LogMatrix NerveCenter

NerveCenter Release Notes

Windows and UNIX
Version 5.1.06

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NerveCenter 5.1.06 Release Notes

LogMatrix NerveCenter™ is a proactive event correlation application that intelligently filters network events, automates corrective actions, and forwards important events to a network management platform.

A site can move directly to NerveCenter 5.1.06 from any NerveCenter 4.0, 4.1, or 5.0 release, patch, or hotfix. NerveCenter versions 5.1.00 through 5.1.06 are all compatible, so NerveCenter components running any 5.1.xx software version may interoperate freely.

Please read *New Features and Fixes on page 14* for information about the new features in NerveCenter 5.1.06. To upgrade from versions prior to 4.0, contact LogMatrix.

Read This First

Disclaimer: These release notes are for use with NerveCenter 5.1.06 and supersede all existing documentation. The models provided with NerveCenter 5.1.06 are for demonstration use only, and are not intended for production.

NerveCenter and IPv6

NerveCenter supports networks with devices running the IPv6 protocol within the following guidelines only:

- 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 choose NerveCenter as your Trap Source in order to accept IPv6 SNMP notifications.

- 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, the following limitations apply:

- 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.

Requirements

This section describes the hardware and software requirements to install NerveCenter 5.1.06 and contains the following:

- *Software Requirements*
- *Hardware Requirements*

Software Requirements

This section describes the operating system and software requirements for NerveCenter 5.1.06.

- *Linux Requirements*
- *Solaris Requirements*
- *Windows Requirements*

Requirements

Linux Requirements

TABLE 1. Linux Platform Requirements

		NerveCenter Component	
		Server, Utilities, MIB Compiler	**Administrator, Client, Documentation**
Operating System	◆ RedHat Enterprise Linux 5.3+ 32- or 64-bit (x86 or x86_64) ◆ RedHat Enterprise Linux 4.x 32- or 64-bit (x86 or x86_64) ◆ RedHat Enterprise Linux 3.x 32- or 64-bit (x86 or x86_64)	Required (RHEL v5.4/x86 recommended)	Required
Graphical Desktop	◆ GNOME	Required	Required
IP	◆ Fixed IPv4 address and hostname	Required	N/A
Browser	◆ Firefox 2.0+ ◆ Mozilla 1.6+	N/A	Optional (Firefox 3.6 recommended)
Web Server	◆ Apache 2.0+	Optional	N/A
Network Mgmt	◆ HP OpenView NNM 7.53	Optional (Requires RHEL 4.8/x86_64)	N/A
PDF Reader	◆ Adobe Acrobat Reader 7+	N/A	Optional

◆ X Windows System ["X11"] software to run the following NerveCenter components: Client, Administrator, IPSweep and SerializeDB. An X11 Server must be installed but does not have to be running to run these components.

The DISPLAY environment variable must be set and point to a valid X11 display for the following NerveCenter components: Client, Administrator, and SerializeDB (not IPSweep). The GNOME desktop included as part of the required RedHat Enterprise Linux distributions satisfies this requirement. GNOME is an X11 environment and provides the required X11 software.

NerveCenter requires the following RPMs from the Linux release media: libXt, libX11, libSM, libICE, libXext, libXau and libXdmcp; all of which are part of the GNOME distribution.

◆ If you will be using the NerveCenter MIB Compiler, mibTool, you must install Java™ Platform, Enterprise Edition 5 or higher.

◆ The process /usr/sbin/rpcbind must be running for NerveCenter to start.

◆ If you are installing NerveCenter on the same machine as OpenView, you should install and confirm OpenView is working properly before installing NerveCenter.

◆ To view the help, you must specify a path to a supported web browser when installing NerveCenter. See *Installing NerveCenter on UNIX in Installing NerveCenter* for details.

Requirements

Solaris Requirements

TABLE 2. Solaris Platform Requirements

		NerveCenter Component	
		Server, Utilities, MIB Compiler	**Administrator, Client, Documentation**
Operating System	◆ Solaris 10/SPARC 1/06 through 09/10, inclusive	Required (Solaris 10 5/08+ recommended)	Required
Graphical Desktop	◆ JavaDesktop ◆ GNOME ◆ CDE	Required	Required
IP	◆ Fixed IPv4 address and hostname	Required	N/A
Browser	◆ Firefox 2.0+ ◆ Mozilla 1.6+	N/A	Optional
Web Server	◆ Apache 1.3+	Optional	N/A
Network Mgmt	◆ HP OpenView NNM 7.53 ◆ IBM Tivoli Netcool/OMNIbus	Optional (Solaris 10 11/06 recommended; call LogMatrix support for assessment)	N/A
PDF Reader	◆ Adobe Acrobat Reader 7+	N/A	Optional

- ◆ X Windows System ["X11"] software to run the following NerveCenter components: Client, Administrator, IPSweep and SerializeDB. An X11 Server must be installed but does not have to be running to run these components.

  The DISPLAY environment variable must be set and point to a valid X11 display for the following NerveCenter components: Client, Administrator and SerializeDB (not IPSweep). The CDE, GNOME, or Sun Java Desktop System included in these Solaris distributions satisfies this requirement. Each is an X11 environment that provides the required X11 software. NerveCenter requires the following Solaris software packages from the release media: SUNWxwplt, SUNWxwice, and SUNWmfrun.

