



**NerveCenter 8.4 Release Notes  
(Pre-Release Copy)  
Windows and Linux  
Version 8.4**

June 2018

NCRN84-00-01

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## Contacting LogMatrix

LogMatrix, Inc.  
230 N Serenata Dr # 711  
Ponte Vedra Beach, FL  
32082 USA

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

contact email: [info@logmatrix.com](mailto:info@logmatrix.com)  
customer support: [support@logmatrix.com](mailto:support@logmatrix.com)

## Document History

 NCRN84-00-01, June 2018

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

Documentation:

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

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

Blog: [www.logmatrix.com/blog](http://www.logmatrix.com/blog)



## NerveCenter 8.4 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 8.4 from any NerveCenter 4.1, 5.x, 6.x, 7.x or 8.x release, patch, or hotfix. NerveCenter version 8.4 is not compatible with releases prior to NC8.3 in that the NerveCenter 8.4 Server needs to interact with the matching NerveCenter 8.3+ Desktop toolset. (Note: If you have the NC8.3 Desktop applications installed on your Windows systems, you do NOT need to update them; they support the NC8.4 release.)

Please read **New Features** for information about the changes found in NerveCenter 8.4.

NerveCenter 8.4 [NC8.4] is a new release as of June, 2018.

To upgrade from versions prior to 4.1, contact LogMatrix. <[support@logmatrix.com](mailto:support@logmatrix.com)>

### Availability

The **NerveCenter 8.x Server** is provided as an installable software package consisting of the Server, services that provide a Web Interface, a library of sample NerveCenter Models, a Perl™ 5.24.0 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® for the following platforms:

- \* Red Hat® Enterprise Linux® 7.3+ / x64
- \* CentOS® 7.3+ / x64
- \* Oracle Linux® 7.3+ / x64











The **NerveCenter 8.x Web Interface** is a means for accessing NerveCenter Server through common web browsers. NerveCenter 8.x Server installations include the components for hosting this service. The NerveCenter Web Interface is supported for the latest versions of Microsoft® Edge®, Mozilla® Firefox®, and Google® Chrome® web browsers.

The **NerveCenter 8.x Desktop** toolset is available for the Microsoft Windows® operating systems. The Desktop toolkit is not included within the NerveCenter Server product for Linux. It is available as an independent software package for the Windows operating system.

The NerveCenter 8.x 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 / x64

**Table 1 NC8.x Component Availability**

	<i>NerveCenter Desktop Package</i>	<i>NerveCenter Server Package</i>
<b>NerveCenter Client app (ncclient.exe)</b>		
<b>NerveCenter Admin app (ncadmin.exe)</b>		
<b>NerveCenter Command (nccmd.exe)</b>		
<b>Mod-to-NCDB converter (mod2ncdb.exe)</b>		
<b>MIB Compiler and MIB module library</b>		
<b>NerveCenter Server (ncstart, ncstop, ncstatus)</b>		
<b>NerveCenter Behavior Models library</b>		
<b>NerveCenter Samples library</b>		
<b>NerveCenter Utilities (trapgen, ncget, ncping, nclistener, ipsweep, etc.)</b>		



## Requirements

This section describes the hardware and software requirements to install NerveCenter 8.x.

### Software Requirements

This section describes the operating system and software requirements for NerveCenter 8.x.

#### Linux Requirements

Table 1: Linux Platform Requirements

Linux Component		NerveCenter Component
Operating System	Red Hat Enterprise Linux 7.3+ 64-bit (x86-64)	Required
	CentOS 7.3+, 64-bit (x86-64)	
	Oracle Linux 7.3+ 64-bit (x86-64)	
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/> )

NOTE: LogMatrix has tested the mibTool application using the Java Runtime Environment published at <http://www.java.com/> .

## Windows Requirements

Table 3: Windows Platform Requirements

Windows Component		NerveCenter Component
<b>Operating System</b>	Windows 10 (x64) Windows 8.1 (x64) Windows 7 Professional / Ultimate (x64) Windows Server 2012 R2 Windows Server 2008 R2	Required
<b>PDF Reader</b>	Adobe Acrobat Reader 7+	Optional
<b>Spreadsheet Editor</b>	Microsoft Excel®, LibreOffice® Calc, OpenOffice™ Calc	Optional



## Hardware Suggested Minimums

The following tables list the suggested minimum computer hardware configuration for NerveCenter 8.x. 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**

	Linux
<b>CPU</b>	Intel® Xeon® processor E3-1200 v6 product family Intel Core i3®
<b>Memory</b>	4+ GB RAM
<b>Disk Space</b>	60 GB
<b>Swap</b>	2 GB

**Table 5: Recommended Hardware - NerveCenter Server with One Poller Package**

	Linux
<b>CPU</b>	Intel® Xeon® processor E3-1200 v6 product family Intel Core i5®
<b>Memory</b>	8+ GB RAM
<b>Disk Space</b>	60 GB
<b>Swap</b>	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](http://docs.logmatrix.com)

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

For other information about NerveCenter, see the documentation at [docs.logmatrix.com](http://docs.logmatrix.com).

