Open NerveCenter

NerveCenter 4.0.3 Release Notes

Windows and UNIX

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NerveCenter 4.0.3

Open 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 4.0.3 from any NerveCenter 3.8 or 4.0 release, patch, or hotfix.

Please read *New Features and Fixes* on page 14 for information about what new features NerveCenter 4.0.3 contains.

Read This First

Disclaimer: These release notes are for use with NerveCenter 4.0.3 and supersede all existing documentation.

The models provided with NerveCenter 4.0.3 are for demonstration use only, and are not intended for production.

Requirements

This section describes the hardware and software requirements to install NerveCenter 4.0.3 and contains the following:

- *Software Requirements*
- *Hardware Requirements*

Software Requirements

This section describes the operating system requirements to install NerveCenter 4.0.3, and the version requirements for integration with Network Management platforms such as Hewlett-Packard OpenView.

- *Operating System*
- *Network Management Platforms*
- *Web Servers*
- *Web Browsers*

Operating System

NerveCenter 4.0.3 works with the following operating systems. See the following sections for details about operating system requirements:

- *HP-UX*
- *Linux*
- *Solaris*
- *Windows*

HP-UX

- HP-UX 11.0 with the following recommended patches:
  - PHSS_27230: s700_800 11.00 X/Motif 32bit Runtime Periodic Patch
  - PHSS_24627: aCC 3.33 (or PHSS_26945 for aCC3.37)

TIP

QPK1100 B.11.00.62.4 patch bundle includes PHSS_27230 and PHSS_26945.

CAUTION

For HP-UX 11.0 you must increase file handles to 200.

NOTE

If you are running HP OpenView 7.01, you need the following additional patches:
PHKL_25613: IDS/9000; file/socked syscalls; eventports
PHKL_24064: eventport (/dev/poll) pseudo driver

- NerveCenter requires a CDE desktop installed.
- The machine should have a fixed IP Address and Hostname.
- You must upgrade your browser to at least Netscape 7 or Mozilla 1.6
- 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.

Linux

- RedHat Enterprise Server 3.0 with the most recent recommended patches.
- X-Windows software with Motif or CDE to run the following NerveCenter components: Client, Administrator, and SerializeDB.

  An X server must be installed but does not have to be running to run the following NerveCenter components: Server, Command Line Interface (CLI), Importutil, and IPSweep.

  The DISPLAY variable must point to a valid X display for the following NerveCenter components: Client, Administrator, IPSweep, and SerializeDB
- NerveCenter requires a Gnome desktop installed.
- The machine should have a fixed IP Address and Hostname.
- You must upgrade your browser to at least Netscape 7 or Mozilla 1.6
- 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

- Solaris 8 with the following recommended patch:

  Most recent Recommended Patch Bundle for Solaris 8

NOTE

NerveCenter no longer functions after applying the Solaris Recommended Patch Bundle for Solaris 8 dated June 27, 2003. The following error message appears in the ncserver.log file in the /tmp directory located in NerveCenter home directory.

Assertion failed: 0, fil ./lnk/throw.cc, line 366

If you have not yet installed this patch bundle, you can comment out patch 109147-24 from the patch_order file that is processed by the install_cluster script. If you have installed this patch bundle, back out patch 109147-24. For further information about patch 109147-24, please visit Sun's website.

- X-Windows software with Motif or CDE to run the following NerveCenter components: Client, Administrator, and SerializeDB.

  An X server must be installed but does not have to be running to run the following NerveCenter components: Server, Command Line Interface (CLI), Importutil, and IPSweep.

The DISPLAY variable must point to a valid X display for the following NerveCenter components: Client, Administrator, IPSweep, and SerializeDB

- NerveCenter requires a CDE desktop installed.
- The machine should have a fixed IP Address and Hostname.
- You must upgrade your browser to at least Netscape 7 or Mozilla 1.6
- 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

- Windows XP Professional with the following recommended service pack:

  Service Pack 2
- Windows 2000 Professional and Server with the following recommended service pack:

  Service Pack 4
- Windows 2003 Server with the following recommended service pack:

  Service Pack 1
- The machine should have a fixed IP Address and Hostname.

