in the Unreachable state, NerveCenter continues to monitor the node for any changes. If ISnodeUp is triggered by a response to IS_IcmpPoll, the trigger:

- ◆ Transitions the alarm to a Ground state
- ◆ Uses the Set Attribute action to turn poll suppression off so NerveCenter can resume all normal polling
- ◆ Calls the SetNodeStatusUp Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If the poll does not get a response and a circular ICMP_TIMEOUT transition is triggered, NerveCenter calls the TestParentSetNode Perl subroutine (see [TestParentSetNode Perl Subroutine on page 477](#)), which looks up the status of the parents. If TestParentSetNode can determine the node's state based on the parents' status, TestParentSetNode either fires the Down trigger or refreshes the node's update time.

The Down trigger:

- ◆ Transitions the alarm to a DeviceDown state
- ◆ Calls the `SetNodeStatusDown` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately
- ◆ Sends an Inform action to notify a network management platform or another NerveCenter of the status of this node

DeviceDown State

While an alarm is in the DeviceDown state, NerveCenter continues to monitor the node for any changes. If the `ISnodeUpFast` transition is triggered by an `IS_IcmpFastPoll`, the trigger:

- ◆ Transitions the alarm to a Ground state
- ◆ Uses the Set Attribute action to turn poll suppression off so NerveCenter can resume all normal polling
- ◆ Calls the `SetNodeStatusUp` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the time of the last status change so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If `ISF_IcmpError` is triggered in response to an `IS_IcmpFastPoll` poll while the node is in the Testing state, the trigger:

- ◆ Transitions the alarm to Unreachable
- ◆ Calls the `SetNodeStatusUnreachable` Perl subroutine (see [SetNodeStatus Perl Subroutines on page 473](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

If the poll does not get a response and a circular `ICMP_TIMEOUT` transition is triggered, the `TestParentSetNode` Perl subroutine (see [TestParentSetNode Perl Subroutine on page 477](#)), which looks up the status of the parents. If `TestParentSetNode` can determine the node's state based on the parents' status, `TestParentSetNode` fires the Unreachable trigger or refreshes the node's update time.

The Unreachable trigger:

- ◆ Transitions the alarm to an Unreachable state
- ◆ Calls the `SetNodeStatusUnReachable` Perl subroutine (see [TestParentStatus Perl Subroutine on page 474](#)) to update the status so that NerveCenter can evaluate the states of the children of this node, if there are any, accurately

Perl Subroutines

The new downstream alarm suppression behavior model uses several Perl subroutines to store parent-child relationships and maintain node statuses. This section includes descriptions of the following Perl subroutines:

- *[SS_IcmpError Perl Subroutine on page 472](#)*
- *[SetNodeStatus Perl Subroutines on page 473](#)*
- *[TestParentStatus Perl Subroutine on page 474](#)*
- *[TestParentSetNode Perl Subroutine on page 477](#)*

SS_IcmpError Perl Subroutine

The ICMP_ERROR transition calls this Perl subroutine to evaluate the error and determine whether or not it indicates that the node is unreachable. If the ICMP error is Port Unreachable, the node is up and reachable. It is assumed that other ICMP errors indicate an unreachable node. This assumption may be incorrect depending on the behavior of your network. To include other ICMP errors that indicate that the node is unreachable, modify this Perl subroutine.

```
my $Type = VbValue( 0 );
my $Code = VbValue( 1 );
if( $Type == 3 && $Code == 3 )
{
    FireTrigger( "SS_PortUnreach" );
}
else
{
    # Modify this else to eliminate other types of
    # ICMP errors that are not indicative of an
    # unreachable node. The assumption is that if
    # SS_IcmpError is fired, we are being told, by
    # the network, that the node is unreachable.
    FireTrigger( "SS_IcmpError" );
}
```

SetNodeStatus Perl Subroutines

For the DwnStrmSnmpStatus and DwnStrmIcmpStatus alarms, all state transitions—except transitions from Error to Testing—call one of the following Perl subroutines:

- ◆ SetNodeStatusTesting
- ◆ SetNodeStatusDown
- ◆ SetNodeStatusUnreachable
- ◆ SetNodeStatusUp

These Perl subroutines update the node status so the node's children can accurately update their statuses based on the node's status.

SetNodeStatusTesting

```
my $Return;
$return = NC::SetNodeStatus($NodeName, "Testing");
#If $Return = 0, operation failed
```

SetNodeStatusDown

```
my $Return;
$return = NC::SetNodeStatus($NodeName, "Down");
#If $Return = 0, operation failed
```

SetNodeStatusUnreachable

```
my $Return;
$return = NC::SetNodeStatus($NodeName, "Unreachable");
#If $Return = 0, operation failed
```

SetNodeStatusUp

```
my $Return;
$return = NC::SetNodeStatus($NodeName, "Up");
#If $Return = 0, operation failed
```

TestParentStatus Perl Subroutine

For the `DwnStrmSnmpStatus` and `DwnStrmIcmpStatus` alarms, if a node is in a Testing state, the ERROR trigger is fired every time the node is polled and doesn't respond. Each resulting ERROR transition calls the `TestParentStatus` Perl subroutine.

The `TestParentStatus` Perl subroutine tests the parent node status and determines the status of the node by doing the following:

- ◆ If the node has parents, `TestParentStatus` evaluates each parent's last update time. Based on the following rules, `TestParentStatus` sets a flag (`TriggerFlag`) that determines what trigger, if any, should be fired.
 - ◆ If no parents have an update time more recent than the node's update time, then `TriggerFlag` is set to `Testing`.
 - ◆ If at least one parent has a more recent update time but is not up, the flag is set to `Testing`.
 - ◆ If at least one parent has a more recent update time and is up, the flag is set to `Down`, regardless of the status or time of last update of any other parent.
 - ◆ If all parents have more recent update times and no parent is up or in testing, the flag is set to `Unreachable`.
- ◆ If the node has no parents, `TriggerFlag` is set to `Down`.

If `TriggerFlag` is set to `Testing`, `TestParentStatus` does nothing because `TestParentStatus` must have more information to make an accurate decision. If the alarm should be in another state, `TestParentStatus` fires the appropriate trigger to transition the node into that state.