## Upgrading to NerveCenter 8.4

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](#).
- \* Migrate existing Node List file using the migration utility. See “Initial Data Migration” 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](#).
- \* Setup the Message of the Day (MOTD) feature of the web interface by using the NerveCenter MOTD utility (`/opt/OSInc/bin/ncmotd`). See “Message Of The Day” 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 must 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 8.x Models

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

### NerveCenter 8.x Issues/Features

The following tables show the issues resolved by NC8.x (by build number) and NC8.x.xx known issues.



Table 6: Issues resolved with NC8.x by build number

NC8.x	Build #	Function	Date	Description
NC8.0	Bld12		05/2017	Release
NC8.0	Bld13	INST	06/2017	Installation issues resolved.
NC8.0	Bld14	CMD	06/2017	Checkboxes not working in NCClient <i>Node Defn</i> Dialogs NCClient.exe filtering added to Node Defn <i>Hostname</i> field. WebUI corrections for access and operation.
NC8.0	Bld15	GA	06/2017	Windows Kit with corrections to NCClient.exe
NC8.0	Bld16	GA	06/2017	Linux Kit with accumulated corrections.

Table 7: NC8.x.xx Known Issues

Issue	Description
<b>Use Defaults Settings</b>	Setting “Use Defaults” in the web interface for a node’s ICMP polling defaults does not work.
<b>Web Session Timeout</b>	The web interface session timeout feature will not happen if other sessions continue to perform add/update/delete operations. These operations trigger notifications from NerveCenter Server causing the timeout window to be refreshed.
<b>NCServer crash</b>	Frequent updates to a node SNMPv3 settings can crash the NerveCenter Server.
<b>Node User-Attributes should not contain . or \$ characters</b>	In the Node Definition dialog, under the Attributes tag, do not define attributes that contain a “.” Or “\$” in their Attribute value. These characters cause no problem in the Value field.

## New Features

### NC8.0

The NerveCenter 8.0 release contains everything included in the NC6.x and NC7.x releases. NC8.0 adds the following additional functionality, relative to NC 7.0:

- \* An entirely new web-based interface allows access from desktop and hand-held device web browsers to the **Node List** of a running NerveCenter Server. The web interface permits viewing and manipulation of the NerveCenter Node List and the individual Node elements.
- \* A utility is included for migrating the Node List of a prior NerveCenter 5, 6 or 7 installation.
- \* An optional message of the day (MOTD) can be setup for usage with the web interface. A provided utility allows this feature to be enabled and configured.
- \* Nodes may contain a 'hostname' value in addition to their 'name' attribute.
- \* Upgrade of the included Perl environment from 5.14.4 to 5.24.0
- \* All binary components for Linux and Windows are 64bit objects. This includes all applications, libraries and binaries as well as the Perl environment.

### NC8.2 (August 2017)

The NerveCenter 8.2 release provides the following functionality, relative to NC 8.0:

- \* A set of server health graphs, showing views of the NerveCenter Server performance and status.
- \* An expansion of the NerveCenter API, providing a rich set of access paths for finding and viewing the set of Alarm Model instances that are active within a NerveCenter Server.

### NC8.3 (October 2017)

The NerveCenter 8.3 release provides the following functionality, relative to NC8.2:

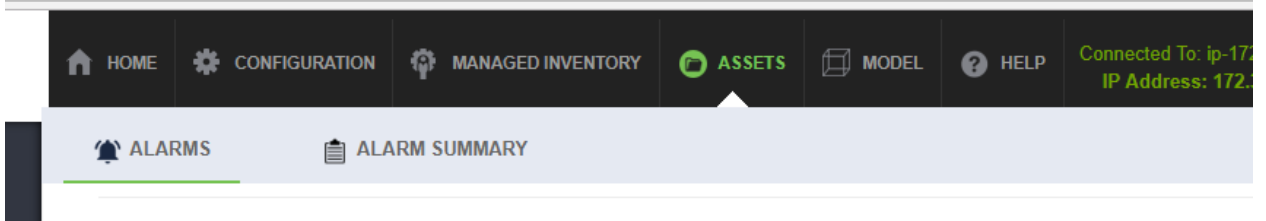
- \* "ServeCenter" - A separate set of Alarm Models available from LogMatrix.
- \* Adds a "MIB Query" feature to the web interface. Through this feature, you can cause the connected NerveCenter system to poll a device using a node's SNMP configuration. Results are displayed in a dialog window. The "Export" feature of the result display allows you to download the output to a ".csv" spreadsheet file.
- \* Adds a "Ping" feature to the web interface. With "Ping", you can request the connected NerveCenter system to ping a node (ICMP "echo"/"echo reply") and display the result.

