UIM 20.3 FAQ

Update 6-4-20_1400gmt

_____

ACCESS CONTROL PERMISSIONS

Q: Can the user that belongs to a particular UIM group modify the CDM probe settings for that group?

A: "Modify" continues to be based on ACL permissions.

Q: Will we be able to publish the dashboards on UMP for users that are not needed to be Operator Console access user?

A: UIM 20.3 will offer a wider range of granularity for ACL permissions to accommodate many "Modify" and "View" options.

Q: If CABI is replacing the List and Report portlets, how is data access restricted?

A: Currently CABI reports/dashboards consider user context to query the data specific to Origin/Tenant. This will be continued with the Operator Console in UIM 20.3 as well.

Q: In UIM 20.1, there is only one "privilege" assigned to an ACL for Operator Console – either you can execute it or you can't. In UIM 20.3, how is this changed to support read-only users and non-privileged users?

A: The functionalities in account admin portlet including Account, Role and ACL Management will be available in the UIM 20.3 Operator Console. LDAP and SAML Integration will also be migrated. The ACLs will cover the Operator Console features being recreated or enhanced in UIM 20.3.

Q: With Operator Console being the host now, will the same sort of enforced static environment be part of these ACLs and further will access to data be confined to the assigned Origins list?

A: Yes. further, with the Operator Console, ACLs will be available as before for functionality being made available. Based on user role (Modify, View), permissions can be granted to users.

Q: Will you realize permissioning within Operator Console to prohibit access to e.g. MCS, device discovery, SLM, etc., for specific user?

A: UIM 20.3 will offer a wider range of granularity for ACL permissions to accommodate many "Modify" and "View" options.

BROADCOM®

_____

ADMINISTRATION

Q: We are running 9.1.0 today. What will happen if we are not able to upgrade our environment before end of this year? Will the product become unusable if Flash will not work anymore?

A: In most organizations, browser upgrades are pushed to employee machines and we expect this will occur toward the end of the year. If you don't upgrade to a new browser version that no longer supports Flash, in theory your old version that supports Flash will continue to work. In any case, the only component that will be affected will be the UMP portlet and not the complete solution.

Q: Will there be reporting available around licensing for all deployed probes and robots (stored in DB)?

A: Licensing checks have been removed since UIM 9.2; UIM now runs on trust-based licensing.

Q: A common "standard configuration" has two servers: a central hub running and a separate UMP robot. In UIM 20.3, will that pre-existing UMP robot will be able to run Operator and Admin consoles and CABI combined?

A: Yes. More completely: UIM team will be republishing the hardware requirements for Operator Console for UIM 20.3. CABI will be a mandatory component with UIM 20.3 and it is suggested to be deployed in a different Web Server, however CABI and Operator Console both on a single (former) UMP robot machine will be a supported deployment. There will be no change in the way the Admin Console is deployed from versions UIM 8.5.1 to UIM 20.3.

Q: Can you please cover the DR/HA capabilities in UIM 20.3?

A: Same as now.

Q: Will we have a good self-monitoring dashboard for the UIM footprint?

A: UIM 20.1 offers a dashboard for monitoring MCS deployment ("Did I successfully deploy the profile?") through the Operator Console and we will continue to support this in UIM 20.3

Q: Is it possible for the MSP Operations Center to see across all tenants (Dashboards and new Operator Console)?

A: Yes.

_____

ALARMS

Q: Are there any capabilities to verify regex statements prior to setting thresholds? Currently you have to create a threshold and apply the threshold hoping the regex statement works.

A: Not planned for UIM 20.3.

Q: Considering the fact that there is already an action to escalate alarm severity, will the new alarm actions in Operator Console contain an action to de-escalate/lower alarm severity for a single alarm or group of alarms without having to use a script?

A: Not planned in UIM 20.3.

Q: Is the alarms section in Operator Console still based on CABI?

A: Alarm Console uses HTML5 and the React framework based on JavaScript, not CABI.

Q: Can we attach notes on alarm management on new Operator Console?

A: Yes. We will support similar functionality that exists on UMP today.

Q: Can we create custom alarms based upon a trap in new Operator Console?

A: This is supported by the SNMP Trap Daemon (snmptd) probe configuration.

Q: Will shared "Public" filters, available in UMP, be available with new Alarm Console?

A: Not planned for UIM 20.3.

Q: Can we export the list of alarms to CSV format?

A: Yes.

Q: Will alarm configuration for MCS templates be only available by "Alarm Policies" or still by the enhanced templates themselves (as it is today)?

A: Enhanced templates offer alarm configuration by Alarm Policy; legacy templates offer alarm configuration with in the templates themselves. Both will be supported with UIM 20.3.