The code for this subroutine follows:

```
# The purpose of this subroutine is to test the parent
# node status and fire the appropriate trigger to take the
# alarm to either down or unreachable. You must make sure
# that all parents are being monitored with the status
# alarms.
use NC;
my $NodeUpdateTime;    # Last time node status was updated
my $LastNodeStatus;   # Last node status
my @Parents = ();      # Array of parents
my $Parent;            # Parent Node
my $ParentUpdateTime; # Last time parent node status was updated
my $ParentStatus;     # Last parent status
my $TriggerFlag = "NotSet";
```



```
my $ParentNotUpdated = 0; # Remember if we have any parents not updated

#Define all triggers that can be fired
DefineTrigger('UnReachable');
DefineTrigger('Down');
DefineTrigger('Testing');

# Get the last node status and update time for this node
($LastNodeStatus,$NodeUpdateTime) = NC::GetNodeStatus($NodeName);

# Get the array of parents for this node
@Parents = NC::GetParents($NodeName);
if( defined( $Parents[0] ) )
{
  # Test each parent, if ANY are ok, we assume the node
  # is reachable. Parents update time must be past the
  # last time the node was updated or we can't assume the
  # status is accurate.
  foreach $Parent (@Parents)
  {
    ($ParentStatus,$ParentUpdateTime) = NC::GetNodeStatus($Parent);
    if( $ParentUpdateTime >= $NodeUpdateTime )
    {
      # Using TriggerFlag to store name of trigger to be fired. If any
      # parent is found to be up, then the flag will be set to down. If
      # all parents are down or unreachable, then the flag will be set
      # to unreachable. If no parents are down and at least one parent
      # is testing, set flag to testing. Otherwise, it will remain not
      # set and we will update the node's current status and time. Testing
      # handles the case where one parent is testing and another is
      # unreachable. We need to make sure we do not mark the node as
      # unreachable until the parent node in testing goes to some final
      # state because that state could be agent down which is treated
      # as up.
      if( ($ParentStatus eq "Down" || $ParentStatus eq "UnReachable") &&
$TriggerFlag eq "NotSet")
      {
        $TriggerFlag = "UnReachable";
      }
      elsif( $ParentStatus eq "Up" )
      {
```

```
        $TriggerFlag = "Down";
    }
    elseif( $ParentStatus eq "Testing" && $TriggerFlag ne "Down" )
    {
        $TriggerFlag = "Testing";
    }
}
else
{
    # Remember that we have at least one parent that hasn't been updated.
    $ParentNotUpdated = 1;
}
}
}
else
{
    # If no parents, assume node is down.
    $TriggerFlag = "Down";
}

# If I have at least one parent not updated and I do not have
# any Up parents, Set TriggerFlag to testing.
if( $ParentNotUpdated && $TriggerFlag ne "Down" )
{
    $TriggerFlag = "Testing";
}

if( $TriggerFlag ne "Testing" )
{
    # Fire trigger if node's status should change.
    if( $TriggerFlag ne $LastNodeStatus )
    {
        # Fire trigger
        FireTrigger( $TriggerFlag );
    }
}
}
```

TestParentSetNode Perl Subroutine

For the DwnStrmSnmpStatus and DwnStrmIcmpStatus alarms, if an alarm is in a DeviceDown or Unreachable state, the ERROR trigger is fired every time the node is polled and doesn't respond. Each resulting ERROR transition calls the TestParentSetNode Perl subroutine.

The TestParentSetNode Perl subroutine tests the parent node status and determines the status of the node by doing the following:

- If the node has parents, TestParentSetNode evaluates each parent's last update time. Based on the following rules, TestParentSetNode sets a flag (TriggerFlag) that determines what trigger, if any, should be fired.
 - If no parents have an update time more recent than the node's update time, then TriggerFlag is set to Testing.
 - If at least one parent has a more recent update time but is not up, the flag is set to Testing.
 - If at least one parent has a more recent update time and is up, the flag is set to Down, regardless of the status or time of last update of any other parent.
 - If all parents have more recent update times and no parent is up or in testing, the flag is set to Unreachable.
- If the node has no parents, TriggerFlag is set to Down.

If TriggerFlag is set to Testing, TestParentSetNode does nothing because TestParentSetNode must have more information to make an accurate decision. If the alarm should be in another state, TestParentSetNode fires the appropriate trigger to transition the alarm into that state. If the alarm is already in the correct state, TestParentSetNode just refreshes the node update time so the node's children can accurately update their statuses based on the node's status.

The code for this subroutine follows:

```
# The purpose of this subroutine is to test the parent
# node status and, if the node is not in a terminal state
# but should be, fire a trigger to make it so. If the node
# is already in the correct state, just refresh the node
# update time. You must make sure that all parents are
# being monitored with the status alarms.
use NC;
my $NodeUpdateTime; # Last time node status was updated
my $LastNodeStatus; # Last node status
my @Parents = (); # Array of parents
my $Parent; # Parent Node
```

```
my $ParentUpdateTime; # Last time parent node status was updated
my $ParentStatus;     # Last parent status
my $TriggerFlag = "NotSet";
my $ParentNotUpdated = 0; # Remember if we have any parents not updated
#Define all triggers that can be fired
DefineTrigger('UnReachable');
DefineTrigger('Down');
DefineTrigger('Testing');
# Get the last node status and update time for this node
($LastNodeStatus,$NodeUpdateTime) = NC::GetNodeStatus($NodeName);
# Get the array of parents for this node
@Parents = NC::GetParents($NodeName);
if( defined( $Parents[0] ) )
{
  # Test each parent, if any are ok, we assume the node
  # is reachable. Parents update time must be past the
  # last time the node was updated or we can't assume the
  # status is accurate.
  foreach $Parent (@Parents)
  {
    ($ParentStatus,$ParentUpdateTime) = NC::GetNodeStatus($Parent);
    if( $ParentUpdateTime >= $NodeUpdateTime )
    {
      # Using TriggerFlag to store name of trigger to be fired. If any
      # parent is found to be up, then the flag will be set to down. If
      # all parents are down or unreachable, then the flag will be set
      # to unreachable. If no parents are down and at least one parent
      # is testing, set flag to testing. Otherwise, it will remain not
      # set and we will update the node's current status and time. Testing
      # handles the case where one parent is testing and another is
      # unreachable. We need to make sure we do not mark the node as
      # unreachable until the parent node in testing goes to some final
      # state because that state could be agent down which is treated
      # as up.
      if( ($ParentStatus eq "Down" || $ParentStatus eq "UnReachable") &&
$TriggerFlag eq "NotSet" )
      {
        $TriggerFlag = "UnReachable";
      }
      elsif( $ParentStatus eq "Up" )
      {
```

```
        $TriggerFlag = "Down";
    }
    elseif( $ParentStatus eq "Testing" && $TriggerFlag ne "Down" )
    {
        $TriggerFlag = "Testing";
    }
}
else
{
    # Remember that we have at least one parent that hasn't been updated.
    $ParentNotUpdated = 1;
}
}
}
else
{
    # Node does not have parents so assume down
    $TriggerFlag = "Down";
}

# If I have at least one parent not updated and I do not have
# any up parents, Set TriggerFlag to testing.
if( $ParentNotUpdated && $TriggerFlag ne "Down" )
{
    $TriggerFlag = "Testing";
}
if( $TriggerFlag ne "Testing" )
{
    # Fire trigger if node's status should change. Otherwise
    # refresh the time for the node's current state.
    if( $TriggerFlag ne $LastNodeStatus )
    {
        # Fire trigger
        FireTrigger( $TriggerFlag );
    }
}
else
{
    # Refresh node status
    NC::SetNodeStatus($NodeName, $LastNodeStatus);
}
}
```