- ◆ If you will be using the NerveCenter MIB Compiler, mibTool, you must install Java™ Platform, Enterprise Edition 5 or higher.

- ◆ The process /usr/sbin/rpcbind must be running for NerveCenter to start.

- ◆ If you are installing NerveCenter on the same machine as OpenView, you should install and confirm OpenView is working properly before installing NerveCenter.

- ◆ For integration to be complete, Netcool/OMNIbus must include the NerveCenter probe provided by IBM Tivoli (nc probe version 64 rev 1). For more information, contact your IBM Tivoli representative.

- ◆ To view the help, you must specify a path to a supported web browser when installing NerveCenter. See *Installing NerveCenter on UNIX in Installing NerveCenter* for details.

Windows Requirements

TABLE 3. Windows Platform Requirements

		NerveCenter Component	
		Server, Utilities, MIB Compiler	**Administrator, Client, Documentation**
Operating System	◆ Windows 7 Professional/Ultimate ◆ Windows Vista Business/Ultimate SP2 ◆ Windows Server 2008 [R2]	Not Supported	32- or 64-bit
	◆ Windows Server 2003 [R2] ◆ Windows XP Professional SP3	32-bit	32- or 64-bit
IP	◆ Fixed IPv4 address and hostname	Required	N/A
Browser	◆ Internet Explorer 8 ◆ Firefox 2.0+	N/A	Optional (IE8 or Firefox 3.6 recommended)
Web Server	◆ IIS 5.1 through 7.5	Optional	N/A
Network Mgmt	◆ HP OpenView NNM 7.53 ◆ IBM Tivoli Netcool/OMNIbus	Optional (Windows Server 2003 R2 recommended)	N/A
PDF Reader	◆ Adobe Acrobat Reader 7+	N/A	Optional

- ◆ If you are going to run the NerveCenter Server on a Windows system and you will be using WinSNMP (MSTRAP) as NerveCenter's trap source, you must use Microsoft's WinSNMP implementation, \%SystemRoot%\System32\wsnmp32.dll, as provided for Windows XP and Windows Server 2003.

- ◆ If you will be using the NerveCenter MIB Compiler, mibTool, you must install Java™ Platform, Enterprise Edition 5 or higher.

- ◆ NerveCenter is compatible with the following databases:

  - ◆ MS SQL 7.0

  - ◆ MS SQL Server 2000 or 2005

    If NerveCenter uses a SQL Server database, the database must be case-insensitive.

  - ◆ Microsoft Access

  - ◆ ODBC 3.5 and 3.6

- ◆ If you are installing NerveCenter on the same machine as OpenView, you should install and confirm OpenView is working properly before installing NerveCenter.

- ◆ For integration to be complete, Netcool/OMNIbus must include the NerveCenter probe provided by IBM Tivoli (nc probe version 64 rev 1). For more information, contact your IBM Tivoli representative.

Hardware Requirements

The following table lists the recommended hardware configuration for NerveCenter 5.1.06. These recommendations assume the machine is running the base operating system and the NerveCenter Server components only.

NerveCenter Desktop components (nccmd, client, ncadmin, mibtool, documentation) can be run on any PC meeting the OS requirements in *Table 3*.

TABLE 4. Recommended Hardware — NerveCenter Server without Additional Pollers

	Solaris	Linux and Windows
CPU	SPARC64 VII or UltraSPARC T2 [Plus]	Intel Xeon X3400 Series @ 2.4+ GHz or AMD Opteron 6000/6100 Series
Memory	4+ GB RAM	4+ GB RAM
Disk Space	160 GB	160 GB
Swap	2 GB	2 GB

TABLE 5. Recommended Hardware — NerveCenter Server with One Poller Package

	Solaris	Linux and Windows
CPU	UltraSPARC T2 [Plus]	Intel Xeon X3400 Series @ 2.8+ GHz or AMD Opteron 6000/6100 Series
Memory	8+ GB RAM	8+ GB RAM
Disk Space	160 GB	160 GB
Swap	4 GB	4 GB

Installation

Installation instructions for NerveCenter can be found in the book *Installing NerveCenter*, available as install.pdf in the root directory of the release kit.

> ⚠️ **CAUTION**
> Before installing or upgrading NerveCenter, you should review the sections *New Features and Fixes on page 14* and *Outstanding Issues on page 25*, as well as the *Installing NerveCenter*.

For other information about NerveCenter see the documentation, available in the *InstallPath*/docs directory or the Client or Administrator Help.

Upgrading to NerveCenter 5.1.06

When you upgrade NerveCenter, you go through the following process:

1. If upgrading, confirm that your environment meets the platform requirements as described in these Release Notes.

2. Stop all NerveCenter applications, services, and processes.

    See *Stopping NerveCenter Processes in Installing NerveCenter*.

3. Serialize your database.

    See *Serializing the NerveCenter Database in Installing NerveCenter*.

4. Back up any files you want to save.

    See *Backing Up Your NerveCenter Data and Files in Installing NerveCenter*.

