



NerveCenter 6.2 Release Notes

**Windows and UNIX
Version 6.2**

October 2015

NCRN62-00-13

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Contacting LogMatrix


LogMatrix, Inc.
2 Mount Royal Ave, Suite 250
Marlborough, MA. 01752 USA


Phone (+1) 800-892-3646
Fax 774-348-4953

contact email: info@logmatrix.com
customer support: support@logmatrix.com

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Website: <http://www.logmatrix.com>

Documentation:

<http://docs.logmatrix.com/NerveCenter/>

Forum: <http://community.logmatrix.com/LogMatrix>

Blog: www.logmatrix.com/blog



NerveCenter 6.2 Release Notes

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

Upgrades: An existing site can move directly to NerveCenter 6.2 from any NerveCenter 4.1, 5.0, 5.1, 5.2, 6.0 or 6.1 release, patch, or hotfix. NerveCenter version 6.2 is not compatible with prior releases in that the NerveCenter 6.2 Server needs to interact with the matching NerveCenter 6.2 Desktop toolset.

Please read **New Features** for information about the changes found in NerveCenter 6.2.

NC6.2 is a new release as of May 2015. All accumulated patches following the release of NC6.2 are included in this release.

To upgrade from versions prior to 4.1, contact LogMatrix. (techsupport@logmatrix.com)

Availability

The **NerveCenter 6.2 Server** is provided as an installable software package consisting of the NerveCenter Desktop toolkit plus the Server, a library of sample NerveCenter Models, and network management platform integration components. This package is available for Linux and Solaris for the following platforms:













- * RedHat Enterprise Linux 6 / x86_64
- * CentOS 6 / x86_64
- * Oracle Linux 6 / x86_64
- * Oracle Solaris 10 and 11 / SPARC
- * SUSE Linux Enterprise Server (SLES) 11.3 / x86_64

The **NerveCenter 6.2 Desktop** toolset is available for the Linux, Solaris and Windows operating systems. The Desktop toolkit is included within the NerveCenter Server product for Linux and Solaris and is available as an independent software package for the Windows operating system.

The NerveCenter 6.2 Desktop toolkit is provided as an installable software package consisting of the NerveCenter Client and Administrator applications, NerveCenter Command (a command-line utility), documentation and the mibTool MIB Compiler. The packages is available for Windows platforms:

- * Microsoft Windows XP, Vista, 7, 8.1 and 10
- * Microsoft Windows Server 2003 R2, 2008 R2 and 2012 R2

Table 1 NC6.2 Component Availability

	NerveCenter Server Package	NerveCenter Desktop Package
NerveCenter Client app (ncclient.exe)		
NerveCenter Admin app (ncadmin.exe)		
NerveCenter Command (nccmd.exe)		
MIB Compiler and MIB module library		
NerveCenter Server		
NerveCenter Behavior Models library		
NerveCenter Samples library		
NerveCenter Utilities (trapgen, ncget, ncping, nclistener, ipsweep, etc.)		



Requirements

This section describes the hardware and software requirements to install NerveCenter 6.2.

Software Requirements

This section describes the operating system and software requirements for NerveCenter 6.2.

Linux Requirements

Table 1: Linux Platform Requirements

Linux Component		NerveCenter Component	
		Server	Desktop
Operating System	RedHat Enterprise Linux 6.x 32- or 64-bit (x86 or x86-64) CentOS 6.x 32- or 64-bit (x86 or x86-64) Oracle Linux 6.x 32- or 64-bit (x86 or x86-64)	Required	Required
Graphical Desktop	GNOME	Required	Required
IP Addressing	Fixed IPv4 address and hostname	Required	N/A
Network Management (optional)	HP OpenView NNM 7.53	Optional	N/A
PDF Reader	Adobe Acrobat Reader, evince or similar	N/A	Optional

For 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.

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.

NOTE: For customers updating from NerveCenter 6.0 and earlier to NerveCenter 6.1 and above, a rebuild of the precompiled MIB is needed to capture needed SNMP Trap information. All sites are required to compile their site specific MIBs using the NerveCenter MIB Compiler, mibTool. To use the mibTool, you must install Java™ Platform, Enterprise Edition 6 or higher. (<http://www.java.com/>)

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.