C

Downstream Alarm Suppression

Error Messages

This appendix explains the error and information messages that you might encounter while using NerveCenter. Possible causes and solutions for the errors are included.

This appendix includes the following sections:

Section	Description
<i>User Interface Messages on page 482</i>	Explains where error messages appear as well as the different types of error messages.
<i>Error Messages on page 484</i>	Lists the error messages and possible solutions.

User Interface Messages

All NerveCenter error messages are written to the Event Log. To view messages in the Event Log:

- ◆ Windows: Run the Event Viewer and display the Application log. Each error message is listed as a line in the log.
- ◆ UNIX: Read the file `/var/adm/messages` with a text editor or a command such as `more`.

Each error description is formatted in the following way:

```
Category error_message_number: message: [code_number]
```

Each message is assigned a category, which has a corresponding number. The line listed in the log uses a number to indicate a category, as follows:

TABLE D-1. Error Message Categories

Number	Category
1	NC Server Manager
2	NC Alarm Manager
3	NC Trap Manager
4	NC Poll Manager
5	NC Action Manager
6	NC Protocol Manager
7	NC PA Resync Manager
8	NC Service
9	NC Inform NerveCenter Manager
10	NC OpC Manager
11	NC LogToFile Manager
12	NC FlatFile Manager
13	NC Alarm Filter Manager
14	NC Deserialize Manager
15	NC LogtoDB Manager
16	NC DB Manager
17	NC Inform OV

The error message number indicates the error type. The error numbers are organized as follows:

TABLE D-2. Error Message Numbers

Number Range	Type of Error
0-999	Users should call customer support.
1000-1999	User can resolve the problem.
2000-2999	User is warned of an event.
3000-3999	User is given an informational message.

The error messages are explained in the following sections:

- ◆ *Action Manager Error Messages on page 485*
- ◆ *Alarm Filter Manager Error Messages on page 489*
- ◆ *Deserialize Manager Error Messages on page 489*
- ◆ *Flatfile Error Messages on page 490*
- ◆ *Inform NerveCenter Error Messages on page 490*
- ◆ *Inform OV Error Messages on page 490*
- ◆ *LogToDatabase Manager Error Messages on page 493*
- ◆ *LogToFile Manager Error Messages on page 493*
- ◆ *OpC Manager Error Messages on page 494*
- ◆ *Poll Manager Error Messages on page 494*
- ◆ *Protocol Manager Error Messages on page 494*
- ◆ *PA Resync Manager Error Messages on page 495*
- ◆ *Server Manager Error Messages on page 497*
- ◆ *Trap Manager Error Messages on page 501*
- ◆ *NerveCenter installation Error Messages (UNIX) on page 502*
- ◆ *OpenView Configuration Error Messages (UNIX) on page 504*

Error Messages

The following tables list particular error messages that may occur when operating NerveCenter. For an explanation of what types of error messages exist and where error messages appear, see the section *User Interface Messages on page 482*.

The messages include:

- ◆ *Action Manager Error Messages on page 485*
- ◆ *Alarm Filter Manager Error Messages on page 489*
- ◆ *Deserialize Manager Error Messages on page 489*
- ◆ *Flatfile Error Messages on page 490*
- ◆ *Inform NerveCenter Error Messages on page 490*
- ◆ *Inform OV Error Messages on page 490*
- ◆ *LogToDatabase Manager Error Messages on page 493*
- ◆ *LogToFile Manager Error Messages on page 493*
- ◆ *OpC Manager Error Messages on page 494*
- ◆ *Poll Manager Error Messages on page 494*
- ◆ *Protocol Manager Error Messages on page 494*
- ◆ *PA Resync Manager Error Messages on page 495*
- ◆ *Server Manager Error Messages on page 497*
- ◆ *Trap Manager Error Messages on page 501*
- ◆ *NerveCenter installation Error Messages (UNIX) on page 502*
- ◆ *OpenView Configuration Error Messages (UNIX) on page 504*

Action Manager Error Messages

Following is a list of Action Manager error messages.

TABLE D-3. Action Manager Error Messages

Number	Error	Resolution
1	Action Manager Initialization failed with send trap socket	N/A
3	Send trap action: CreateTrapRequest failed	N/A
4	Send trap action: Send trap failed	N/A
500	Socket Error: <i>value</i>	N/A
501	<system call> failed while launching Application handler : <error message>	N/A
1001	Action Manager connect to database failed	Check NerveCenter database. Check ODBC connection string.
1002	InitializePlatformSocket failed for <i>value</i>	Use the Administrator to check the configuration settings for NetNodeNotify.
1004	Can't open database	Check NerveCenter database. Check ODBC connection string.
1005	No connection string for Log to Database action	Check ODBC connection string.
1006	Reconfiguration: InitializePlatformSocket failed for <i>value</i>	Check Notify page in NC Admin.
1010	Log to Event View error: RegisterEventSource for <i>value</i> failed with error code <i>value</i>	Check system configuration.
1011	Log to Event View error: ReportEvent failed with error code <i>value</i>	Check system configuration.
1012	Socket Creation Failed in InitSmtpSocket With Error = <i>value</i>	Check socket resource on the computer.
1013	Protocol Bind Failed in InitSmtpSocket With Error = <i>value</i>	Check TCP/IP configuration.
1014	Connect to SMTP Host Failed in InitSmtpSocket With Error= <i>value</i>	Use the Administrator to check the configuration settings for SMTP host name.
1015	Ioctlsocket Failed (Setting Non-Blocking Mode) in InitSmtpSocket With Error= <i>value</i>	Check TCP/IP configuration.
1016	Send Packet Failed in SendSmtpPacket With Error= <i>value</i>	Check SMTP server.