5. Upgrade or Uninstall NerveCenter:

    *   **If you are upgrading** NerveCenter, proceed to one of the installation chapters; the installer will detect and upgrade the previous NerveCenter installation.

        See *Installing NerveCenter on UNIX* or *Installing NerveCenter on Windows in Installing NerveCenter*

    *   **If you are uninstalling** NerveCenter, see *Removing NerveCenter from UNIX* or *Removing NerveCenter from Windows in Installing NerveCenter*.

About NerveCenter Licensing

Beginning with release 5.1.00, NerveCenter uses a new licensing mechanism. Instead of serial numbers or license keys, you must obtain a license file for each NerveCenter server. (The NerveCenter Client and Administrator do not require a license.)

You will receive a *hostname*.dat file for each NerveCenter server you are licensing, which you must copy to **/opt/OSInc/conf/** (UNIX) or ***installation_path*\conf** (Windows). NerveCenter *Server processes cannot be started without this file*.

If you are upgrading NerveCenter servers, run **/opt/OSInc/bin/nclicreport** (UNIX) or ***installation_path*\bin\nclicreport.exe** (Windows) on each server to print the license key information needed for obtaining the license file required for NerveCenter 5.1 upgrades. Contact your LogMatrix representative to obtain license files.

New Features and Fixes

Version 5.1.06

NerveCenter 5.1.06 includes the following features and fixes:

- ◆ When NerveCenter receives an Inform message from another NerveCenter, the receiving NerveCenter now allows user access to the Inform's 17th varbind. This varbind contains the Alarm Instance ID, as defined by the sending NerveCenter.

- ◆ The following Perl modules were added:
  - ◆ NC-AlarmCounters-0.01
  - ◆ Socket6-0.23
  - ◆ IO-Socket-INET6-2.65
  - ◆ Net-IP-1.25
  - ◆ Digest-SHA-5.47
  - ◆ Digest-HMAC-1.01
  - ◆ Digest-MD5-2.51
  - ◆ Crypt-DES-2.05
  - ◆ Crypt-CBC-2.30
  - ◆ Net-DNS-0.66
  - ◆ XML-Simple-2.18
  - ◆ ExtUtils-MakeMaker-6.56
  - ◆ Test-Simple-0.96
  - ◆ Time-Piece-1.20
  - ◆ Time-Piece-MySQL-0.06

- ◆ The following Perl modules were updated:
  - ◆ NC-DATA-1.04 (from 1.02)
  - ◆ DBI-1.614 (from 1.602)

- ◆ HTTP-Lite-2.3 (from 2.16)

◆ User environments on Linux and Solaris no longer need to "source" the NerveCenter environment files (ncenv.bash, ncenv.csh, or ncenv.sh files, found in /opt/OSInc/userfiles/). Doing so can be valuable to the user environment but is no longer necessary.

TABLE 6. Fixes in NerveCenter 5.1.06

Issue	Description	RHEL	Sol	Win
1928	SNMPv3 Nodes defined to rely on the User#2 definition are set to "V3InitFail" upon each restart of the NerveCenter server.	✓	✓	✓
1928	The NerveCenter SNMP Agent fails to start once the SNMPv3 User#1 or User#2 definitions are configured.	✓	✓	✓
1928	NerveCenter Server fails to recognize SNMPv3 Traps.	✓	✓	✓
1839	NerveCenter Server fails to process loading additional nodes as instructed by the importutil application.	✓	✓	✓

Version 5.1.05

NerveCenter 5.1.05 included the following features and fixes:

◆ Support was added for NerveCenter Desktop on Windows 7 Professional/Ultimate and Windows Server 2008 [R2].

◆ SNMP Trap throughput within the Server was increased.

◆ The nccmd utility's "set node" feature was improved for SNMPv3 attribute handling.

◆ The login dialog in the Administrator and Client applications allows for long hostnames and supplies better feedback on login failures.

◆ File permissions on the NerveCenter database and log files were made settable within the nervecenter.xml file (RHEL and Solaris).

◆ A webtest model and a host-resource model were added. Either can be imported using the Client application.

New Features and Fixes

- A free, downloadable NerveCenter Trial Edition is now available for Windows platforms. It is a time-limited but fully functional version with the following limitations:

    - Only 100 nodes can be configured

    - Advanced SNMP v3 security settings are not available (3DES and AES traps will be sent in the clear)

    - There is no ODBC support — the database structure has been simplified to the user up and running quickly

    - Integration with IBM Tivoli Netcool and HP Network Node Manager are not supported.

    - The NerveCenter Web interface is not supported.

    - Logon support is simplified; a valid user name and password are required but the Trial Edition does not check for Group membership. The user name and password need to match that of a login account for the NerveCenter host system or that of a login account in Active Directory if the host is in a Windows Domain.

- Hitachi Data Systems IT Operations Analyzer v2.0 was supported as a management platform.

- A new LogMatrix URL was created for the NerveCenter community forum: http://community.logmatrix.com/LogMatrix.