Q: If only by Alarm Policies, will the handling be improved (editing existing policies, prioritizing policies, regex-handling, etc.)? Currently, Alarm Policies only support the simplest use cases, correct?

A: Alarm configuration can be done three ways: probe template for IM and Admin Console probes; through legacy MCS templates; or through probes supporting enhanced templates for alarm configuration through Alarm Policy.

Q: Does this mean that dynamic thresholds for alarm policies will now allow standard deviation and scalar thresholds? Currently we can only select percentage.

A: We have supported dynamic thresholds and standard deviation since UIM 9.0.2 and this will continue with UIM 20.3.

Q: Will this updated MCS finally provide us the capability to customize alarm messages and mostly SubsystemIDs of alarms?

A: Customized alarm messages have been supported with Alarm Policy since UIM 9.0.2.

Q: Can I do a "Shift-Select" to highlight a set of alarms to clear on the new Alarm Dashboard?

A: You can Select All or multi-select.

Q: Will the Alarm Dashboard show the number of time an alarm occurred like in the "old" Alarm Dashboard?

A: Yes.

_____

API

Q: Any new or modifications to REST services via uimapi or webservices_rest probe?

A: We will be enriching the APIs in UIM 20.3.

Q: Currently the UIM API is referenced to UMP. Is this to be moved to Operator Console now or a separate wasp?

A: UIM API probe can be deployed on Operator Console or as separate wasp.

Q: Is the current REST API changing as a result of removing UMP or will the same abstraction be maintained?

A: Rest API "UIMAPI" will run on the Operator Console server WASP (which is the UMP server in UIM 20.1 and earlier). From API consumption perspective, there is no change expected in the abstraction levels.

Q: Will the API be enhanced with each quarterly release or are these enhancements scheduled for further out?

A: We are continuously enhancing the UIM API package. We don't currently have a plan for a release every quarter.

_____

CA BUSINESS INTELLIGENCE (CABI)

Q: Will Jaspersoft and CABI still be the reporting tool for the future?

A: For UIM, yes.

Q: For people that have reports created in UMP, will they be convertible to the new format?

A: For reports built using CABI, they will continue. Reports built using Unified Reporter will not be supported (or portable).

Q: What happens with Performance Report Designer and List Reports?

A: These functionalities will be largely replaced with the enhanced Operator Console and CABI

Q: As Lists will be deprecated, what workaround does Broadcom suggests as replacement solution?

A: CABI dashboards and reports.

Q: The PRD had a feature where you could generate and share a standalone report link to any user. Will that be available in UIM 20.3?

A: You can do that via CABI, though not exactly like PRD.

Q: What will replace List Reports in Operator Console? Operator Console is nice but it's not very efficient when looking at multiple objects like what the old List Reports provided.

A: A couple alternatives include group-based Metric Viewer and CABI custom dashboards.

BROADCOM®

Q: Will customers will be expected to recreate existing List Reports in CABI?

A: Correct. No List Designer dashboards, hence customers are expected to recreate all the reports and dashboards with CABI (Jaspersoft). Dashboard design functionality will be based on ACL permissions. You will have the option to create custom dashboard with Dashboard Designer or CABI in Operator Console. Dashboards page to have CABI dashboards (both OOTB and custom) along with default dashboards like Deployment Dashboard; Legacy Dashboards to have dashboard creator thru Dashboard Designer.

Q: Can we migrate our List Viewer dashboards from UMP to UIM 20.3?

A: No, these will have to be recreated using CABI.

Q: How will a custom dashboard be created?

A: Options to create custom dashboards are with Dashboard Designer or CABI on Operator Console. The Dashboards section will accommodate CABI dashboards (both OOTB and custom dashboard) along with default dashboards like Deployment Dashboard. Legacy Dashboards to have dashboard creator thru Dashboard Designer.

Q: Are Dashboard 'badges' or badge text customizable?

A: Badge text is customizable.

Q: What is the limit for the number of metrics that can be displayed in the Operator Console Metric Viewer for a single chart/graph?

A: For UIM 20.3 Group context will accommodate up to 20 devices and for each device, up to 20 metrics.

Q: Is there a display limit based on metric unit type?

A: There is no limit based on unit type.

Q: Does CABI require a separate server? Can I use my UMP server for CABI?

A: While we recommend a separate server for CABI to ensure optimal performance, we are planning to support CABI as a service on one of your core infrastructure UIM servers.

Q: Are there any current or future plans to provide an option that automates the installation of bundled CABI during the UIM install?