TABLE D-3. Action Manager Error Messages (Continued)

Number	Error	Resolution
1017	Receive Packet Failed in RecvSmtPacket for %1 With Error= <i>value</i>	Check SMTP server.
1018	Received Unexpected Response= <i>value</i> in RecvSmtPacket	Check SMTP server.
1019	Log to Database error: Database connection not open	Check NerveCenter database. Check SQL Server.
1020	Log to Database error: can not open log table	Check NC_Log table in NerveCenter database.
1021	Log to Database exception: <i>value</i>	Check NerveCenter database. Check SQL Server. Check NC_Log table in NerveCenter database.
1022	Logging to a File error: No filename presented to Log To File action.	Make sure there is a file name associated with LogToFile action for alarm transitions.
1023	Logging to a File error: Unable to Write LogFile: <i>value</i> Error Code = <i>value</i> .	Check security on file system. Make sure the file is writable.
1024	Logging to a File error: Unable to Create LogFile: <i>value</i> Error Code = <i>value</i> .	Check security on file system. Make sure the file is writable.
1025	Logging to a File error: Unable to Seek EOF for LogFile: <i>value</i> Error Code = <i>value</i>	Check security on file system. Make sure the file is writable.
1026	Logging to a File error: Unable to Truncate LogFile.	Delete the file or repair the file format.
1027	Could Not Logoff from MAPI <i>value</i> , Error= <i>value</i>	Check MAPI service in the system.
1028	Could Not Load MAPI32.DLL.	Search mapi32.dll in the system and ensure sure it is in the system path.
1029	Could Not Get MAPILogon Address.	Check mapi32.dll in the system and ensure it is a good version.
1030	Could Not Get MAPILogoff Address.	Check mapi32.dll in the system and ensure it is a good version.
1031	Could Not Get MAPISendMail Address.	Check mapi32.dll in the system and ensure it is a good version.
1032	Could Not Logon to MAPI <i>value</i> , Error= <i>value</i> .	Check MAPI configuration and ensure to have created the profile.

TABLE D-3. Action Manager Error Messages (Continued)

Number	Error	Resolution
1033	Could Not SendMail to MAPI <i>value</i> , Error= <i>value</i> .	Check MAPI configuration and ensure to have created the profile.
1034	Paging action error: Dial failed.	Check modem configuration.
1035	Running an NT Command error: No Command Presented to Run Command.	Make sure there is a command associated with all Windows Command actions specified for alarm transitions.
1036	Running an NT Command error: Command <i>value</i> Completed with ReturnCode <i>value</i>	Check command line.
1037	Command action <i>value</i> failed : Application handler <i>value</i> was killed	NCServer will bring it up for the next Command action
1038	Command action <action> failed : <i>value</i>	If error says "Too many open files" close some open files. If error says "fork failure" close some applications.
1039	Unable to launch Application handler: <i>value</i>	If error says "Too many open files" close some open files. If error says "fork failure" close some applications.
1040	Perl subroutine <i>value</i> failed: <i>message</i>	
1500	The connection to <i>value</i> was closed	
1505	<i>value</i> . The address is already in use	Make sure you are not running two instances of the same application on the same machine.
1506	<i>value</i> . The connection was aborted due to timeout or other failure	Make sure the physical network connections are present.
1507	<i>value</i> . The attempt to connect was refused	Make sure the server is running on the remote host.
1508	<i>value</i> . The connection was reset by the remote side	Make sure the remote peer is up and running.
1509	<i>value</i> . A destination address is required	A destination address or host name is required.
1510	<i>value</i> . The remote host cannot be reached	Make sure the routers are working properly.
1511	<i>value</i> . Too many open files	Close any open files.

TABLE D-3. Action Manager Error Messages (Continued)

Number	Error	Resolution
1512	<i>value</i> . The network subsystem is down	Reboot the machine.
1513	<i>value</i> . The network dropped the connection	Make sure the peer is running and the network connections are working.
1514	<i>value</i> . No buffer space is available	This might be because you are running several applications, or an application is not releasing resources.
1515	<i>value</i> . The network cannot be reached from this host at this time	Make sure the routers are functioning properly.
1516	<i>value</i> . Attempt to connect timed out without establishing a connection	Make sure the machine is running and on the network.
1517	<i>value</i> . The host cannot be found	Make sure you can ping the host. Check your hosts file or DNS server.
1518	<i>value</i> . The network subsystem is unavailable	Make sure the network services are started on machine.
1519	<i>value</i> . Invalid host name specified for destination	The host name cannot be resolved to an IP address. Enter the name to the hosts file or DNS server.
1520	<i>value</i> . The specified address is not available	Make sure the host name is not zero—try pinging the host.
2001	Command line too long: <i>value</i>	Check the Windows Command Action. Command line exceeds maximum allowed length of 2048 characters.
2002	Send trap action failed for alarm <i>alarm name</i> due to the following reason: <i>string</i>	Check the source or destination host name. Check the enterprise. If this action was not caused by a trap, it will fail if the enterprise is \$P. Check to see that the varbinds are legal for the currently loaded MIB.
2003	Tapi initialize failed, paging will not work	Check the comm port/modem configuration and check the tapi32.dll version.
2004	Empty host for SMTP mail	If SMTP actions are used, use the Administrator to enter the SMTP mail host name.

TABLE D-3. Action Manager Error Messages (Continued)

Number	Error	Resolution
2005	Empty profile for MAPI, MS Mail will not work	If MS mail actions are used, use the Administrator to enter the SMTP mail host name.
2006	Fire Trigger Action error: Invalid node name: <i>value</i>	A node name was specified directly in an action and that node doesn't exist in the system.
2007	Fire Trigger Action error: Invalid property name: <i>value</i>	A property was specified directly in an action and that property doesn't exist in the system.
2008	Fire Trigger Action error: Invalid subobject: <i>value</i>	A subobject was specified directly in an action and that subobject doesn't exist in the system.
2010	Error Sending SMTP Mail. <i>Value</i> messages may have been lost.	