TABLE 7. Fixes in NerveCenter 5.1.05

Issue	Description	RHEL	Sol	Win
1435	Perl modules for accessing MySQL were corrected to the set DBI-1.602, Net-MySQL-0.07, DB-mysqlPP-0.03, and Digest-SHA1-2.11.	✓	✓	✓
1638	Long trigger names are accepted in the Client application's Trap Mask window.	✓	✓	✓
1500	Nccmd "set node" handling for SNMPv3 attributes.	✓	✓	✓
1564	Allow very long OID entries within the Client application's Trap Mask window for the Trap OID and Enterprise fields.	✓	✓	✓

Version 5.1.04

NerveCenter 5.1.04 includes the following features and fixes:

- ◆ Support for RHEL 5.4 was added.

  Note that the SELinux feature must be set to Permissive or Disabled; the Enforcing mode is not supported.

- ◆ HP OpenView NNM 7.53 is now supported on Linux. (HP OpenView NNM 7.53 requires RHEL 4.8/x86_64)

- ◆ Hitachi Data Systems IT Operations Analyzer v1.2 is now supported as a management platform.

- ◆ The nccmd utility's add node feature has been improved for SNMPv3 attribute handling; see *add node in Managing NerveCenter*.

✎ **NOTE**
NerveCenter 5.1.04 will be the last release to support mibcomp; it has been replaced by the mibTool utility that was introduced in NerveCenter 5.1.00.

TABLE 8. Fixes in NerveCenter 5.1.04

Issue	Description	RHEL	Sol	Win
24661	Error handling and reporting for SNMPv3 polling has been improved.	✓	✓	✓
24717	The ipsweep utility on Solaris and Linux no longer requires an X11 Window Manager to run.	✓	✓	

Version 5.1.03

NerveCenter 5.1.03 includes the following fixes:

TABLE 9. Fixes in NerveCenter 5.1.03

Issue	Description	Resolution	RHEL	Sol	Win
1034	Host system shutdown/startup left NerveCenter in a confused state.	Fixed NerveCenter service registration (/etc/init.d/ncservice).	✓	✓	
1098	Deleting nodes via nccmd.exe could crash the NerveCenter server.	Corrected the issue in the NerveCenter server.	✓	✓	✓
23871	Verify that NerveCenter integrates with HP NNM 7.53 on Solaris.	Testing shows that NerveCenter versions 4.1 and above integrate as-is with HP NNM 7.53 on Solaris.		✓	
24060	User authentication feedback was inadequate for NIS-like systems.	Improved user feedback for login attempts.	✓	✓	
1029	mibTool fails to compile the entire list of modules in mibcomp.txt.	Fixed mibTool so it processes the entire list.	✓	✓	✓
	Unable to perform client-only or ncadmin-only installations on Linux and Solaris.	Installer fixed.	✓	✓	
	NerveCenter Perl module not working on Windows.	NC.pm generation fixed.			✓
	Support needed for Windows-based NerveCenter servers to allow WMI polling via Perl.	Added the following Perl modules to allow WMI access using OLE/DCOM: ◆ DBD-WMI ◆ Win32-OLE			✓

Version 5.1.02

NerveCenter 5.1.02 included the following fixes:

TABLE 10. Fixes in NerveCenter 5.1.02

Issue	Description	Resolution	RHEL	Sol	Win
24449	ICMP Echo (a.k.a. Ping) performance was not scaling.	ICMP Echo requests are now delegated to the pollers.	✓	✓	
24176	ncstop failed to stop the ncserver or ncsnmppoller processes properly.	ncserver and ncsnmppoller now obey the signaling from ncstop and exit properly.	✓	✓	
24530	The MSTRAP trap source was not working properly in 5.1.00 and 5.1.01.	Corrected the issue.			✓

Version 5.1.01

NerveCenter 5.1.01 included the following features and fixes:

◆ Stability improvements have been made to the multi-threaded polling feature.

◆ A new installer is available for Windows XP, 2003, and Vista — it installs client, ncadmin, mibTool, the nccmd utility, and the documentation.

TO INSTALL WINDOWS CLIENTS

1. Launch the NerveCenter Client Installer (NerveCenter.msi).

   The Welcome screen appears.

2. Click **Next**.

   The License Agreement screen displays the Software License Agreement, which you must accept before installing the software.

3. Review the license agreement, select **I Agree**, and click **Next**.

   The Select Installation Folder screen displays the default installation directory (C:\Program Files\OpenService\NerveCenter).

4. Change the installation directory if necessary.

LogMatrix strongly recommends that you install NerveCenter in the default location. To estimate the space required for the installation, click **Disk Cost**.

5. If you do not want other user accounts to access NerveCenter, select **Just Me**.

6. Click **Next**.

 The Confirm Installation screen appears.

7. Click **Next** to start the installation.

 The Installing NerveCenter screen displays a progress bar; the Installation Complete screen appears after the software is installed.

8. Click **Close**.

You can access the NerveCenter Administrator and Client from **Start > Programs > LogMatrix NerveCenter**.