NerveCenter is also compatible with the following databases:

- MS SQL 7.0
- MS SQL Server 2000

  If NerveCenter uses a SQL Server database, the database must be case insensitive.
- Microsoft BackOffice v2.5 requires Microsoft Windows NT 4.0 Server for SQL Server.
- Microsoft Access
- ODBC 3.5 and 3.6

Network Management Platforms

NerveCenter 4.0.3 can be used as a stand-alone system or in conjunction with the following network management platforms:

- HP OpenView Network Node Manager 6.2 or above
- HP OpenView Network Node Manager 7.0

NOTE

OVPA, the integration component of NerveCenter for HP OpenView is not supported on Linux.

- IBM NetView 7.13 (Solaris and AIX 5.1)
- CA Unicenter TNG 2.1

  If NerveCenter uses a SQL Server database, the database must be case insensitive, the default. CA Unicenter users should be aware that Unicenter uses a case sensitive SQL Server. Therefore, when integrating NerveCenter with CA Unicenter a separate SQL Server database should be used.

- Tivoli TME 10
- Micromuse Netcool/OMNIbus 3.3

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

NOTE

SEMSOPCA, the tool used to integrate with HP OpenView IT/Operations A.04.00, is provided for historical purposes only. It is depreciated and not supported.

Web Servers

This version of NerveCenter is compatible with the following web servers:

- Apache 1.3.x and 2.0.x for Solaris and HP-UX
- Microsoft Internet Information Server (IIS) 5.0 (Windows 2000), ISS 5.1 (Windows XP) Web Browsers

The following web browsers can be used with the NerveCenter Web Collector:

- Microsoft Internet Explorer 5.5 and 6.0 (Windows only)
- Netscape Navigator 7.0 or above

Web Browsers

To use the Open NerveCenter online documentation and help, you may use the following browsers:

- Internet Explorer 4.0, 5.0 or 6.0 or above

  You must configure Active Content to run on your machine with Internet Explorer version 6. Select Tools > Internet Options > Advanced > Security. You must enable the following option for the search to work: **Allow active content to run in files on My Computer**.
- Mozilla 1.6 or above
- Netscape Navigator 7.0 or above

NOTE

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

Hardware Requirements

Following is a table listing the minimum hardware configuration required for the system running NerveCenter 4.0.3. The figures assume the machine is running the base operating system and NerveCenter only.

TABLE 1-1. Minimum Hardware Requirements

HPUX	Solaris	Linux and Windows
512 MB RAM; 1024 MB Swap	512 MB Ram	512 MB RAM
440-MHz PA-8500 2.0	450 MHz UltraSPARC-II module	1 GHz Intel Processor
20 GB disk space	20 GB disk space	20 GB disk space
Color monitor, 1024 x 768, 256 colors	Color monitor, 1024 x 768, 256 colors	Color monitor, 1024 x 768, 256 colors

- The process /usr/sbin/rpcbind must be running on UNIX systems for the NerveCenter Server to start.
- HP-UX systems also require 25 MB RAM in the /tmp directory.

Installation

Installation instructions for NerveCenter can be found in the book *Installing NerveCenter* available at the root of the CD as install.pdf.

CAUTION

Before installing NerveCenter 4.0.3, you should read the sections New Features and Outstanding Issues for important information about behaviors that require additional explanation.

If you are upgrading from a previous version of NerveCenter, see *Upgrading NerveCenter.*

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

Additional Step for First-time, OVPA-only Installs

For a first-time, OVPA-only install, users must add one or both of the following two lines to their local /etc/services file (or the /etc/services file on the NIS server, if running NIS):

- nl-nc-opc-adapt 6028/tcp
- nl-nc-plat-adapt 6024/tcp

The first line applies to Operations Center and ITO adapters. The second line applies to OpenView platform adapters. Editing the services file requires root privileges on the host platform.

If you are making these changes on an NIS server, you will need to run 'make services' from the /var/yp directory to push the changes out to NIS clients.