Alarm Filter Manager Error Messages

Following is a list of Alarm Filter Manager error messages.

TABLE D-4. Alarm Filter Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	Alarm Filter Manager Initialization successfully finished	

Deserialize Manager Error Messages

Following is a list of Alarm Filter Manager error messages.

TABLE D-5. Deserialize Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	Deserialize Thread Manager Initialization successfully finished	

Flatfile Error Messages

Following is a list of Flatfile Manager error messages.

TABLE D-6. Flatfile Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	Flat File Initialization successfully finished	

Inform NerveCenter Error Messages

Following is a list of Inform NerveCenter Manager error messages.

TABLE D-7. Inform NerveCenter Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	InformNC Manager Initialization successfully finished	

Inform OV Error Messages

Following is a list of Inform OV Manager error messages.

TABLE D-8. Inform OV Manager Error Messages

Number	Error	Resolution
2	ReceiveHandShakeResponse FALSE byte not correct.	N/A
500	Socket Error: <i>value</i> .	N/A
501	<system call> failed while launching Application handler : <error message>.	N/A
1002	InitializePlatformSocket failed for <i>value</i> .	Use the Administrator to check the configuration settings for NetNodeNotify.
1003	No platform host for InformOV.	Use the Administrator to check the configuration settings for NetNodeNotify.

TABLE D-8. Inform OV Manager Error Messages (Continued)

Number	Error	Resolution
1006	Reconfiguration: InitializePlatformSocket failed for <i>value</i> .	Check Notify page in the Administrator.
1007	CInformOVEventSocket::Init() failed with invalid operation: <i>value</i> .	Use the Administrator to check the configuration settings for NetNodeNotify.
1039	Unable to launch Application handler: <i>value</i> .	If error says "Too many open files" close some open files. If error says "fork failure" close some applications.
1040	Perl subroutine <i>value</i> failed: <i>message</i> .	
1500	The connection to <i>value</i> was closed.	
1505	<i>value</i> . The address is already in use.	Make sure you are not running two instances of the same application on the same machine.
1506	<i>value</i> . The connection was aborted due to timeout or other failure.	Make sure the physical network connections are present.
1507	<i>value</i> . The attempt to connect was refused.	Make sure the server is running on the remote host.
1508	<i>value</i> . The connection was reset by the remote side.	Make sure the remote peer is up and running.
1509	<i>value</i> . A destination address is required.	A destination address or host name is required.
1510	<i>value</i> . The remote host cannot be reached.	Make sure the routers are working properly.
1511	<i>value</i> . Too many open files.	Close any open files.
1512	<i>value</i> . The network subsystem is down.	Reboot the machine.
1513	<i>value</i> . The network dropped the connection.	Make sure the peer is running and the network connections are working.
1514	<i>value</i> . No buffer space is available.	This might be because you are running several applications, or an application is not releasing resources.
1515	<i>value</i> . The network cannot be reached from this host at this time.	Make sure the routers are functioning properly.
1516	<i>value</i> . Attempt to connect timed out without establishing a connection.	Make sure the machine is running and on the network.
1517	<i>value</i> . The host cannot be found.	Make sure you can ping the host. Check your hosts file or DNS server.
1518	<i>value</i> . The network subsystem is unavailable.	Make sure the network services are started on machine.

TABLE D-8. Inform OV Manager Error Messages (Continued)

Number	Error	Resolution
1519	<i>value</i> . Invalid host name specified for destination.	The host name cannot be resolved to an IP address. Enter the name to the hosts file or DNS server.
1520	<i>value</i> . The specified address is not available.	Make sure the host name is not zero—try pinging the host.
2001	Command line too long: <i>value</i> .	Check the Windows Command Action. Command line exceeds maximum allowed length of 2048 characters.
2006	Fire Trigger Action error: Invalid node name: <i>value</i> .	A node name was specified directly in an action and that node doesn't exist in the system.
2007	Fire Trigger Action error: Invalid property name: <i>value</i> .	A property was specified directly in an action and that property doesn't exist in the system.
2008	Fire Trigger Action error: Invalid subobject: <i>value</i> .	A subobject was specified directly in an action and that subobject doesn't exist in the system.
2009	Inform OV send Packet Failed for platform socket <i>value</i> .	
3001	Inform OV Manager Initialization successfully finished.	
3002	CInformOVEventSocket::OnClose with code <i>value</i> .	

LogToDatabase Manager Error Messages

Following is a list of Log to Database Manager error messages.

TABLE D-9. Log to Database Manager Error Messages

Number	Error	Resolution
1002	Initialization failed.	Check WriteBuiltInTriggers.
1100	Unknown database exception.	Check NerveCenter database. Log segment might be full.
1101	Failed to connect to database.	Check NerveCenter database. Check ODBC connection string.
1102	Failed to connect to database.	Check NerveCenter database. Check ODBC connection string.
1103	Version table validation failed. NC_Version table doesn't exist in database.	
1104	Write to database failed.	Log segment might be full or the database might have gone down.
1203	Can't enable discovery model.	Check the alarm table and the state of alarms (off or on).
3001	Database Thread Initialization successfully finished.	
3002	The database state has changed. Either it has gone down or come up.	

LogToFile Manager Error Messages

Following is a list of Log to File Manager error messages.

TABLE D-10. Log to File Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	LogToFile Manager Initialization successfully finished	

OpC Manager Error Messages

Following is a list of OpC Manager error messages.

TABLE D-11. Inform OpC Manager Error Messages

Number	Error	Resolution
1	Lookup failed on line number <i>value</i> in File <i>value</i> .	
3001	OpC Manager Initialization successfully finished	

Poll Manager Error Messages

Following is a list of Poll Manager error messages.

TABLE D-12. Poll Manager Error Messages

Number	Error
3001	Poll Manager Initialization successfully finished
3002	CPollManagerWnd:OnPollOnOff, PreCompild of PollEvent with Poll Id %ld failed

Protocol Manager Error Messages

Following is a list of Protocol Manager error messages.