TABLE 11. Fixes in NerveCenter 5.1.01

Issue	Description	Resolution	RHEL	Sol	Win
23492	Internationalized Solaris installations could fail.	The NerveCenter installer correctly detects and handles the settings for running on internationalized versions.		✓	
24176	In NerveCenter Client the Ping and Get commands in the Node Dialog were unreliable.	Corrected NerveCenter Server to ensure all such queries are resolved. Corrected NerveCenter Client to ensure all responses are returned to the correct Node Dialog display.	✓	✓	✓
24334	NerveCenter Server grew in size indefinitely.	A memory leak was found and resolved within NerveCenter Server.	✓	✓	✓
24342	NC5.1.00 Serializedb did not correctly import data from prior releases.	Serializedb repaired to correctly import data from prior releases and to properly export data from the current release.	✓	✓	✓
24405	Ipsweep could only be run singly on UNIX.	Usage of lock file was removed. Ipsweep can now be concurrently run on UNIX.	✓	✓	
24431	Perl module DBD::mysqlPP missing from release.	Corrected the packaging of DBD::mysqlpp. The module was updated to it current version, 0.04. As well, the version of the related Net::MySQL was updated to the current 0.09.	✓	✓	✓

Version 5.1.00

NerveCenter 5.1.00 included the following new features:

- ◆ **Multi-Threaded Polling Enhancement**

  For the 5.1 release of NerveCenter, a new optional add-on called Multi-Threaded Polling is provided. This feature is available on all Platforms which support the NerveCenter server. The Multi-Threaded Polling feature allows a NerveCenter administrator to define a number of Pollers which are started by the NerveCenter server. The work (polls) done by the server is distributed amongst the running Pollers to allow for load balancing and improved performance. If this feature is not enabled or in any case where but one Poller is defined, the system will perform as it did in prior releases.

  To access this feature, the NerveCenter user must purchase a license specifically enabling Multi-Threaded Polling.

  > ✎ **NOTE**
  > The Polling tab may not immediately display polling status while the server is being synchronized.

- ◆ **Replacement MIB Compiler**

  NerveCenter 5.1 includes a replacement MIB compiler named mibTool. This utility, installed when the user selects to install the Server component, produces a pre-compiled NerveCenter MIB identical to the one produced in prior releases. The benefit provided by mibTool is a far greater allowance for SNMP syntax variances and a tremendous performance improvement.

  mibTool is a Java application and requires Java version 1.5 or higher to be installed on the system where it is run.

  The prior MIB Compiler, mibcomp, is still included in NerveCenter 5.1 but will be withdrawn in the next release.

- ◆ **SNMPv3 Enhancements**

  For the 5.1 release NerveCenter provides an enhancement to its SNMPv3 configurability. SNMPv3 support has been enhanced to allow the user to specify SNMPv3 attributes on a per-node basis. This is in addition to the prior method where nodes share SNMPv3 attribute configuration as set up with the Administrator application.

  In prior releases, the user was limited to setting up SNMPv3 access parameters in a manner provided only in the Administrator application. SNMPv3 connectivity for polling could only be successful if the actual SNMPv3 Agents could be set to match either of the two

definitions set up within Administrator. This posed a problem for managing SNMPv3 Agents where the SNMPv3 access could not be modified to match either access definition. The only resort was to use SNMPv2c or SNMPv1.

In 5.1, NerveCenter users specify each node's SNMPv3 attributes either in the same manner as before or by defining the attributes directly for that node. When the user selects to directly specify the SNMPv3 attributes for a node, the values are stored in the NerveCenter database alongside the other data for that node. Such data is not shared between nodes as is done with the two definitions provided through the Administrator application.

A further enhancement in 5.1 regarding SNMPv3 is the ability in the Administrator application to define the two shared SNMPv3 configurations in complete separation from each other. In prior releases the two configurations shared the same passkey values for Authentication and Privacy, where based on one configuration using MD5 as the Authentication protocol and SHA-1 for the other, and only allowed the user to state each configuration's User Name (usmUserName). With 5.1, the two shared configurations can be set with complete independence from each other. The two shared configurations always have the reference names of User#1 and User#2; however, the actual User Name value defined within each configuration is entirely settable by the user.

Please refer to the appropriate NerveCenter documentation for information about these new features.

Version 5.0.00

NerveCenter 5.0 included the following new features:

TABLE 12. New Features in NerveCenter 5.0

Feature	Description
Additional "out of the box" models	NerveCenter 5.0 includes the following sample models: ◆ Host Resource Models ◆ Cisco Environmental Models ◆ Catalyst Environmental Models ◆ InfoCenter Collector Event Logging Model ◆ ICMP Enhanced Processing Model See the *Behavior Models Cookbook* for additional details.
Additional "out of the box" MIBs	The MIB file distribution has been updated and expanded. Upgrades and additions have been made to RFC and Vendor MIB directories.
ThreatCenter integration	The InfoCenter Console can now receive NerveCenter informs for more centralized event presentation and management.
	A new NerveCenter Connector allows NerveCenter to receive additional data feeds from ThreatCenter for correlation purposes (e.g., Syslog, log files, database tables, WMI, and Snort).
Perl module upgrades	The Perl modules included with NerveCenter have been updated and expanded; these include: DBI, Net-SNMP, Net-Telnet, Net-TL1, XML-Parser, DBD-MySQLPP, and DBD-ODBC.
Perl module integration	NerveCenter 5.0 includes the complete Perl 5.8.3 environment to allow for easier installation and integration of additional Perl modules.
NCCMD enhancements	The NCCMD command line utility no longer requires a client license to connect to NerveCenter Servers. Also, NCCMD can now add nodes in addition to editing their attributes or deleting them.
PAM support on UNIX/Linux	UNIX and Linux versions of the NerveCenter Server now authenticate user login requests through the host Pluggable Authentication Modules (PAM) system.

