



Log Matrix<sup>®</sup>  
NerveCenter<sup>™</sup>

**User's Guide**

**Version 8.0**

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## Logging in to NerveCenter

NerveCenter supports the latest versions, and one version prior, of the Chrome, Firefox, and Edge browsers.

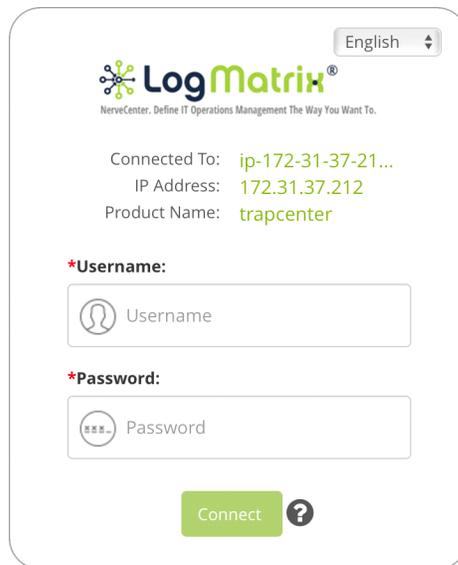
Before you can access NerveCenter, you must obtain the following from your Administrator:

- NerveCenter server URL
- Username (an OS-level user account that has been added to the ncusers group)
- Password

### TO LOG IN TO NERVECENTER

1. Open a browser and go to the server URL.

The login screen appears. The NerveCenter interface defaults to English; you may opt to select German from the list.



2. Enter your **Username** and **Password**, and then click **Connect**.

The NerveCenter Desktop appears, [displaying the Node List](#).

To close your NerveCenter session and log out, click your user name in the upper-right corner of the browser window and then click  **Logout**.

## Getting Around

The initial NerveCenter8.0 release is focused on managed node inventory, and the Node List is the central page from which you can work.

- The **Navigation Bar** provides access to major sections of the application; for the current release, the only accessible feature is the Node List (**Managed Inventory > Nodes**). You may also click your username in the upper-right corner to access basic settings or to log out.
- The **Sidebar** displays the NerveCenter Property Groups and a count of the nodes in each. Click a Property Group to display only those nodes in the Node List.
- The **Workspace** displays the Node List or (in edit mode) node configuration settings.

The screenshot shows the LogMatrix NerveCenter8.0 interface. The top navigation bar includes links for HOME, CONFIGURATION, MANAGED INVENTORY, ASSETS, MODEL, and HELP. The user is logged in as 'Hi, Demo' with IP address 172.31.37.212. The left sidebar shows a tree view of Property Groups: icmp (3), Mib-II (3), NCDefaultGroup (8), and NerveCenter (2). The main workspace displays the 'Node List' table with the following data:

Actions	ID	Name	Group	IP Address	Managed	SNMP Version	Trace
	28	255.255.255.22	NerveCenter	255.255.255.22, 255...		V1	Off
	23	878787z	NCDefaultGroup	1.2.3.2		V1	Off
	29	999.999.99.01	NerveCenter	255.255.255.22, 255...		V3	Off
	5	LM-1	icmp	1.2.4.6		V1	Off
	20	LM-10	icmp	::6		V1	Off
	21	LM-12	NCDefaultGroup	255.255.255.22, 255...		V1	Off
	26	LM-17	NCDefaultGroup	255.255.255.22, 144...		Unknown	Off
	6	LM-2	NCDefaultGroup	1.2.4.6		V3	Off
	11	LM-3	Mib-II	1.2.4.6		V1	Off
	12	LM-4	Mib-II	1.2.4.6		V1	icmp,Pol

## Modifying Session Settings

1. Click your user name in the upper-right corner of the NerveCenter window and click **Settings**.

The Settings dialog box contains the following fields and buttons:

- Language:** A dropdown menu currently showing 'English'.
- Session Timeout: (Hours):** A text input field containing the value '3'.
- Save** and **Cancel** buttons at the bottom.

2. Select a **Language**.
3. Enter a **Session Timeout** value in hours, or **0** to disable timeout.
4. Click **Save** to save your changes.