These entries tell the platform adapters which TCP port to open for communications with NerveCenter Servers. If the required entry or entries is absent, the platform adapter will exit on startup with an Accept Socket Error.

Upgrading to NerveCenter 4.0.3

The following sections describe the different upgrade paths you must take when installing NerveCenter 4.0.2 over existing versions of NerveCenter.

- *Upgrading from NerveCenter 3.8 or Previous Versions*
- *Upgrading from NerveCenter 4.0*
- *Upgrade Information for MS-Access Users*

Upgrading from NerveCenter 3.8 or Previous Versions

- NerveCenter 4.0.3 components are not compatible with older NerveCenter components. For example, a 3.8 NerveCenter client will not connect with a NerveCenter 4.0.3 server. You must upgrade all NerveCenter components at the same time, including integration components such as ovpa, semsopca, and paserver.
- If you are using an Access database on Windows, you must serialize your existing database before you upgrade to NerveCenter 4.0.3. If you do not serialize your database before installing NerveCenter 4.0.3, you will need to reinstall the old version of NerveCenter to serialize your database.
- You must uninstall your 3.8 or older version of NerveCenter before installing NerveCenter 4.0.3.

Upgrading from NerveCenter 4.0

When upgrading from NerveCenter 4.0, you can follow the instructions in *Upgrading NerveCenter* and *Installing NerveCenter* to install a completely new version, or you can install over your existing version of NerveCenter.

INSTALLING NERVECENTER 4.0.3 OVER AN EXISTING NERVECENTER 4.0 INSTALLATION (UNIX)

1. Run the installation script as described in *Installing NerveCenter*.

   If you are installing over an existing version, the script asks where you want to install NerveCenter and displays the current directory.

2. Accept the current directory as your installation directory and press **Enter**.

   The script then asks whether you want to upgrade the existing files or install and leave the existing files untouched. For a typical upgrade, you would choose the first option—to upgrade files to NerveCenter 4.0.

3. Choose the upgrade option and press **Enter**.

   The script then lists the components currently installed. You can add more components to your installation by typing the corresponding letter for each.

4. Choose any additional components by typing the corresponding letter for each and pressing **Enter**. If you don't want additional components, just press Enter.

   The script continues to display the currently-installed options with each prompt. Make changes as appropriate for your upgrade.

   After Setup has completed successfully, you are ready to start NerveCenter.

INSTALLING NERVECENTER 4.0.3 OVER AN EXISTING NERVECENTER 4.0 INSTALLATION (WINDOWS)

1. Run the installation program as described in *Installing NerveCenter*.
2. Specify your installation options when the installation wizard prompts you for them.

   If you are installing over an existing version, Setup displays the currently-installed options. If not, Setup displays a default with each prompt.

NOTE

When asked whether you want DBWizard to set up your database after installation, leave the default selection of No.

Setup installs NerveCenter, using the options you specified.

Upgrade Information for MS-Access Users

CAUTION

Windows users that run NerveCenter with an MS-Access database must serialize their data *before* upgrading to NerveCenter 4.0, because version 4.0 of the SerializeDB utility does *not* serialize version 3.8 data.

UPGRADING TO NERVECENTER 4.0.3 WITH AN MS-ACCESS DATABASE:

1. Before starting the NerveCenter upgrade, serialize your NerveCenter MS-Access database using SerializeDB.
2. As with any software upgrade, back up your database.
3. Uninstall your old version of NerveCenter.
4. Install NerveCenter 4.0.3.
5. Use DBWizard to create a NerveCenter 4.0.2 database and to load the serialized file you created in step 1.

   For more information, refer to *Upgrading NerveCenter*.

Serial Numbers (License Keys)

The serial number (license key) you will need to operate NerveCenter depends on the following scenarios:

- If you have just purchased or are evaluating NerveCenter, please use the serial number provided by your Open representative.
- If you are on maintenance and are upgrading to NerveCenter 3.8, your existing serial number (license key) will continue to work.
- If you are a current NerveCenter user but not on maintenance, you will need to purchase an upgrade with maintenance by calling the Open Customer Administration Services group at 1-888-886-1085 ext. 3.