TABLE 12. New Features in NerveCenter 5.0 (Continued)

Feature	Description
Enhanced ICMP Listener	ICMP handling has been enhanced to provide better information about the network traffic layer and additional ways to monitor it.

NerveCenter 5.0 contained the following fixes.

TABLE 13. Fixes in NerveCenter 5.0

Issue	Description	Resolution	RHEL	Sol	Win
22217	NerveCenter would not accept MD5 passwords on Solaris 10.	Added support for MD5 and Blowfish password formats in the ncsecurity utility.	✓	✓	
22581	Instance Scope alarms fail to come out of Ground after occurrence.	Corrected Alarm Instance handling, allowing Instance scope alarms to come out of Ground as needed.	✓	✓	✓
14250 22932	Reloading the MIB causes the NerveCenter server to exit.	The MIB can no longer be reloaded at runtime; you must now: 1. Stop ncserver. 2. Back up the current nervecenter.mib and mibnamemap.txt files (or rename them to nervecenter.mib.old and mibnamemap.txt.old). 3. Copy in the new nervecenter.mib and mibnamemap.txt files. 4. Restart ncserver.	✓	✓	✓
23255	Installation fails to prepare integration between NerveCenter and IBM Tivoli Netcool/OMNIbus.	Corrected NerveCenter installer to properly add a boot script for starting the integration service (paserver).	✓	✓	

Outstanding Issues

The following table lists the known issues in NerveCenter 5.1.

TABLE 14. Outstanding Issues in NerveCenter 5.1

Issue	Description	Win	Linux	Solaris
Multi-Threaded Polling	The Multi-Threaded Poller feature is not supported on Windows.	✓		
23031	NerveCenter SNMP interface: cannot read osincLogDatabaseMaxRecordCount.	✓	✓	✓
23033	NerveCenter SNMP interface: osincFilters not working.	✓	✓	✓
23034	NerveCenter SNMP interface: osincInform table not working correctly.	✓	✓	✓
23162	NerveCenter SNMP interface: osincostnameFilters are not returned correctly on SNMP query.	✓	✓	✓
PDF documentation	Links between NerveCenter documentation PDFs will not work unless the first PDF is launched from within the *install_path*/docs/pdf directory structure.	✓	✓	✓
NerveCenter Administrator and Client do not display on Red Hat Linux Enterprise Server 4	The NerveCenter Administrator and Client do not display on an X (window) display directly connected to Red Hat Linux Enterprise Server 4. If you try to run the Administrator or Client you receive the following error: Wind/U X-toolkit Error: wuDisplay: Can't open display. To view the Administrator or Client, change the DISPLAY variable to **:0**. For example, in a bash shell, enter **export DISPLAY=:0**.		✓	

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris

Symbolic links cause webclient to fail on Red Hat Linux Enterprise Server 4	If you have symbolic links from directories accessed by the web server, the NerveCenter web client fails with the following error: (13)Permission denied: access to /NerveCenter denied. You must use the full path to the web and cgi directories. Edit ncweb.conf located in the HTTP configuration directory (/etc/httpd/conf.d by default). Change the following lines:
	
	`ScriptAlias /NerveCenterCGI/`
	`"/opt/OSInc/nc/web/cgi/"`
	`Alias /NerveCenter "/opt/OSInc/nc/web"`
	
	to use the full path without links. For example, if you have installed NerveCenter in /usr/opt/OSInc/:
	
	`ScriptAlias /NerveCenterCGI/`
	`"/usr/opt/OSInc/nc/web/cgi/"`
	`Alias /NerveCenter "/usr/opt/OSInc/nc/web"`
			✓	

Compatibility issues between 5.1 and previous releases	NerveCenter 5.1 is incompatible with previous releases of NerveCenter. There are changes to the software that prevent this version from interpreting with earlier releases of NerveCenter installed on other machines. Update all systems to NerveCenter 5.1.	✓	✓	✓
SNMP Agent failure	If you rapidly and repeatedly enable and disable the SNMP Agent service, the SNMP Agent may fail. You can only restart the SNMP Agent by restarting your machine.	✓		
Poll Condition text error	If you use the auto-text insertion for elapsed in a poll condition (right-click a poll condition and select Poll Condition > other functions > elapsed), NerveCenter inserts `elapsed` (instead of `elapsed`.	✓	✓	✓
firetrigger $ANY changes subobject to $ANY	If you have an instance scope alarm and call firetrigger $ANY the subobject gets changed to $ANY.$ANY in the alarm view.	✓	✓	✓
Cannot fire trigger if use AssignPropertyGroup() perl function in trigger function or poll condition	Use of the AssignPropertyGroup() perl function in a mask trigger function or poll condition appears to prevent any triggers being fired in the same trigger function or poll condition for that node.	✓	✓	✓