### NC8.4 (June 2018)

The NerveCenter 8.4 release provides the following functionality, relative to NC8.3:

- \* The set of defined Alarms and the currently running Alarm instances can be viewed through the Web interface

- From the Web dashboard, the Assets menu bar selection adds Alarms and Alarm Instances under Assets.



- With the Web interface, the set of defined Alarms can be viewed.

Action	ID	Name	Enabled	Property	Scope
	10	AllTraps_LogToFile	On	NO_PROP	node
	11	Authentication	On	NO_PROP	subject
	15	DNS-SLA-LongTerm	On	serveCenter-DNS	node
	14	DNS-SLA-ShortTerm	On	serveCenter-DNS	node
	13	DNS-Status	On	serveCenter-DNS	node
	18	FTP-SLA-LongTerm	On	serveCenter-FTP	node
	17	FTP-SLA-ShortTerm	On	serveCenter-FTP	node
	16	FTP-Status	On	serveCenter-FTP	node
	21	HTTP-SLA-LongTerm	On	serveCenter-HTTP	node
	20	HTTP-SLA-ShortTerm	On	serveCenter-HTTP	node

- With the Web interface, the current set of Alarm Instances can be viewed.

Instance Id	Name	Time	Node	SubObject	State	Severity	Trigger	Type	Source
11	SnmpStatus	05/23/2018 3:53:23	10.0.0.6		DeviceDown	Critical	ICMP_TIMEOUT	built in	SS_IcmpPoll
13	SnmpStatus	05/23/2018 3:52:55	MIB-Q		AgentDown	Minor	SSnodeUp	poll	SS_IcmpPoll
14	IcmpStatus	05/23/2018 1:02:25	MibDevice		Down	Critical	ICMP_TIMEOUT	built in	IS_IcmpFastPoll
8	TcpRetransAlg	05/23/2018 8:43:41	54.85.231.76	tcp.0	poorRtrnsAlg	Inform	badTcpRetransAlg	poll	TcpRetransAlg
7	TcpRetransAlg	05/23/2018 8:43:41	AWSNode	tcp.0	poorRtrnsAlg	Inform	badTcpRetransAlg	poll	TcpRetransAlg

\* The Alarm Instance view can be filtered by Severity

NerveCenter. Define IT Operations Management The Way You Want To.

- Severity
- Alarm Model
- Nodes

172.31.37.212 (5)

Severity (5)

- Fault (5)
  - Critical (2)
  - Major (0)
  - Minor (1)
  - Warning (0)
  - Inform (2)
  - Special (0)
  - Normal (0)
- ServeCenter (0)
  - SC-Incorrect Response (0)
  - SC-No Service (0)
  - SC-Slow Response (0)
  - SC-No Access (0)
  - SC-No Response (0)
  - SC-Bad Config (0)
  - SC-Success (0)
- Traffic (0)
  - Saturated (0)
  - VeryHigh (0)
  - High (0)
  - Medium (0)