## 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: Toll Free +1 (800) 892-3646 or Phone +1 (508) 597-5300

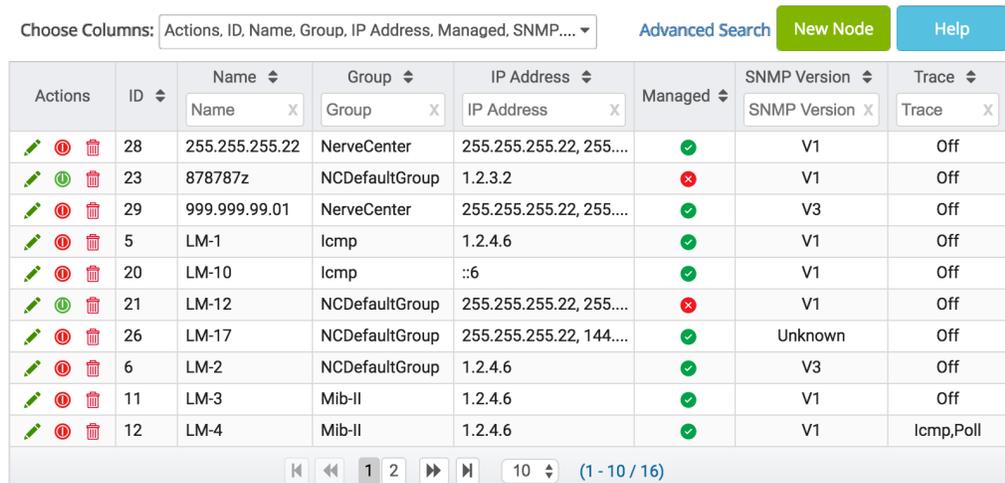
### For E-mail Support

E-mail: [support@logmatrix.com](mailto:support@logmatrix.com).



## About the Node List

The Node List (**Managed Inventory > Nodes**) is your primary tool for monitoring and managing nodes. From here you can also [add](#), [modify](#), and [delete](#) nodes.



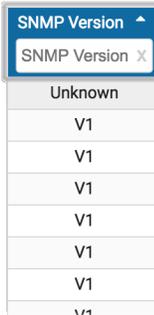
The following table describes this page.

Item	Description
Choose Columns	Click the <b>Choose Columns</b> list and select the set of columns you wish to display.
Advanced Search	<a href="#">Searches</a> the current node listing by specific node attributes.
New Node	Displays the <a href="#">New Node</a> pop-up.
Actions	Displays the available node actions: <ul style="list-style-type: none"> <li> Opens <a href="#">edit mode</a>, from which you can modify various node settings.</li> <li> /  Toggles a node between managed (  ) and unmanaged (  ), respectively.</li> <li> Deletes the node; click <b>Delete</b> to confirm the deletion.</li> </ul>
ID	Displays the node's ID, which NerveCenter assigned when the node was first created.
Name	Displays the node <a href="#">name</a> .
Group	Displays the Property Group in which the node resides.

Item	Description
IP Address	Displays the node's IP Address[es].
Managed	Indicates whether the node is managed (  ) or unmanaged (  ). Click  /  in the Actions column to toggle the node between managed & unmanaged, respectively.
SNMP Version	Displays the node's SNMP version support, if known.
Engine ID	Displays the node's SNMPv3 Engine ID.
Trace	Indicates whether Trace is <b>On</b> or <b>Off</b> (default).

### SORTING THE NODE LIST

Click the arrow in a column heading to switch between sorting modes.

Default	Ascending	Descending
		

### FILTERING THE NODE LIST

For top-level filtering, select a Property Group from the Sidebar. To filter the current node listing, type into a column heading to filter the list by that string.

SNMP Version
3
V3
V3
V3
V3

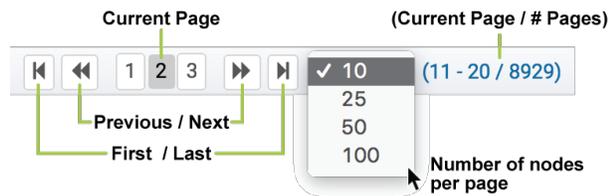
### MOVING COLUMNS

Click and drag a column heading to reorder columns.