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
Client hanging or freezing	From NerveCenter client, in the Connect to Server window, after you enter the connection information (Server Name, user ID, and Password) and click Connect, the client may freeze. If you have autoconnection set up in client, the client may hang before you can see the Aggregate Alarm Summary window.			
The browser path must be entered correctly the first time NC is installed	When installing the NerveCenter Client and or the NCadmin the user is asked for a path to the browser. If this is not entered the during the first installation a subsequent installation will not correct the problem. The workaround is to uninstall and reinstall with the correct path the first time.		✓	✓
SerializeDB import file types operate on both file types but only one is selected	The NerveCenter utility, SerializeDB, has an Import file to database option that enables you to import only `.asc` file types; however, SerializeDB will allow you (incorrectly) to also select `.ncdb` file types for import without displaying an error. Some users might incorrectly think that the `.ncdb` file SerializeDB allowed them to select was actually imported.	✓		
Error message displays when disconnecting from a remote Server	When disconnecting a NerveCenter Client from a remote connection to a Windows server running an Access database, the Client displays a "Can't remove system datasource" message. This message has no effect on the database, and no data is lost.	✓		

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
Severities of nodes in node list do not show highest severity of current alarms	Nodes appearing in the node list should reflect the highest severity level of all of the alarms that have transitioned for that node. For example, if an alarm transitions a node to a Critical Severity but then another alarm transitions the node to a Minor Severity, then the aggregate severity for the node that appears in the node list should be Critical. In reality, the aggregate severity of the node in the node list changes to Minor. NerveCenter does not correctly track terminal states of alarms when those states have no outbound transitions. The workaround is to: ◆ Create a mask with a simple trigger called No_op. ◆ Save the mask and turn it off. ◆ In all affected alarms, add a transition to the last state in the diagram. The new transition should loop back to that state on the No_op trigger (i.e., the *from* and *to* states should be the same).	✓	✓	✓
Configuration settings lost during upgrades	When upgrading from NerveCenter 3.7 or 3.8 to 4.0 on UNIX systems, users (other than root) lose their Client and Administrator settings. The NerveCenter installation script does not translate user settings in the registry to an XML file, so things like autoconnect servers, alarm filters, and so on are lost for any users other than root.		✓	✓
Server logs incorrect data for subobjects that are only partially supported in a polled agent's MIB	When NerveCenter polls an agent for more than one columnar object in a table—and the first of these objects has more instances in the table than the secondary object has—then "ghost" data for the missing instances of the second columnar object is logged to the log file if you have a Log-to-File action on the polling transition. The workaround is to create an alarm that transitions out of ground on the table's index.The user can then poll (separately or together) for the other attributes (outErrors, ifdescr) and use SNMPNOSUCHNAME to determine when the poll reaches the end of a row.	✓	✓	✓
NetCool probe reports "Seagate Nerve Center" instead of LogMatrix NerveCenter	The NetCool probe reports NerveCenter informs to NetCool as coming from Seagate NerveCenter instead of LogMatrix NerveCenter. This is a NetCool problem.			✓

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
IIS 5.0 or above issue with Web Collector.	The path to the NerveCenter CGI files is always defaulted to `/program files/openservice/NerveCenter` even if the user installs NerveCenter using a different path. As a result, the user is unable to connect to the Webcollector. This only happens on a machine running Microsoft Internet Information Server (IIS).	✓		
NerveCenter terminates with an error when the NerveCenter Service is stopped	When the NerveCenter Service is stopped, it terminates and sends the following message to the Windows desktop: ncserver.exe - Application Error The instruction at "0x7800d0b9" referenced memory at "0x00000005". The memory could not be "written". Click on OK to terminate the application	✓		
Open modal dialog boxes appear to restrict activity in Client	On UNIX, NerveCenter Client appears to lock up if you are editing an alarm transition and click elsewhere within the main window while the alarm transition dialog box is still open. If you're running CDE, modify the GUI settings from the toolbar. Select Window settings, turn off "Allow primary windows on top," then respond Yes to restarting your window manager. The dialog box now remains on top, forcing you to make any changes you need and select OK before attempting to use other elements.		✓	✓
Using the import model browser	If you choose to instead link the model directory to another location, make sure the other location is not a parent directory of NerveCenter (`/opt` and `/opt/OSInc` by default). If this occurs, NerveCenter Client's browse feature (off of the Import Objects and Nodes dialog) will not be able to browse to your models, popping up an error dialog reading 'no files found'.		✓	✓
Log To Database log maintenance is not working correctly	Truncation of records from the log tables is not occurring at a reasonable point.	✓		
CLI incorrectly displays node severity information	The NerveCenter Command Line Interface (CLI) incorrectly retrieves information about node severity. The information displayed through the CLI does not match severity information displayed in the NerveCenter Client's Node List window.	✓	✓	✓