A: Not planned with UIM 20.3 but it is under consideration for a future release.

Q: If not removed, will the interaction with the CABI server be changed so that the Operator Console app interacts locally with the CABI server instead of how it works today where the browser displaying the Operator Console page has to have direct access to the CABI server?

A: CABI and Operator Console will continue to be running in two different web servers and "localhost" access is void in this case. Operator Console will leverage CABI probes to integrate with JasperReports Server.

Q: Is it possible to establish this configuration today with the version of CABI that's part of UIM 8.51?

A: While it may be possible to establish this configuration, this will not be officially supported.

Q: We now have CABI for UIM and unified CABI (share across multiple Broadcom solutions). Will both options be available for UIM 20.3?

A: Yes.

Q: Will there be a bit of a refresh on the old Jaspersoft out-of-the-box dashboards?

A: Aside from support for the new 7.5.1 version of Jaspersoft, there is no change .

Q: Any plans to use Grafana for dashboarding?

A: No, not in UIM. Grafana is the technology that is used to deliver the DX Dashboards functionality for our AIOps solution (DX Operational Intelligence). Should you chose to ingest UIM data into the AIOps solution, then you could use DX Dashboards with your UIM data.

_____

EDUCATION

Q: Will there be videos available of new Admin and Operator consoles that we can see how to configure it in an easy way?

A: We will develop educational material to guide users through the new functionalities.

Q: Make sure you have a lot of Training Docs & Videos on how to do something the old way in the Flash version to the "new" way (without Flash). Like a Before/After, so we can pass that information on to the UIM user community, as many people depend on the reports, etc.

A: Duly noted.

_____

LIFERAY

Q: With Liferay, I could build user-specific, customizable layouts and views. Will that functionality be ported to UIM 20.3?

A: Operator Console has a static layout unlike UMP, which offered a customizable layout through the Liferay portal. With UIM 20.3, there will be no Liferay portal framework hence user-specific custom layouts based on different types of user personas will not be possible.

Q: What will happen with WebContent portlet?

A: WebContent is a Liferay functionality and as such will not be replaced.

_____

MAINTENANCE MODE

Q: Will we be able to create maintenance mode schedules within Admin Console?

A: From Operator Console, not Admin Console.

Q: Will maintenance scheduling be configurable through the API?

A: Yes.

Q: Does the structure of the maintenance DB tables change?

A: No change.

_____

MONITORING CONFIGURAION SERVICE

Q: Will MCS still support the Assign Dynamically function for Host location?

A: Yes; no change.

Q: Do we need to recreate all the MCS profiles that are configured in USM under Monitoring tab at the group level to the Operator Console MCS features?

A: Not required.

_____

NETWORK MANAGEMENT

Q: Does this plan cover the Network Flow Analysis product as well or is that another product work stream?

A: That is another work stream. See NetOps notification. In short, Flash-free network flow monitoring will be delivered by the NetOps team, which is separate from the UIM team.

Q: DX Spectrum and DX Performance Management are our single pane/s of glass for all operations support. Will there be additional efforts to enable UIM as a data source for DX Performance Management and AIOps without DX Mediation Manager as an intermediary?

A: Integration with DX Spectrum is via the Spectrum Gateway probe. Integration with DX Performance Management is via DX Spectrum. Integration with AIOps (DX Operational Intelligence) is via a connector for DX Operational Intelligence. Mediation Manager is not a requirement.

_____

OPERATOR CONSOLE for UIM 20.3

Q: Can we deploy Operator Console as a replacement of UMP? Is it just like putting Operator Console probe on the server?

A: Yes and Yes.

Q: When will there a perfect and fast successor of Infrastructure Manager? Admin and Operator consoles are too slow and not all functions of IM are available. Working with our daily business within the 2 consoles is not possible because it's too weak. When will there be a new or better console(s) in HTML5 style?

A: Performance improvements are planned for Operator Console for UIM 20.3, including multiple instances for load balancing

Q: When will the Dynamic View function of Infrastructure Manager be available in Admin or Operator console(s) that it is possible to group the servers with USER TAG 1 for example?

A: Dynamic Groups is planned for UIM 20.3 Operator Console

Q: Regarding Inventory Integration in Operator Console, will we still be able to delete CI (and delete associated QoS) from the new interface?

A: Delete-a-device functionality was made available on Operator Console with UIM 9.2 and will continue with UIM 20.3.

BROADCOM®

Q: Will Dashboards be one of the "lists" that appear down the left hand side of the Operator Console UI - Are those Dashboards going to appear here:

A: Yes, the dashboards will appear in the location on the Operator Console UI. It should also be noted that the rendering of the custom dashboards on Dashboard page will occur automatically. Dashboards tab will have CABI dashboards (both OOTB and custom dashboards); Legacy Dashboards tab to have dashboard creator thru Dashboard Designer.