Actions	ID	Name	Group
  	38055	03Pztri8xsuq-n3961	ivm-Fw
  	37839	043r4jGI5tjE-n3745	Cis-Sw-2
  	34344	0489QZPIPKPH-n250	Mib-II
  	38495	04BSbqWU3Wnv-n4401	Cis-AP

## NAVIGATING THE NODE LIST

Use the controls below the Node List to change or select pages, and to select the number of nodes displayed per page.



## Searching for Nodes

In addition to [filtering and sorting](#) the Node List, you can search for nodes directly within the current listing (e.g., if you select a Property Group in the Sidebar, the search applies only to nodes in that group).

### TO SEARCH FOR NODES

1. From the [Node List](#), click the **Advanced Search** link.  
The Advanced Search panel appears.

Advanced Search
✕

**Host Name:**

**Get Bulk:**  Yes  No

**Port:**

**Description:**

**SNMPV3 User Name:**

**Engine Id:**

2. Enter one or more of the following search criteria:

Item	Description
Host Name	The node's <a href="#">Host Name</a> , if assigned.
Get Bulk	<i>Placeholder for future development</i>
Port	The port via which the node's SNMP agent communicates with NerveCenter.
Description	Text in the node's <a href="#">Description</a> field to search upon.
SNMPv3 User Name	For nodes using SNMPv3, the User Name to search upon.
Engine ID	For nodes using SNMPv3, the Engine ID to search upon.

3. Click **Search**.

The Node List lists any nodes that meet the search criteria; click **Clear Advanced Search** to reset the Node List.

---

## Adding a Node

You may add new nodes manually, directly from the Node List.

### TO ADD A NODE

1. From the [Node List](#), click **New Node**.  
The New Node panel appears.

The 'New Node' dialog box is shown with the following fields and controls:

- Host Name:** A text input field containing 'Host Name'.
- \*Name:** A text input field containing 'Name'.
- \*Property Group:** A dropdown menu showing 'NCDefaultGroup'.
- \*IP Address:** A text input field containing 'IP Address' with a green 'Add' button to its right.
- IP Lookup:** A blue link below the IP Address field.
- Managed:** A checked checkbox.
- Buttons:** 'Save' (green), 'Cancel' (orange), and 'Help' (blue) buttons at the bottom.

The following table describes this panel.

Host Name	Host Name is an optional field; it allows you to record the node's local host name (e.g., prn42.localdomain) while using the Name field for its common name (e.g., Marketing Printer).
Name	The node's common name. This can be the same as the optional Host Name field, if used, but must be unique across nodes.
Property Group	Each node is always a member of a property group; to move it, select a different group name from the list.

<p>IP Address</p>	<p>You must assign at least one IP address to a node before you can create the node. You may enter any combination of IPv4 and IPv6 addresses:</p> <ul style="list-style-type: none"> <li>■ IPv4 addresses must be in standard decimal notation (e.g., 192.168.1.42).</li> <li>■ IPv6 addresses may be in any short or long form (e.g., ::1, 2600:1408:17:196:2bd1, fe80::d529:1324:df0b:4c9d, or fe80:0000:0000:0000:d529:1324:df0b:4c9d).</li> </ul> <p>Entering a value in the <b>Host Name</b> field enables an <b>IP Lookup</b> link just above the IP Address list; click the link to display the hostname's DNS resolution so you can <a href="#">select the IP Addresses</a> NerveCenter may use to monitor the node.</p> <div data-bbox="440 625 1472 1136"> </div>
<p>Managed</p>	<p>When selected, NerveCenter will actively monitor the node; deselect the box to leave the node unmanaged.</p>

2. Enter the node's **Name** and assign it to a **Property Group**; **Host Name** is optional.
3. Enter an **IP Address** and click **Add**.  
You must assign at least one IP address for NerveCenter monitoring; if the node has a Host Name, you may click [IP Lookup](#) to select addresses that resolve to that host via DNS.
4. Deselect **Managed** if you wish to leave the node unmanaged.
5. Click **Save**.

You may further configure the node by clicking  in the Actions column.