NOTE

Four characters are not used in NerveCenter serial numbers. These characters are: 0 (zero), 1 (one), 5 (five), and Q.

NOTE

WebCollector connections to a NerveCenter Server do not require an additional client connection license.

New Features and Fixes

The following table describes the fixes in NerveCenter 4.0.3.

TABLE 1-2. Fixes in NerveCenter 4.0.3

Tracking Number	Description
19208	Fixed timing of the Protocol Manager's handlers for timeouts/retries and error responses. Fixed implementation of the "nl-ping" scalar group.
18961	Fixed paserver.
18753	Fixed Inform queuing in OVPA.
18740	Fixed NerveCenter web client.
18780	Fixed Client connection issue with Active Directory.
18679	Fixed error in ncserver where managing or unmanaging a large number of nodes caused ncserver to crash.
18589	Fixed error with SNMP SET in ncserver.
18512	Fixed error with ncserver and log to file.
18522	Fixed error in ncserver with Clear Trigger.
18500	Fixed error in ncserver with startup.

The following table describes the fixes in NerveCenter 4.0.2.

TABLE 1-3. Fixes in NerveCenter 4.0.2

Tracking Number	Description
16728 17640	Fixed the delta() function for all SNMP v1 and v2 varbind types.
16732 17180	Fixed Send Trap action.
17682 16445 17855 17868	Fixed ncserver logic.
17572	Improved OVPA performance.
17649	Fixed OpenView trap source issue.
17681	Fixed polling issue.
17714	Fixed memory management issue in ncserver.
17869	NerveCenter events are now relayed to OpenView when NerveCenter is the trap source.
17867 17907	Fixed SMTP Mail Action.
17919 UNIX only	Fixed .ncdb file limitation. ncserver can now read .ncdb files with lines containing more than 4000 characters.
18261 18226 Windows only	Fixed excessive growth of the database.

The following table describes the new features of NerveCenter 4.0.

TABLE 1-4. New Features in NerveCenter 4.0

New Feature	Description
Multiple Perl Interpreters	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. NerveCenter 4.0 gives 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. *Upgrading Perl* in *Upgrading NerveCenter* describes this new Perl architecture in detail.
OVPA	OVPA has a new argument, -preferredAddrOnly, which limits the SNMP addresses sent from OVPA to NerveCenter during resync. *ovpa* in *Managing NerveCenter* describes this feature in detail.
IP and Hostname Filters	You can now filter by hostname when importing nodes from a node list or network management platform. You can also chose whether or not to apply IP and hostname filters when importing node lists. *Filtering Nodes* in *Managing NerveCenter* describes here features in detail.
Disable DNS Lookup	To improve NerveCenter performance, you can now disable the DNS lookup of discovered nodes. Additional improvements have been made to improve the efficiency of DNS lookups when these queries are in effect. When a large number of traps are received in a short period from an unknown address to be discovered, NerveCenter will not queue multiple DNS lookups of the same address. *Adding Nodes Discovered from Traps* in *Managing NerveCenter* describes this feature in detail.
Username and Password Required	NerveCenter now requires a username and password when you connect to a Client or Administrator, even on Windows installations.
AuditTrail.log	Introduced in NerveCenter 3.8, NerveCenter records changes to behavior model components to AuditTrail.log. This log can assist when debugging behavior models. *Behavior Model Log* in *Designing and Managing Behavior Models* describes this feature in detail.

TABLE 1-4. New Features in NerveCenter 4.0 (Continued)

New Feature	Description
Revised Built-in Triggers	The built-in triggers INFORM_CONNECTION_DOWN and INFORM_CONNECTION_UP now monitor the connection to paserver as well as the connection to OVPA.
Updated Microsoft SNMP Trap Source (MSTRAP)	NerveCenter 4.0 supports WinSNMP, an updated Microsoft SNMP trap service. This updated trap service supports SNMP v2c traps.
SEMSOPCA depreciated	The SEMSOPCA binary in NerveCenter 4.0 is provided for historical purposes only. It is depreciated and not supported.
Mibcomp37	If you are upgrading from prior versions of NerveCenter, Mibcomp37 is provided for use with your old MIBs. *Using Mibcomp37* in *Upgrading NerveCenter* describes this feature in detail. Mibcomp37 is not installed on Linux platforms.
Revised Help	NerveCenter 4.0 includes new, revised help. This help system is HTML based and requires a browser to view. To view the help on UNIX, you must specify a path to a supported web browser when installing NerveCenter. See *Installing NerveCenter on UNIX* in *Installing NerveCenter* for details. If you are using Internet Explorer 6, you must configure Active Content to run on your machine. Select Tools > Internet Options > Advanced > Security. You must enable the following option for the search to work: **Allow active content to run in files on My Computer**.