HOME
CONFIGURATION
MANAGED INVENTORY
ASSETS
MODEL
HELP

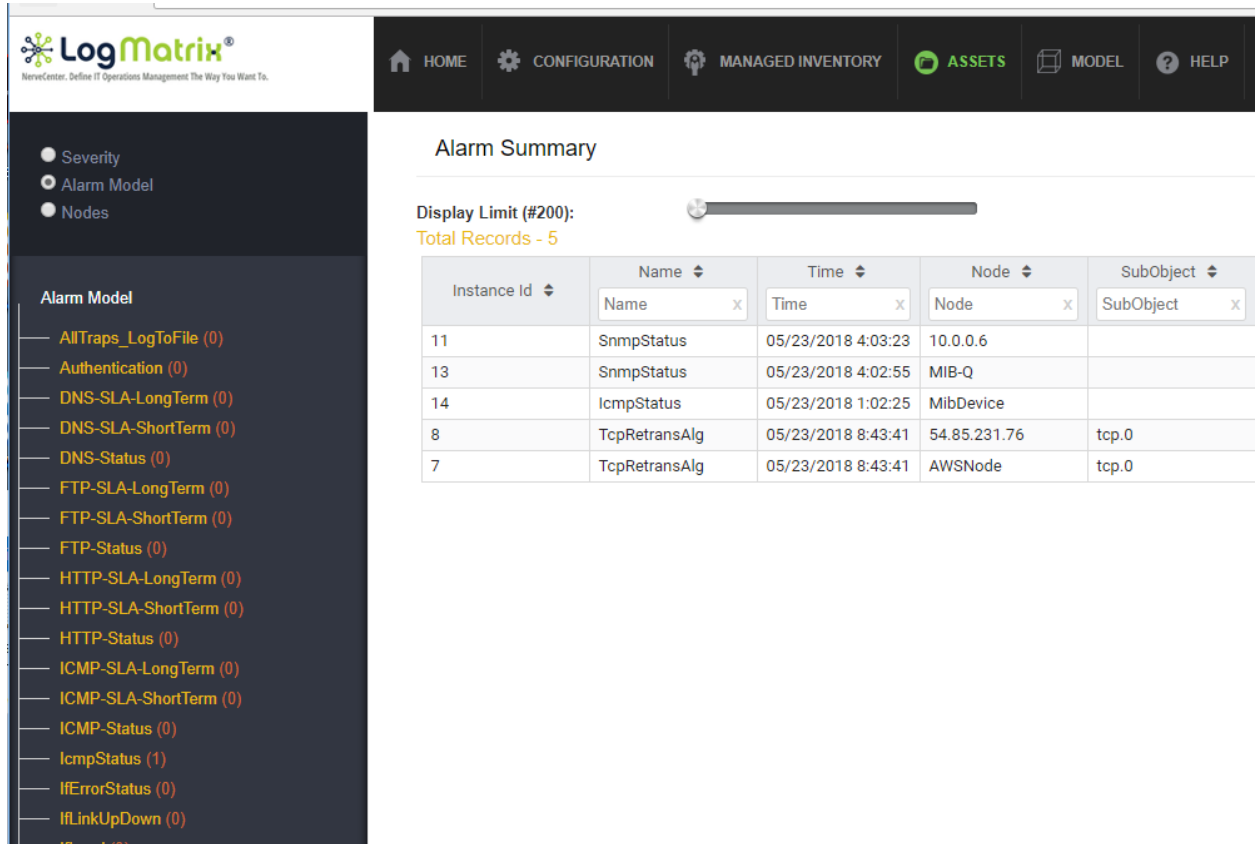
### Alarm Summary :: Severity

Display Limit (#200):

Total Records - 5

Instance Id	Name	Time	Node	SubObject
	<input type="text" value="Name"/>	<input type="text" value="Time"/>	<input type="text" value="Node"/>	<input type="text" value="SubObject"/>
11	SnmpStatus	05/23/2018 4:03:23	10.0.0.6	
13	SnmpStatus	05/23/2018 4:02:55	MIB-Q	
14	IcmpStatus	05/23/2018 1:02:25	MibDevice	
8	TcpRetransAlg	05/23/2018 8:43:41	54.85.231.76	tcp.0
7	TcpRetransAlg	05/23/2018 8:43:41	AWSNode	tcp.0

\* The Alarm Instance view can be filtered by the originating Alarm Model



**Alarm Summary**

Display Limit (#200):

Total Records - 5

Instance Id	Name	Time	Node	SubObject
	<input type="text" value="Name"/>	<input type="text" value="Time"/>	<input type="text" value="Node"/>	<input type="text" value="SubObject"/>
11	SnmpStatus	05/23/2018 4:03:23	10.0.0.6	
13	SnmpStatus	05/23/2018 4:02:55	MIB-Q	
14	IcmpStatus	05/23/2018 1:02:25	MibDevice	
8	TcpRetransAlg	05/23/2018 8:43:41	54.85.231.76	tcp.0
7	TcpRetransAlg	05/23/2018 8:43:41	AWSNode	tcp.0

\* The Alarm Instance view can be filtered by the targeted Node

\* In the Web interface, node management is enhanced by the addition of controls for viewing the Alarms that apply to the node and the Alarm Instances currently active against the node.

Name: boston.com...

Host Name: www.boston...

Save

Close

Help

## Alarms

Name



Basic Info



SNMP



ICMP



Trace



Attributes



Description



MIB query



Alarms



Alarm Instances



## 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](mailto:techsupport@logmatrix.com).

### Online Access

For additional NerveCenter support information, please go the LogMatrix website [www.logmatrix.com](http://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](mailto:Support@logmatrix.com) for:

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





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