## Working with Nodes

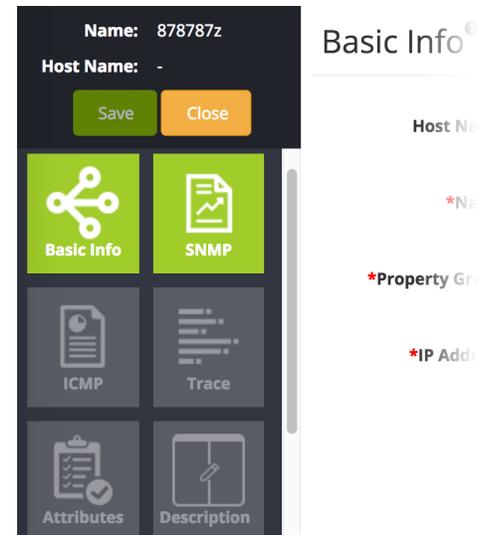
You may edit (  ) or delete (  ) icons via the Actions column of the Node List.

### Editing a Node

After clicking  in the Actions column, the Sidebar displays icons for each of the node settings categories, and the workspace displays the available settings in each category. You may view, depending upon your screen size, one or two categories at once; you must deselect one from the Sidebar before choosing another.

Any modifications you make, to any panel, are not saved until you click **Save**.

The following table describes each group of node settings.



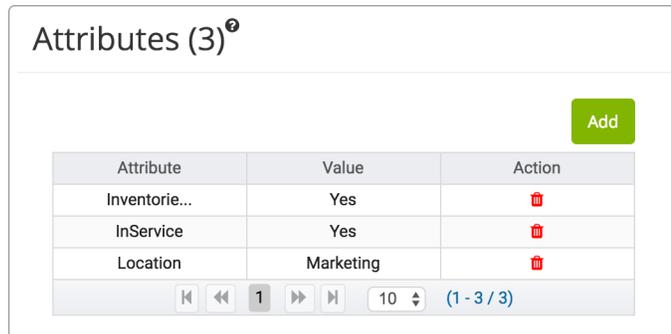
Panel	Description
<a href="#">Attributes</a>	Manage user-defined attribute:value pairs.
<a href="#">Basic Info</a>	Modify basic node settings that were configured when the node was <a href="#">created</a> .
<a href="#">Description</a>	Enter node-related data in a free-text field.
<a href="#">ICMP</a>	Modify ICMP Echo (ping) parameters.
<a href="#">IP Addresses</a>	Assign IP addresses to a node based on the DNS resolution of its Host Name.
<a href="#">Property Group</a>	Assign the node to a property group.
<a href="#">SNMP</a>	Configure NerveCenter to communicate with a node's SNMP agent.
<a href="#">Trace</a>	Manage protocol- and poll-layer logs.

### Deleting a Node

To delete a node, click  in the Actions column and then click **Delete** to confirm the deletion.

## Node Settings: Attributes

The Attributes panel allows you to manage user-defined node attributes.



Attributes (3)<sup>0</sup>

Add

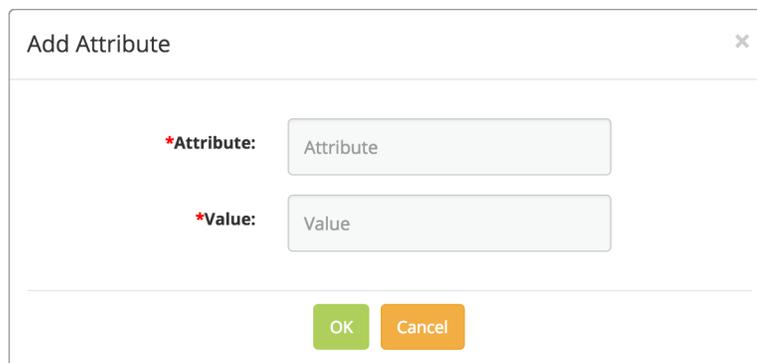
Attribute	Value	Action
Inventorie...	Yes	
InService	Yes	
Location	Marketing	

1 10 (1 - 3 / 3)

### TO ADD AN ATTRIBUTE

1. Click **Add**.

The Add Attribute pop-up appears.