Solaris Requirements

Table 2: Solaris Platform Requirements

Solaris Component		NerveCenter Component	
		Server	Desktop
Operating System	Solaris10/SPARC Solaris11/SPARC	Required	Required
Graphical Desktop	Java Desktop, or GNOME, or CDE	Required	Required
IP Addressing	IPv4 address	Required, Fixed	N/A
	IPv6 addresses	Optional	N/A
Network Management (optional)	HP OpenView NNM 7.53 IBM Tivoli Netcool/OMNIBus	Optional (Solaris 10 11/06 Edition recommended for use with NNM)	N/A
PDF Reader	Adobe Acrobat Reader	N/A	Optional

For 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.

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 Java Desktop desktop included in these Solaris 10 distributions satisfies this requirement. Each is an X11 environment and provides the required X11 software.

NerveCenter requires the following Solaris software packages from the Solaris 10 release media: SUNWxwplt, SUNWxwice, and SUNWmfrun.

NOTE: For customers updating from NerveCenter 6.0 and earlier to NerveCenter 6.1 and above, a rebuild of the precompiled MIB is needed to capture needed SNMP Trap information. All sites are required to compile their site specific MIBs using the NerveCenter MIB Compiler, mibTool. To use the mibTool, you must install Java™ Platform, Enterprise Edition 6 or higher. (<http://www.java.com/>)

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 with Netcool/OMNIbus you 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

Windows Component		NerveCenter Component
Operating System	Windows 7 Professional / Ultimate Windows Vista Business / Ultimate SP2 Windows Server 2008 R2 Windows Server 2003 R2 Windows XP Professional SP3	Any 32- or 64-bit version
IP Addressing	Fixed IPv4 address and hostname	N/A
Network Management (optional)	HP OpenView NNM 7.53 IBM Tivoli Netcool/OMNIbus	N/A
PDF Reader	Adobe Acrobat Reader 7+	Optional

NOTE: For customers updating from NerveCenter 6.0 and earlier to NerveCenter 6.1 and above, a rebuild of the precompiled MIB is needed to capture needed SNMP Trap information. All sites are required to compile their site specific MIBs using the NerveCenter MIB Compiler, mibTool. To use the mibTool, you must install Java™ Platform, Enterprise Edition 6 or higher. (<http://www.java.com/>)



Hardware Suggested Minimums

The following tables list the suggested minimum computer hardware configuration for NerveCenter 6.2. These suggested minimums assume the machine is running the base operating system and the NerveCenter Server components only.

NerveCenter Desktop components (nccmd, client, ncdadmin, mibtool, documentation) can be run on any PC meeting these suggested minimums. Recommended platforms for NerveCenter Server on Windows are: Windows Server 2003 R2, Windows Server 2008 R2 and Windows 7.

Table 4: Recommended Hardware - NerveCenter Server without Additional Pollers

	Solaris	Linux
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
CPU	UltraSPARC T2 [Plus]	Intel Xeon X3400 Series @ 2.4+ 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 document [Installing NerveCenter](#), available as the file **install.pdf** in the root directory of the release media or of the download. Documentation is also available online at docs.logmatrix.com

Caution: Before installing or upgrading NerveCenter, you should review the **New Features** section.

For other information about NerveCenter, see the documentation available in the InstallPath/docs directory of the Client or Administrator or online at docs.logmatrix.com.

Upgrading to NerveCenter 6.2

The following steps are performed when upgrading.

Confirm that the target systems meet the platform requirements described in these Release Notes.

- ✿ Stop all NerveCenter applications and processes.
See “Stopping NerveCenter Processes” in [Installing NerveCenter](#).
- ✿ Back up any files you want to save.
See “Backing Up Your NerveCenter Database and Files” in [Installing NerveCenter](#).
- ✿ Upgrade or Uninstall NerveCenter.
If you are upgrading the existing 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” in [Installing NerveCenter](#).

Notices

NerveCenter Licensing

NerveCenter, beginning with release 5.1.00, uses a new licensing mechanism. Instead of serial numbers or license keys, you must obtain a license file for each NerveCenter server.

NerveCenter Server processes cannot be started without this file.