TABLE D-13. Protocol Manager Error Messages

Number	Error	Resolution
1	Building copy of node list failed.	N/A
2	Building copy of poll property list failed.	N/A
3	Initialization of protocol methods failed	N/A
4	Initialization of ping socket failed.	N/A
5	Creation of SNMP socket failed, socket error code: %d	N/A
6	Error in ping socket: %s	N/A
7	Error in ping socket: create socket failed.	N/A
8	Error in ping socket: async select failed.	N/A

TABLE D-13. Protocol Manager Error Messages (Continued)

Number	Error	Resolution
1000	Looking for the %s key in the configuration settings.	Use the Administrator to enter the SNMP values in the configuration settings.
1001	Ncuser user ID is not found.	Add ncuser user ID to your system.
3000	Initialization successfully finished.	N/A
3001	Invalid value in configuration settings for SNMP retry interval, using default of 10 seconds.	Use the Administrator to enter a value for the SNMP retry interval.
3002	Invalid value in configuration settings for number of SNMP retries, using default of 3 retries.	Use the Administrator to enter a value for the SNMP retries.
3003	Invalid value in configuration settings for default SNMP port, using default of 161.	Use the Administrator to enter a value for the default SNMP port number.

PA Resync Manager Error Messages

Following is a list of PA Resync Manager error messages.

TABLE D-14. PA Resync Manager Error Messages

Number	Error	Resolution
1	Error getting local host name for encoding resync request, socket error code: %d	N/A
2	Encoding resync request failed	N/A
3	Sending resync request failed with zero bytes sent	N/A
4	Sending resync request failed: %s	N/A
5	Memory allocation error, trying to notify of connection status	N/A
6	Memory allocation error, creating node list	N/A
7	Memory allocation error, creating a resync node	N/A
8	Parent status not sent during resync	
10	Parents not computed during resync with map host. Check OVPA. OVPA database must have nc host node.	
500	Socket Error: (%d)	

TABLE D-14. PA Resync Manager Error Messages (Continued)

Number	Error	Resolution
1000	Error looking for the %s key in the NerveCenter configuration settings	Use the Administrator to enter configuration settings.
1001	Attempt to connect to %s on port %d failed: %s	Make sure the platform host is up and running and that the name exists in the hosts file.
1002	Resync connection attempt failed: %d	Make sure the platform host is up and the platform adapter is running.
1500	The connection to % was closed	
1501	Send failed with zero bytes sent	
1505	%s. The address is already in use	Make sure you are not running two instances of the same application on the same machine.
1506	%s. The connection was aborted due to timeout or other failure	Make sure the physical network connections are present.
1507	%s. The attempt to connect was refused	Make sure the server is running on the remote host.
1508	%s. The connection was reset by the remote side	Make sure the remote peer is up and running.
1509	%s. A destination address is required	A destination address or host name is required.
1510	%s. The remote host cannot be reached	Make sure the routers are working properly.
1511	%s. Too many open files	Close any open files.
1512	%s. The network subsystem is down	Reboot the machine.
1513	%s. The network dropped the connection	Make sure the peer is running and the network connections are working.
1514	%s. No buffer space is available	This might be because you are running several applications, or an application is not releasing resources.
1515	%s. The network cannot be reached from this host at this time	Make sure the routers are functioning properly.
1516	%s. Attempt to connect timed out without establishing a connection	Make sure the machine is running and on the network.
1517	%s. The host cannot be found	Make sure you can ping the host, check you hosts file or DNS server.
1518	The network subsystem is unavailable	Make sure the network services are started on machine.

TABLE D-14. PA Resync Manager Error Messages (Continued)

Number	Error	Resolution
1519	%s. Invalid host name specified for destination	The host name cannot be resolved to an IP address. Enter the name to the hosts file or DNS server.
1520	The specified address in not available	Make sure the host name is not zero. Try pinging the host.
3000	initialization successfully finished	N/A
3001	Node resync from map host was not requested because either host name or port number is missing	If you are trying to disable a connection to the platform adapter, then this message is OK. If you want to be connected to the platform adapter, then use the Administrator to check the map host settings.
3500	Connection to %s was successful	N/A

Server Manager Error Messages

Following is a list of Server Manager error messages.

TABLE D-15. Server Manager Error Messages

Number	Error	Resolution
1	OLE initialization failed. Make sure that the OLE libraries are the correct version.	N/A
2	Perl create failed.	N/A
3	Initialization of <i>value</i> manager thread failed.	N/A
4	Failed to restore MibDirectory in configuration settings.	N/A
5	Failed to open configuration settings while trying to restore mib information.	N/A
6	Discrepancy in data. File: SERVER_CS.CPP, Line: <i>value</i> .	N/A
10	Conflict in data. File: SERVER_CS.CPP, Line: <i>value</i> .	N/A
11	Internal Error. File: SERVER_CS.CPP, Line: <i>value</i> .	N/A
20	Cannot read configuration settings value: Bind.	N/A

TABLE D-15. Server Manager Error Messages (Continued)

Number	Error	Resolution
21	Cannot connect to Tcpip configuration settings information.	N/A
22	Cannot read configuration settings value: IPAddress.	N/A
23	Couldn't find <i>value</i> in map.	N/A
24	Error while reading database. Poll/Mask: <i>value</i> uses a simple trigger that doesn't exist in database.	N/A
25	Please report error number <i>value</i> to technical support.	N/A
26	User validation failed: Unable to communicate with nsecurity process <i>:value</i> .	~
1001	Windows sockets initialization failed.	Install TCP/IP.
1002	Initialization failed, cannot find nperl.pl.	Check NCPperl.pl location.
1003	Failed to open MIB: <i>value</i> .	Check MIB location.
1004	Failed to parse MIB.	Invalid MIB. Check configuration to see if the correct MIB is specified.
1010	Failed to validate poll: <i>value</i> . The poll will be turned off.	Check the poll condition using the Client Application.
1100	<i>value</i> (database error).	Try to resolve using the message. If not, call support.
1101	Failed to connect to database. ODBC Connection String in configuration settings is invalid or can't find database server.	Use InstallDB to re-create the ODBC connection string.
1102	Failed to connect to database. ODBC Connection String in configuration settings is empty.	Use InstallDB to re-create the ODBC connection string.
1103	Version table validation failed. NC_Version table doesn't exist in database.	Upgrade the NerveCenter database to version 3.5 standards.
1200	Failed to open configuration settings while trying to restore mib information.	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1201	Updated License key is invalid.	An invalid license key was entered. Check the key.
1202	Cannot connect to configuration settings.	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.