Add Attribute ×

\*Attribute:

\*Value:

OK Cancel

2. Enter an **Attribute** name (no spaces) and its corresponding **Value**.
3. Click **OK**.
4. Add additional attributes as necessary.

You cannot edit an existing attribute; you must click to delete it and then re-add it.

## Node Settings: Basic Info

The Basic Info panel allows you to modify the settings that were configured when the node was [created](#).

Basic Info <sup>Ⓢ</sup>

**Host Name:**

**\*Name:**

**\*Property Group:**  ▾

**\*IP Address:**

**Managed**

The following table describes this panel.

Host Name	Host Name is an optional field; it allows you to record the node's local host name (e.g., prn42.localdomain) while using the Name field for its common name (e.g., Marketing Printer).
Name	The node's common name. This can be the same as the optional Host Name field, if used, but must be unique across nodes.
Property Group	Each node is always a member of a property group; to move it, select a different group name from the list.

## IP Address

You must assign at least one IP address to a node before you can save any changes. You may enter any combination of IPv4 and IPv6 addresses:

- IPv4 addresses must be in standard decimal notation (e.g., 192.168.1.42).
- IPv6 addresses may be in any short or long form (e.g., ::1, 2600:1408:17:196:2bd1, fe80::d529:1324:df0b:4c9d, or fe80:0000:0000:0000:d529:1324:df0b:4c9d).

Entering a value in the **Host Name** field enables an **IP Lookup** link just above the IP Address list; click the link to display the hostname's DNS resolution so you can [select the IP Addresses](#) NerveCenter may use to monitor the node.

The image shows two overlapping dialog boxes. The 'New Node' dialog on the left has the following fields: 'Host Name' (Marketing Printer), '\*Name' (prn42.localdomain), '\*Property Group' (NCDefaultGroup), and '\*IP Address' (IP Address). There is an 'Add' button next to the IP Address field and an 'IP Lookup' link below it. The 'IP Address Selection' dialog on the right shows 'Host Name: Marketing Printer' and a table with 'Available IP Addresses' and 'Selected IP Addresses'. The 'Selected IP Addresses' list contains 163.7.56.248 and 192.168.1.1. Below the table is an 'Addresses Filter' section with radio buttons for 'IPv4 address only' (selected), 'IPv6 address only', and 'IPv4 and IPv6 addresses'. There are 'OK', 'Cancel', and 'Help' buttons at the bottom.

## Managed

When selected, NerveCenter is actively monitoring the node; deselect the box to leave the node unmanaged.

## Node Settings: Description

The Description panel is a free-text field in which you can enter any node-related information of interest.

Description<sup>o</sup>

A large, empty rectangular text input field for entering node-related information.

## Node Settings: ICMP

The ICMP panel allows you to set ICMP Echo (ping) parameters.

### ICMP<sup>®</sup>

Ping

Use Defaults

IPv4 TTL: ⓘ 128  
IPv6 Hop Limit

Payload: ⓘ 56 (bytes)

IPv4 ICMP Ping Size: 84 (bytes)

IPv6 ICMPv6 Ping Size: 96 (bytes)

Query

\*Query:

Polling

Use Defaults

Retry Interval: ⓘ 10 (Seconds)

Attempts: ⓘ 4

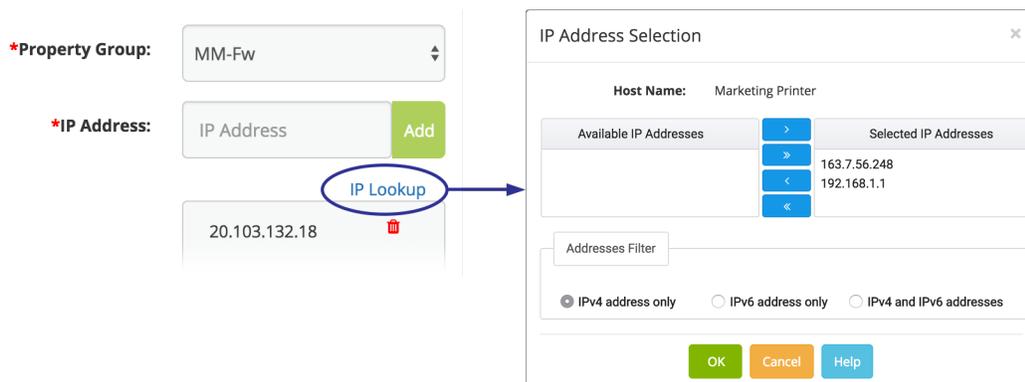
Timeout: 40 (Seconds)

The following table describes this panel.

