NerveCenter 7.0 Release Notes

Windows and UNIX
Version 7.0

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 7.0 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 7.0 from any NerveCenter 4.1, 5.0, 5.1, 5.2, 6.0, 6.1 or 6.2 release, patch, or hotfix. NerveCenter version 7.0 is not compatible with prior releases in that the NerveCenter 7.0 Server needs to interact with the matching NerveCenter 7.0 Desktop toolset.

Please read **New Features** for information about the changes found in NerveCenter 7.0.

NerveCenter 7 [NC7.0] is a new release as of January, 2016.

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

Availability

The **NerveCenter 7.0 *Server*** is provided as an installable software package consisting of the Server, a library of sample NerveCenter Models, a Perl™ 5.14 runtime environment, the mibTool MIB Compiler and a set of standard MIB Modules, and network management platform integration components. This package is available for Linux® and Solaris® for the following platforms:

- ❋ Red Hat® Enterprise Linux® 6 and 7 / x86-64

- ❋ CentOS® 6 and 7 / x86-64

- ❋ Oracle Linux® 6 and 7 / x86-64

- ❋ Oracle Solaris® 10 and 11 / SPARC

- ❋ SUSE® Linux Enterprise Server® 11 / x86-64

The **NerveCenter 7.0 *Desktop*** toolset is available for the Microsoft® Windows® operating systems. The Desktop toolkit is <u>not</u> included within the NerveCenter Server product for Linux and Solaris. It is available as an independent software package for the Windows operating system.

The NerveCenter 7.0 Desktop toolkit is provided as an installable software package consisting of the NerveCenter Client and Administrator applications and the NerveCenter Command-Line Utility. The package is available for Windows platforms:

- ❋ Microsoft Windows 7, 8.1 and 10 / x86 and x86-64

- ❋ Microsoft Windows Server® 2003 R2, 2008 R2 and 2012 R2 / x86 and x86-64

Table 1 NC7.0 Component Availability

	NerveCenter Desktop Package	NerveCenter Server Package
NerveCenter Client app (ncclient.exe)	✅	
NerveCenter Admin app (ncadmin.exe)	✅	
NerveCenter Command (nccmd.exe)	✅	✅
Mod-to-NCDB converter (mod2ncdb.exe)	✅	
MIB Compiler and MIB module library		✅
NerveCenter Server (ncstart, ncstop, ncstatus)		✅
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 7.0.

Software Requirements

This section describes the operating system and software requirements for NerveCenter 7.0.

Linux Requirements

Table 1: Linux Platform Requirements

Linux Component		NerveCenter Component
Operating System	Red Hat Enterprise Linux 6.x Or 7.x, 64-bit (x86-64) CentOS 6.x or 7.x, 64-bit (x86-64) Oracle Linux 6.x or 7.x 64-bit (x86-64) SUSE Linux Enterprise Server 11 (x86-64)	Required
IP Addressing	IPv4 address and hostname	Required, Fixed
	IPv6	Optional
Java	Java 6, 7, or 8	Optional (MIB Compiler only)

NOTE: For customers updating from NerveCenter 6.0 and earlier, 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/)

Solaris Requirements

Table 2: Solaris Platform Requirements

Solaris Component		NerveCenter Component
Operating System	Solaris10/SPARC Solaris11/SPARC	Required
IP Addressing	IPv4 address and hostname	Required, Fixed
	IPv6 addresses	Optional
Java	Java 6, 7, or 8	Optional (MIB Compiler only)

NOTE: For customers updating from NerveCenter 6.0 and earlier, 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/)

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.

![LogMatrix logo]

Windows Requirements

Table 3: Windows Platform Requirements

Windows Component		NerveCenter Component
Operating System	Windows 10 (x86 or x86-64) Windows 8.1 (x86 or x86-64) Windows 7 Professional / Ultimate Windows Server 2012 R2 Windows Server 2008 R2 Windows Server 2003 R2	Required
PDF Reader	Adobe Acrobat Reader 7+	Optional
Spreadsheet Editor	Microsoft Excel®, LibreOffice® Calc, OpenOffice™ Calc	Optional

Hardware Suggested Minimums

The following tables list the suggested minimum computer hardware configuration for NerveCenter 7.0. These suggested minimums assume the machine is running the base operating system and the NerveCenter Server components only.

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 <u>Installing NerveCenter</u>, 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

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

For other information about NerveCenter, see the documentation at docs.logmatrix.com.

Upgrading to NerveCenter 7.0

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 Server installations invoke a licensing mechanism. You must obtain a license file for each NerveCenter Server installation. 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 <u>must</u> support IPv4 in addition to IPv6.

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

- ✳ The IPSweep alarm does not support IPv6.

- ✳ Communication between NerveCenter and IBM Tivoli Netcool/OMNIbus does not support IPv6.

NerveCenter 7.0 Models

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

NerveCenter 7.0 Issues/Features

The following tables show the issues resolved by NC7.0 (by build number) and NC7.0.xx known issues.

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Table 6: Issues resolved with NC7.0 by build number

Build #	Function	Date	Description
Bld25	GA	12/2015	General Availability Release
Bld26	GA	01/2016	Product and packaging updates
Bld27	GA	02/2016	Corrections
Bld28	GA	03/2016	1. Addition of /opt/OSInc/bin/ncstatus utility. 2, Corrections for operation on RHEL7, CentOS7 and Oracle Linux 7. 3. Correction of missing user variables in Perl Subroutine context 4. Addition of SNMPv3 PDU variables to Perl TrapMask context.
Bld29	GA	04/2016	1. TrapMask logic and error reporting corrections. 2. Support for GetBulk max-repeaters attribute. 3. Support for Solaris SMF on Solaris10 & 11.

Bld30	GA	05/2016	1. Correction to delayed trigger management
			2. Trap inspection and processing improvements:
			   a. Addition of $ncTrapReceiptId
			   b. Addition of SNMPv3 Header attributes.
			   c. Ensure traps regarding same target are processed in order received.
			3. Log file label corrections.
			4. Eliminate 'false positive' Poll Overrun detection.
			5. Perl Subroutine Action variable corrections.

Bld31	GA	06/2016	1. Revised content & structure of models library. 2. Correct accidental loss of newline characters in Perl code. 3. Corrections to RHEL6 vs RHEL7 support. 4. Improvements to node and ncdb 'err' files in /opt/OSInc/db/
Bld32	GA	07/2016	1. In Poll Definition dialog, the 'On Unscheduled' handler shows the correct Perl text. 2. Product uninstaller added at /opt/OSInc/nc/install/. 3. 'Browse' feature, used when importing a model or node, fixed for Solaris systems. 4. Switch.pm Perl module added to default set. 5. NCServer handles Windows vs UNIX line-feed characters when saving Poll 'OnXxxx' Perl text.

Table 7: NC7.0.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

NC7.0

The NerveCenter 7.0 release contains everything included in the NC6.1.00 and NC6.200 releases. NC7.0 adds the following additional functionality, relative to NC6.1.00:

- 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 NC7.0 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/
- 'ncstatus' command on Linux and Solaris allows cmd-line view of ncserver status.

NOTE: If you are moving to NerveCenter 7.0 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.

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