TABLE D-15. Server Manager Error Messages (Continued)

Number	Error	Resolution
1203	Cannot open key <i>value</i> .	Use the NerveCenter Administrator to check the configuration settings.
1204	Cannot add value <i>value</i> .	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1205	Cannot read configuration settings value in MapSubNets key.	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1206	Invalid configuration settings Entry for the value Method in the Platform key.	Only Manual and Auto are allowed. Check for case.
1207	Cannot read configuration settings value: <i>value</i>	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1208	Cannot write configuration settings Value: <i>value</i>	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1210	Cannot find License key in configuration settings.	Use the NerveCenter Administrator to check the configuration settings. Invalid key is likely.
1300	<i>value</i> (Import behavior/database error).	Try to resolve using the message. If not, call support.
1313	Server alarm instance maximum exceeded. Please restart Server.	Restart server.
2001	The account NCServer.exe is running under does not have the advanced user right "Act as part of the operating system."	Use User Manager to give advanced user right to the group or user that NCServer is running under. You will have to stop and restart NCServer.exe
2002	The user or a group the user belongs to does not have the advanced user right "Logon as a batch job."	Use User Manager to give advanced user right to the group or user.
2003	The user ID <i>value</i> does not exist.	Type in a user ID that exists. Check User Manager.
2004	The password is incorrect for user ID <i>value</i> .	Type in a legal password for the user ID you entered
2005	License violation. Exceeded number of allowed nodes. The number of managed nodes exceeds the limits of the license.	Either unmanage some nodes or contact your authorized sales representative for an upgrade.

TABLE D-15. Server Manager Error Messages (Continued)

Number	Error	Resolution
2006	<p>One of the following messages:</p> <ul style="list-style-type: none"> ◆ Invalid Product ID in license key. ◆ No nodes specified in license. ◆ No users specified in license. ◆ Illegal start date specified. 	Check with customer support to see that the license was generated correctly.
	Invalid License Key.	NerveCenter could not decode the license. Check for typographical errors in the key or call support to get the key validated and/or replaced.
	License will expire in less than 14 days.	Your NerveCenter evaluation license will expire within 14 days. Contact sales or support to extend the license.
	License has expired.	Your NerveCenter evaluation license has expired. Contact sales or support to get the license extended.
2007	The ncadmins, ncusers not defined on the server machine and the user does not have root permissions.	<p>Log in as root to connect to the Server. If you cannot log in as root, do one of the following:</p> <ul style="list-style-type: none"> ◆ If your system uses NIS, define the groups ncadmins and ncusers on the NIS server machine, in the /etc/group file, and rebuild the NIS database. ◆ If your system does not use NIS, define the two groups in the /etc/group file of the machine where the Server is running.
2008	User does not have either administrator or user permissions.	<p>Log in as root to connect to the Server. If you cannot log in as root, do one of the following:</p> <ul style="list-style-type: none"> ◆ If your system uses NIS, include your user ID in either the ncadmins or ncusers group on the NIS server machine, in the /etc/group file, and rebuild the NIS database. ◆ If your system does not use NIS, include your user ID in either the ncadmins or ncusers group on the machine where the Server is running.
3001	Request to delete the node <i>value</i> failed because the node doesn't exist.	N/A
3002	Failed to find socket in server's map. Line: <i>value</i> .	
3003	Exiting due to a SIGTERM signal.	

TABLE D-15. Server Manager Error Messages (Continued)

Number	Error	Resolution
3004	Primary thread initialization successful.	

Trap Manager Error Messages

Following is a list of Trap Manager error messages.

TABLE D-16. Trap Manager Error Messages

Number	Error	Resolution
1	Error in TrapManagerWnd::Initialize - failed to create GetHostByAddr thread.	
2	Error in TrapManagerWnd::LaunchTrapper - failed to create trapper process.	
3	Error in TrapManagerWnd::CreateCheckTrapperThread - failed to create new thread.	
5	Error in TrapManagerWnd::InitializeMSTrapService - failed to get proc address.	
6	Error in TrapManagerWnd::InitializeMSTrapService - error from SnmpMgrTrapListen (last error).	
7	Error in TrapManagerWnd::InitializeMSTrapService - failed to create trap listen thread.	
8	Error in TrapManagerWnd::Initialize - Failed to create trap stream socket.	
9	Error in TrapManagerWnd::Initialize - Failed to listen on trap stream socket.	
10	Error in TrapManagerWnd::OnTraceTraps - Failed to create trace file for traps.	
1001	CTrapManagerWnd::OnTrapExist - gethostbyname from trap data with snmptrap failed for <i>value</i> .	
1002	Error in trap service or trap service down.	Check SNMP service under Windows.
1003	CTrapManagerWnd::OnInvalidSignature - Error in receiving data on NC socket.	Check for consistency in version numbers of trapper and NerveCenter executables.

TABLE D-16. Trap Manager Error Messages (Continued)

Number	Error	Resolution
1004	Expected MSTRAP or OVTRAP in NerveCenter configuration settings.	Reinstall NerveCenter and make sure you choose appropriate platform integration.
2001	MS Trap service threw exception in GetTrap.	Make sure you aren't accidentally making SNMP get requests to port 162.
2002	Error processing trap data.	Make sure you aren't accidentally making SNMP get requests to port 162.
3001	Trap Manager Initialization successfully finished.	
3002	Check Trapper—Trapper process died. restarting Trapper.	

NerveCenter installation Error Messages (UNIX)

Following is a list of NerveCenter installation error messages.

TABLE D-17. NerveCenter Installation Error Messages (UNIX)

Error	Resolution
Space under <i>dirname</i> is INSUFFICIENT to install OpenService NerveCenter	Free up space in the file system by removing files, or choose another place for installation.
The directory <i>dirname</i> must reside on a local disk	The directory you specified for OpenService NerveCenter installation is on a disk that is not on the local file system. Pick a new directory or re-mount the disk.
Write permission is required by root for <i>dirname</i> directory	The directory you specified for OpenService NerveCenter installation does not have write permission for root. Choose another directory or change the permissions.
Please create the desired destination directory for NerveCenter and re-run the installation script	The directory you specified for OpenService NerveCenter installation does not exist. Choose another directory or create the original.
Invalid mount point	The installation script could not find the CD-ROM drive and prompted you for its location. The path you specified was not valid. Verify that the drive exists, is mounted, and is configured correctly.
<i>ProcessName</i> is running on the system. Please exit from (or kill) <i>processName</i> process.	The installation script found that the <i>nervectr</i> or <i>ovw</i> process was running. Exit from or kill the process and re-run the installation script.