<b>Ping</b>	
Use Defaults	When checked, the default settings are used to ping this node. Deselect this box to modify the Hop Limit and Payload fields.
IPv4 TTL / IPv6 Hop Limit	The maximum number of hops a ping request can make to be considered successful. Custom settings may range from 1 to 255; the default is 128.
Payload	The size of the data buffer (in bytes) to include in an ICMP Echo message.
IPv4 ICMP Ping Size	Displays the sum (in bytes) of the Payload field and IPv4 header.
IPv6 ICMPv6 Ping Size	Displays the sum (in bytes) of the Payload field and IPv6 header.
<b>Query</b>	
Query Ping Clear	<i>Placeholder for future development</i>
<b>Polling</b>	
Use Defaults	When checked, the default settings are used to poll this node. Deselect this box to enter a custom value for Retry Interval or Attempts.
Retry Interval	The interval, in seconds, between ping attempts. Custom settings may range from 1 to 600; the default is 10.
Attempts	The number of ping attempts to make, if a prior attempt was unsuccessful. Custom settings may range from 1 to 11; the default is 10.
Timeout	Displays the product of Retry Interval and Attempts, which is the maximum amount of time that may pass before a ping attempt fails.

## Node Settings: IP Addresses

You must assign at least one IP address to each node when you create it or modify its Basic Info. If you provide a Host Name, you can select multiple addresses via the **IP Lookup** link that appears above the IP Addresses list.



### TO ASSIGN MULTIPLE IP ADDRESSES

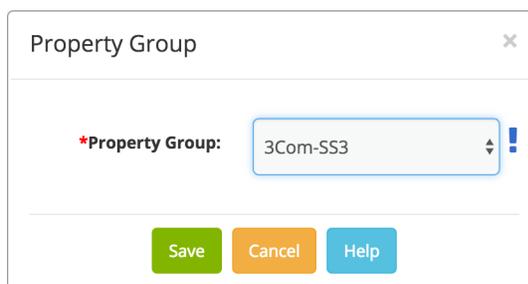
1. Select one of the **Address Filter** options to refresh the **Available IP Addresses** column.
2. Select an address in the left column and click  to move it into the Selected IP Addresses column; click  to select all available addresses.

Conversely, use the  and  buttons, respectively to move one or all nodes back to the left column.

3. Click **OK** to assign the selected set of addresses to the node.

## Node Settings: Property Group

Each node must belong to a property group; you may assign it from the **New Node** or **Basic Info** panels, or right-click on a node in the Node List to reassign it.



## Node Settings: SNMP

The SNMP panel is where you configure NerveCenter to communicate with a node's SNMP agent.

The image displays three panels for configuring SNMP settings. The first two panels are for SNMPv1 and SNMPv2c, while the third is for SNMPv3. Each panel includes a 'Classify' button, a 'Port' field (set to 161 / udp), and 'Read' and 'Write' Community fields (both set to 'public'). The 'Polling' section for v1 and v2c includes 'Use Defaults', 'Retry Interval' (10s), 'Attempts' (4), and 'Timeout' (40s). The SNMPv3 panel includes 'Use Get Bulk', 'Select User' (Local User), 'Security Level' (Auth Priv), 'User Name' (test1), 'Authentication' (MD5) with a 'Set Auth Key' button, 'Privacy' (DES) with a 'Set Priv Key' button, and 'Context' (Context). The 'Polling' section for v3 also includes 'Use Defaults', 'Retry Interval' (10s), 'Attempts' (4), and 'Timeout' (40s).

The following table describes this panel.