Outstanding Issues

The table below lists all the known problems in NerveCenter v4.0.2.

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2

Issue	Description	Win	Linux	HP-UX	Solaris
Compatibility issue between 4.0 and previous releases	NerveCenter 4.0 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 4.0.	✓	✓	✓	✓
MSTRAP requires Windows XP or 2003 wsnmp32.dll	If you are using MSTRAP as your trap source, you must use the \%SystemRoot%\System32\wsnmp32.dll provided with Windows XP and Windows 2003. If you are using Windows 2000 and want to use MSTRAP as your trap source, you must upgrade wsnmp32.dll.	✓			
Behavior models not intended for production	The behavior models provided with NerveCenter are for demonstration or example purposes only, and are not intended for production.	✓	✓	✓	✓
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 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
File Table Overflow error with HP OpenView 7.0	If NerveCenter is running on HP-UX 11.0, co-resident with HP OpenView Network Node Manager and you encounter the error file table overflow, you need to increase the kernel arguments nproc and nfile on the HP-UX 11.00 machine to make sure HP OpenView 7 and NerveCenter can work properly.			✓	
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. If you experience the above on HPUX11 machine, please check if you have the following patch installed: XSWGR1100.PHSS_21493.X11R6-SHLIBS which would install the following libX11.3 library: 1458176 Apr 3 2000 /usr/lib/X11R6/libX11.3 If you do have the patch PHSS_21493 installed, you can either roll-back the patch, or go to HP web site and download the free QPK patch bundle QPK1100 B.11.00.62.4 Quality Pack for HP-UX 11.00, September 2003. The patch bundle will fix the freezing problem. QPK1100 B.11.00.62.4 includes the patch PHSS_27230 which installs the following libX11.3 library: 1409024 Jun 7 2002 libX11.3			✓	
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.	✓	✓	✓	✓

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
Installation of NCserver only on Win2k results in message about registry permission	If you install the NerveCenter Server without the client and/or the ncadmin on Win2k then you will see two dialog boxes complaining about not being able to set registry permissions for the NC admins group and the NC users group respectively. This will not affect the behavior of the product.	✓			
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 following error message displays on the Client: Can't remove system datasource This message has no effect on the NerveCenter database; no data is lost.	✓			

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	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.		✓	✓	✓

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
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 will transition out of ground on the table's index. In this way the user can poll (either separately or together) for the other attributes (outErrors, ifdescr) and use SNMPNOSUCHNAME to determine when the poll has reached the end of a row.	✓	✓	✓	✓
NetCool probe reports “Seagate Nerve Center” instead of Open NerveCenter	The NetCool probe reports NerveCenter informs to NetCool as coming from Seagate NerveCenter instead of Open NerveCenter. This is a NetCool problem.				✓
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	✓			

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
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.	✓	✓	✓	✓
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.	✓	✓	✓	✓

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
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 Open 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.			✓	
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 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	Solaris
Administrator SNMP Poll Port feature not working	On the NerveCenter Administrator's Ports page, the SNMP Poll Port field enables you to specify the default port on the node used to communicate with SNMP agents. This feature is not working in version v4.0.	✓	✓	✓	✓
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.	✓	✓	✓	✓

TABLE 1-5. Outstanding Issues in NerveCenter 4.0.2 (Continued)

Issue	Description	Win	Linux	HP-UX	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.				✓

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Open 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.

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For Online KnowledgeBase Access

For additional NerveCenter support information, please go the Open 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.