The NerveCenter Client and Administrator, the NerveCenter Command (command-line utility) and mibTool MIB Compiler do not require a license.

You will receive a hostname.dat file for each NerveCenter server you are licensing. This license file must be copied to **/opt/OSInc/conf/** (UNIX).

Contact your LogMatrix representative to obtain any required license files.

NerveCenter and IPv6

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

- * Monitored or traversed networks and devices must support the IPv6 protocol. If IPv6 devices reside on different network than the NerveCenter management node, the appropriate routers and gateways must support IPv6 routing.
- * The SNMP Agents on your IPv6 devices may need to be configured to support all SNMP requests on IPv6.
- * DNS, NIS, or other network services must be properly configured to use name resolution for IPv6 addresses.
- * The host for each NerveCenter server must support both IPv6 and IPv4.

While NerveCenter supports monitoring IPv6 networks, the following limitations apply:

- * Communication between the NerveCenter server, the Administrator, and the Client 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 might not support IPv6; you need to check.
- * Communication between NerveCenter and the HP OpenView NNM and IBM Tivoli Netcool/OMNIBus network management does not support IPv6.

NerveCenter 6.2 Models

The models provided with NerveCenter are for demonstration use only, and are not intended for production.



NerveCenter 6.2 Issues/Features

The following tables show the issues resolved by NC6.2 (by build number) and NC6.2.xx known issues.

Table 6: Issues resolved with NC6.2 by build number

Build #	Function	Description
Bld7	GA	General Availability Release
Bld8	May, 2015	Addition of AddVarbinds API to Poll OnStart and OnEnd handlers.
Bld9	May, 2015	Bug fixes for 'SMTP Mail' and 'Send SMS' actions. SendTrap() supports SNMPv2 and SNMPv3 Informs.
Bld10	June, 2015	General patch release
Bld11	August, 2015	Add SUSE11 support. TrapCenter improvements
Bld12	Sept, 2015	General patch release.
Bld13	Oct, 2015	TrapCenter improvements: Inclusion of ncEventRecorder alarm model and ncEventPlayer utility. Installer improvements.

Table 7: NC6.2.xx Known Issues

Issue	Description
MIB Query Results table resizing	Table does not always resize correctly. Workaround is to export table and view the exported file.

New Features

NC6.2

NerveCenter 6.2 release contains everything included in the NC6.1-bld28 releases. NC6.2 adds the following additional functionality, relative to NC6.1-bld28:

- * Upgrade of the included Perl environment from 5.8.3 to 5.14.4.
- * Re-implementation of the Send Mail Action and the addition of a Send SMS Action.
- * Provides better installation and run-time operation for RHEL6.5+/x64.
- * Enhanced Node List and Node manipulation features:
 - * Expanded range for the SetAttribute Action, covers all Node attributes
 - * Perl API provides identical coverage
 - * Attributes can be added to nodes on the fly. User-defined attributes are part of each node's persistent data.
- * Introduces a Perl API that can be run from any Perl5.8+ environment:
 - * For use within NC Server Perl environments *and* by external Perl scripts.
 - * Provides access to the local as well as remote NC6.2 Servers.
 - * Allows Node List traversal and manipulation (get/create/delete nodes)
 - * Allows manipulation of nodes and their attributes.
- * Enhanced nccmd functionality to cover Perl API enhancements
- * Sample API usage file added at /opt/OSInc/Samples/api/

NOTE: If you are moving to NerveCenter 6.2 from a version *prior* to NC6.1Bld23, you should review the NC6.1 Release Notes for the NC6.1 New Features list as the list of New Features in NC6.1 is fairly extensive.



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 our NerveCenter 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

Telephone Support

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

E-Email support

E-mail: techsupport@logmatrix.com.

Online Access

For additional NerveCenter support information, please go the LogMatrix website www.logmatrix.com for access to the following sections of information.

Software Alerts – latest software alerts relative to NerveCenter.

User Community Access

You can seek as well as share advice and tips with other NerveCenter users at

<http://community.logmatrix.com/LogMatrix/> .

Contact Support@logmatrix.com for:

- Patches and Updates – latest installation files, patches and updates including documentation for NerveCenter.