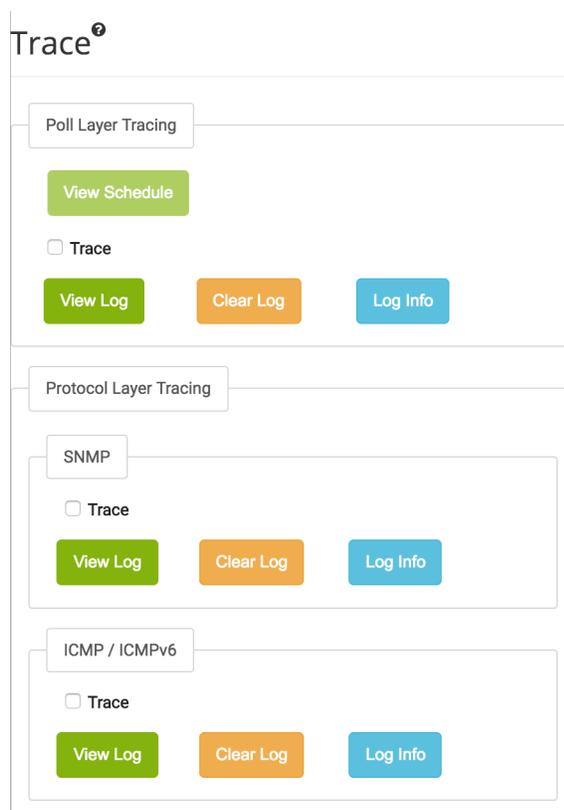
Item	Description
Version	Select the SNMP version you want to use when polling the node's SNMP agent ( <b>SNMPv1</b> , <b>SNMPv2c</b> , or <b>SNMPv3</b> ). Selecting <b>Unknown</b> disables SNMP polling.
Classify	<i>Placeholder for future development</i>
Port	If the node's SNMP agent is not listening on UDP <b>Port 161</b> (the default), enter the port number on which the SNMP agent monitors incoming requests (Get, GetNext, GetBulk, Set messages); you may enter a value from 0-65535.
Get Bulk (v2/v3 only)	When selected, allows GetBulk requests for reading multiple variable bindings from a device.
Max Reps (v2/v3 only)	When <b>Get Bulk</b> is selected, determines the maximum number of variable bindings per request that should be returned from the device.