TABLE D-17. NerveCenter Installation Error Messages (UNIX) (Continued)

Error	Resolution
These processes must be stopped before OpenService NerveCenter can be installed. Please kill these processes and re-run the installation script.	The installation script found processes that need to be killed before installation, asked if you wanted it to stop them, and you said no. You must manually exit from or kill the processes and re-run the installation script.
<i>hostname</i> is not a valid host name	The host that you provided to the script is not a valid host. Check the name of the host (capitalization, spelling, and so on) and try again.
<i>hostname</i> does not have OpenView installed on it.	Before configuring an OpenView host for NerveCenter's integration with OpenService LANAlert or OperationsCenter, OpenView must already be installed on the host. Stop your OpenService NerveCenter installation and review the prerequisites.
OpenView has not been configured on this system yet.	Before configuring an OpenView host for OpenService NerveCenter's integration with LANAlert or OperationsCenter, you must have already done the basic OpenView configuration for the host. Rerun the installation script, make sure to answer "Yes" when questioned whether you want to configure OpenView for this host, and then proceed with your integration with other applications.
I don't know how to install on this architecture	Installation is supported for HP-UX and Solaris. The script issues this message if attempting to install on an architecture that is not in this set.
Can't cd to <i>installation_path</i> /userfiles	Make sure the directory exists and has appropriate permissions.
Can't open <i>hostname.conf</i>	The script couldn't create the file or couldn't open an existing configuration file. Check <i>installation_path</i> /userfiles to make sure that root has permission to write in this directory, that <i>hostname.conf</i> has read permission set, if it exists, and that <i>localhost.conf</i> exists and has read permission set.
Can't create <i>hostname.ncdb</i> Can't create <i>hostname.node</i>	The script was attempting to create the indicated file by copying data from another file. Check <i>installation_path</i> /userfiles to make sure that root has permission to write in this directory, and that <i>localhost.ext</i> exists and has read permission set.
Can't open <i>/etc/rc</i> Couldn't re-create <i>/etc/rc</i> Couldn't modify <i>/etc/rc</i>	The script couldn't modify <i>/etc/rc</i> to call the OpenService NerveCenter rc script. Edit the file and add a line that executes <i>installation_path/bin/rc.openservice</i> . There's no need to rerun the installation script after this correction.
Can't append to <i>/etc/rc.local</i>	The script couldn't modify <i>/etc/rc.local</i> to call the OpenService NerveCenter rc script. Edit the file and add a line that executes <i>installation_path/bin/rc.openservice</i> . There's no need to rerun the installation script after this correction.

TABLE D-17. NerveCenter Installation Error Messages (UNIX) (Continued)

Error	Resolution
Can't create /etc/rc2.d/K94ncservice on Solaris	The script couldn't create the OpenService NerveCenter rc script /etc/rc2.d/K94ncservice on Solaris or K940ncservice on HP-UX
Can't create /etc/rc2.d/K940ncservice on HP-UX	. Copy <i>installation_path/bin/rc.openservice</i> to /etc/rc2.d//K94ncservice on Solaris or K940ncservice on HP-UX . There's no need to rerun the installation script after this correction.
An error occurred in trying to contact the Server " <i>hostname</i> ". As a result, the information that you have specified cannot be used to complete this NIS update. Unable to modify <i>filename</i> . It doesn't exist! Unable to modify <i>filename</i> . File size is 0!	The script was attempting to update system services and failed. Correct the specific error (perhaps the host name or file name was entered incorrectly) and rerun the script. If the error isn't easily corrected, you can edit /etc/services yourself. Make sure that the following lines are included in the file: SNMP 161/udp SNMP-trap 162/udp If you're running NIS, be sure to make these changes on the NIS server, change to the NIS directory, and run make services.

OpenView Configuration Error Messages (UNIX)

Following is a list of OpenView configuration error messages.

TABLE D-18. OpenView Configuration Error Messages (UNIX)

Error	Resolution
Configuration of OpenView was not entirely successful. You need to go back and double-check the steps that failed above.	This message will be displayed if any part of the OpenView configuration didn't succeed. Scroll back through the output of the script, looking for messages that include the word <i>FAILED</i> . Immediately following such a line will be the specific system error messages that resulted from the part of the script that failed.
Installing registration...FAILED	The script was attempting to copy a file into <i>NNM_dir/registration/C</i> , where <i>NNM_dir</i> is the location of your OpenView installation. Make sure that this directory exists and that root has write permission for it.
Couldn't create <i>NNM_dir/help/C/ncapp</i>	The script was attempting to create the directory <i>NNM_dir/help/C/ncapp</i> , where <i>NNM_dir</i> is the location of your OpenView installation. Make sure that <i>help/C</i> exists and that root has write permission for it.

TABLE D-18. OpenView Configuration Error Messages (UNIX)

Error	Resolution
Installing Help...FAILED	The script was attempting to copy files into <i>Network Node Manager_dir/help/C/ncapp</i> . Make sure the directory exists and that root has write permission for it. If you got the previous error message, you will also receive this one.
Installing Fields...FAILED	The script was attempting to copy a file into <i>NNM_dir/fields/C</i> . Make sure the directory exists and that root has write permission for it.
Installing Symbols...FAILED	The script was attempting to copy a file into <i>NNM_dir/symbols/C</i> . Make sure the directory exists and that root has write permission for it.
Installing Bitmaps...FAILED	The script was attempting to copy files into <i>NNM_dir/bitmaps/C</i> . Make sure the directory exists and that root has write permission for it.
Notifying <<OpenView...>> FAILED	The script was attempting to execute <i>ovw</i> . Make sure that root has appropriate permissions for <i>ovw</i> and that you have run <i>ovstartup</i> on this computer.
Installing Events...FAILED	The script was attempting to execute <i>xnmevents</i> . Make sure that root has appropriate permissions for <i>xnmevents</i> and that <i>xnmtrap</i> is not running on this computer.

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