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
Paserver not designed to connect with OpenView	The NerveCenter Universal Platform Adapter (paserver) terminates when an OpenView Inform connection is made to it. The error is:	✓	✓	✓
	Run-time exception error; current exception: xalloc No handler for exception.			
	Paserver is not designed to handle OV informs, however, it is a very easy mistake to create the inform connection in the NerveCenter Administrator and forget to click the Netcool/Tivoli radio button.			
NerveCenter unable to support eight-bit character sets used for internationalization	UNIX platforms require applications to set the LANG variable to a national locale for applications to be able to support eight-bit characters used in languages such as French and Spanish.		✓	✓
	However, since all LogMatrix NerveCenter applications, and in particular, the ncserver process, does not run if the LANG variable is set to anything other than C, the variable binding information in a trap is not interpreted correctly when there are any eight-bit characters.			
NerveCenter issues SNMP GETs for mismatches between a poll's base object and an alarm's subobject	NerveCenter issues SNMP GETs for polls even when there's a mismatch between a poll's base object and the associated alarm's subobject.	✓	✓	✓
	When an alarm's subobject (SO) does not match the poll's base object, the relevant trigger fired from the poll will never match the alarm's SO.			
CLI displays duplicate server information	When using the NerveCenter Command Line Interface (CLI) and when more than one client is connected to the same server, issuing the command:	✓	✓	✓
	show server -c			
	causes NerveCenter to display information about the first server twice.			
Client (sometimes) abnormally terminates and dumps core when attempting to edit an alarm	When attempting to edit an alarm, upon first opening the alarm the NerveCenter Client may crash and dump core. This does not happen all of the time, but it does happen often enough to be reproducible.			

Issue	Description	Win	Linux	Solaris
Client not properly notified of AutoClassification status on server startup	When the NerveCenter Server is auto classifying nodes at the time a NerveCenter Client connects, the connecting Client does not get an `Autoclassify in progress...` status bar message.	✓	✓	✓

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
Repeated mouse clicking causes Client to abnormally terminate	When one performs actions in the NerveCenter Client that requires repeated mouse clicks, the Client can abnormally terminate.			✓
Custom severities are unreadable if light colors are chosen	NerveCenter uses white text automatically for all user-defined severities. If light colored backgrounds are chosen, severity text will not be readable. For pre-defined severities, NerveCenter is configured to use black text with light colored severities.	✓	✓	✓
No varbinds sent when ICMP_ERROR fired	When the trigger ICMP_ERROR is fired after an SNMP poll, the trigger does not include variable bindings, such as uctype and uccode, that might be useful for determining the cause of the error. Currently, the trigger is fired along with PORT_UNREACHABLE, NET_UNREACHABLE, and/or NODE_UNREACHABLE triggers. (Varbinds are included when the trigger is fired after an ICMP poll.)	✓	✓	✓
Some ICMP_ERROR codes are incorrect	When the trigger ICMP_ERROR is fired, a few of the ICMP error codes are reported in log files with the type and code pasted together. For example, a uctype=5 and uccode=2 results in an error code of 52, whereas the error code should be 2. NerveCenter concatenates values for the following types and codes: ◆ uctype = 5 with error codes 0, 1, 2, and 3 ◆ uctype = 11 with error codes 0 and 1 ◆ uctype = 12 with error codes 0 and 1 If you attempt to match nl-ping-uctype=5 and nl-ping-uccode=2 in a Perl subroutine or poll condition, the condition is not matched because NerveCenter returns an incorrect value.	✓	✓	✓

Outstanding Issues

TABLE 14. Outstanding Issues in NerveCenter 5.1 (Continued)

Issue	Description	Win	Linux	Solaris
Client Window menu lists non-existent untitled windows	Extra windows are listed in the NerveCenter Client's Window menu. Windows that are actually open are listed correctly after the extra ones.	✓	✓	✓
Ipsweep ignores Ctrl-C	When running the ipsweep process, you must convert ipsweep to background (Ctrl Z) before you can kill the process. You can not stop ipsweep with the Ctrl C command.	✓	✓	
Variables listed in command actions must be preceded and followed by whitespace	When creating a command action for an alarm transition, you can not include a subobject variable after a base object. Placing a punctuation mark behind the base object variable causes that variable to be left out when processing the command.	✓	✓	✓
	For example: `echo $NodeName $TriggerBaseObject.$TriggerInstance > /tmp/test`			
	Should return something like the following:			
	NodeName system.0			
	Actually, it returns the following:			
	NodeName .0			
	Workarounds for this example are: `echo $NodeName $TriggerBaseObject $TriggerInstance $TriggerBaseObject >>/tmp/test1`			
	`echo $NodeName $TriggerBaseObject '.' $TriggerInstance $TriggerBaseObject >>/tmp/test1`			
Two clicks are required for commands in the Transition Definition dialog box	When creating a transition for an alarm definition, after you open the Transition Definition dialog box, you must click any button two times (New Action, OK, Cancel, Help) before the command is activated.			✓

LogMatrix Technical Support

LogMatrix 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 IT management software.

Professional Services

LogMatrix 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

LogMatrix 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@logmatrix.com.

For Electronic Support

LogMatrix 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.

LogMatrix Technical Support

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

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@logmatrix.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 LogMatrix website www.logmatrix.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.

For User Community Access

You can seek as well as share advice and tips with other NerveCenter users at http://community.logmatrix.com/LogMatrix/