Item	Description								
<b>SNMP v1/v2c</b>									
SNMP v1/v2c	<p>These settings can be used for nodes of version Unknown, SNMPv1, or SNMPv2c:</p> <ul style="list-style-type: none"> <li>■ <b>Read Community:</b> This text is used when polling the node with Get, GetNext, and GetBulk queries.</li> <li>■ <b>Write Community:</b> This text is used when issuing a Set command to the node.</li> </ul>								
<b>SNMPv3</b>									
Select User	<p>Select the mode to use for all SNMPv3 communication with the node. You may select <b>User #1</b> or <b>User #2</b> to use those global templates, or <b>Local User</b> to use the node-specific configuration in the Local User section.</p> <p>You may configure the User #1 and User #2 templates via the NCAAdmin application.</p>								
Security Level	<p>Select the security setting to use when communicating with this node:</p> <ul style="list-style-type: none"> <li>■ <b>No Auth No Priv</b> (no authentication and no privacy)</li> <li>■ <b>Auth No Priv</b> (authentication with no privacy)</li> <li>■ <b>Auth Priv</b> (authentication and privacy)</li> </ul> <p>An incorrect setting may prevent NerveCenter from communicating with the node.</p>								
Local User	<p>The <b>Local User</b> fields are for configuring For SNMPv3 nodes that use the Local User setting. In order for communication between NerveCenter and the node to be successful, these settings must match the values of the node's SNMP agent.</p> <table border="1"> <tbody> <tr> <td>User Name</td> <td>The SNMPv3 username to use for authentication purposes.</td> </tr> <tr> <td>Authentication</td> <td> <p>If the Security Level is set to Auth no Priv or Auth Priv, select an authentication method (MD5, SHA-1, SHA-224, SHA-25, SHA-384 or SHA-512). Most SNMPv3 agents support MD5 and SHA-1.</p> <p>To configure authentication click <b>Set Auth Key</b>, enter the key in both fields, and click <b>OK</b>.</p> </td> </tr> <tr> <td>Privacy</td> <td> <p>If the Security Level is set to Auth Priv, select the protocol used to encrypt messages to and from the node (DES, 3DES, AES-128, AES-192, or AES-256). Most SNMPv3 agents support DES; those that support AES typically use AES-128.</p> <p>To configure privacy click <b>Set Priv Key</b>, enter the key in both fields, and click <b>OK</b>.</p> </td> </tr> <tr> <td>Context</td> <td> <p><i>Placeholder for future development</i></p> <p>If necessary, enter the <b>snmpEngineID</b> and <b>contextName</b>.</p> </td> </tr> </tbody> </table>	User Name	The SNMPv3 username to use for authentication purposes.	Authentication	<p>If the Security Level is set to Auth no Priv or Auth Priv, select an authentication method (MD5, SHA-1, SHA-224, SHA-25, SHA-384 or SHA-512). Most SNMPv3 agents support MD5 and SHA-1.</p> <p>To configure authentication click <b>Set Auth Key</b>, enter the key in both fields, and click <b>OK</b>.</p>	Privacy	<p>If the Security Level is set to Auth Priv, select the protocol used to encrypt messages to and from the node (DES, 3DES, AES-128, AES-192, or AES-256). Most SNMPv3 agents support DES; those that support AES typically use AES-128.</p> <p>To configure privacy click <b>Set Priv Key</b>, enter the key in both fields, and click <b>OK</b>.</p>	Context	<p><i>Placeholder for future development</i></p> <p>If necessary, enter the <b>snmpEngineID</b> and <b>contextName</b>.</p>
User Name	The SNMPv3 username to use for authentication purposes.								
Authentication	<p>If the Security Level is set to Auth no Priv or Auth Priv, select an authentication method (MD5, SHA-1, SHA-224, SHA-25, SHA-384 or SHA-512). Most SNMPv3 agents support MD5 and SHA-1.</p> <p>To configure authentication click <b>Set Auth Key</b>, enter the key in both fields, and click <b>OK</b>.</p>								
Privacy	<p>If the Security Level is set to Auth Priv, select the protocol used to encrypt messages to and from the node (DES, 3DES, AES-128, AES-192, or AES-256). Most SNMPv3 agents support DES; those that support AES typically use AES-128.</p> <p>To configure privacy click <b>Set Priv Key</b>, enter the key in both fields, and click <b>OK</b>.</p>								
Context	<p><i>Placeholder for future development</i></p> <p>If necessary, enter the <b>snmpEngineID</b> and <b>contextName</b>.</p>								

Item	Description
<b>POLLING</b>	
Polling	NerveCenter, by default, makes up to 4 polling attempts at 10-second intervals, with a 40-second timeout. Deselect the check box to enter custom values.

## Node Settings: Trace

The Trace panel allows you to schedule and manage poll layer tracing logs, and to manage protocol layer trading logs for SNMP and ICMP.



The following table describes this panel.

Item	Description
<b>Poll Layer Tracing</b>	
Poll Layer Tracing	When checked, NerveCenter will record logical layer polling activity to a log file.
View Schedule	<i>Placeholder for future development</i>

Item	Description
Protocol Layer Tracing (SNMP)	When checked, NerveCenter will record the following types of SNMP traffic when polling nodes: SNMP Get, GetNext, GetBulk, Set, Response, Report messages, and timeout events. This setting does not record SNMP Trap nor Inform messages.
Protocol Layer Tracing (ICMP)	When checked, NerveCenter will record the following types of ICMP traffic when polling nodes: ICMP Echo, Echo Response, Destination Unreachable messages, and timeout events. This setting does not record unsolicited ICMP messages (incoming Echo requests, Router advertisements, etc.).
View Log	<i>Placeholder for future development</i> NerveCenter log files reside in <code>/var/opt/NerveCenter/log/protocol/</code> and <code>/var/opt/NerveCenter/log/polling/</code> .
Clear Log	<i>Placeholder for future development</i>
Log Info	<i>Placeholder for future development</i>



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