Q: In site 1, we only have UMP and reports. In site 2, we only have reports and dashboards. Will I be able to do that on Operator Console?

A: No.

Q: Will the Operator Console dashboard portlet performance be better in UIM 20.3 than it is now? When we are now using Operator Console, it is very much painful to see portlets loading forever.

A: Yes, it's being optimized, overhauled for performance.

Q: Will there be a migration tool for UMP dashboards, UMP List Reports and UMP Performance Reports?

A: Dashboards built Dashboard Designer will carry forward. UMP List Reports and UMP Performance Reports will not be portable.

Q: Do you have examples for how you propose to re-create complex List Views into the new Operator Console? Will there be an automatic conversion? We have 100s of List Views.

A: Unfortunately there will be no automatic conversions or migration. We will consider this as an aspect for our educational material.

Q: Today the visibility of a dashboard is controllable by Account (private - visible to creator, public - visible to all, or assigned to an arbitrary set of accounts). Will that be persisted into the Operator Console implementation?

A: For custom dashboard and report creation, permission will be available to users with ACLs (Custom Dashboard, Custom Report, and Dashboard Design); all the top level Menu items will be shown for all the roles. The functionalities under the Menu items will be driven by Roles and ACLs mapped. (Example: Alarm Policy creation will be enabled for Admin; Alarm View will be enabled for all roles)Dashboards and reports published will be visible based on Account/Origin and only for probes deployed under particular Origin.

Q: Does everything in Operator Console honor the Origin assigned to the contact?

A: Correct, Operator Console will honor Origin for data presentation and security.

Q: Will there be a way to filter the dashboard so you can show different views to users/clients like we can in UMP?

A: Filtering will be based on Tenancy and Origin.

Q: Are we going to be able to load balance the Operator Console(s)?

A: Yes.

Q: Will we able to deploy the new Operator Console in a HA (Active/Active or Active/Passive) configuration?

A: UIM 20.3 will support multi-instance Operator Console and we will provide guidance on how to configure for HA.

Q: Which browsers will be supported by Operator Console?

A: Chrome, Firefox and Microsoft Edge (based on Chromium open source code). No support for legacy Internet Explorer.

Q: Are these new UIs in Operator Console running off CABI in the backend? Will CABI also be removed by the time this is released? CABI is basically the #1 issue within the community in getting it up and running correctly. The Dashboard component of any Infrastructure Monitoring tools should be the simplest, easiest component to setup but with UIM it is not. It's usually a 50/50 shot if CABI works most of the time.

A: The Operator Console is based on HTML5 and the React framework based on JavaScript. CABI is used for the landing page and dashboards and reports.

Q: Are these Operator Console screenshots based on DX Dashboards or CABI?

A: These are screens freshly written using HTML5 and the React framework based on JavaScript, not CABI. DX Dashboards are only available with AIOps (DX Operational Intelligence).

_____

PLATFORM

Q: When do you plan to support Centos/RHEL release 8.x?

A: UIM 20.1 supports Red Hat 8.3. Centos 8.x is planned for UIM 20.3.

BROADCOM

Q: Will UIM 20.3 support Windows 2019 and SQL Server 2019?

A: UIM 20.1 now supports Windows 2019; UIM 20.3 will too. Support for SQL Server 2019 is under consideration for a release after UIM 20.3.

_____

PROBES

Q: Do you plan to update Cisco probes like cisco_qos, cisco_monitor, cisco_nxos or interface_traffic where everything is preconfigured and you only have to add a new switch or router? With snmpcollector you must define everything like OIDs that are already preconfigured in the existing Cisco probes. Are there migration scenarios for those probes to import it in the snmpcollector or will you upgrade Cisco probes again in the future?

A: For network monitoring, including Cisco devices, the go forward strategy is with the SNMP Collector. There is no plans to upgrade the Cisco probes. There is no migration for configurations from Cisco probes to SNMP Collector probe.

Q: When will there be a fast way like in the Infrastructure Manager UI to deploy probe configurations to servers in a console-like drag-and-drop in a fast and easy way? Nothing is as comfortable as Infrastructure Manager, so when will a successor be available if you don't upgrade most functions of old Infrastructure Manager?

A: Zero touch configuration functionality with the UIM Monitoring Configuration Service (MCS), including monitoring configurations and alarm policies, enhanced MCS templates, and set-up wizard-based enhancements coming with UIM 20.3 = faster time to value.

Q: When will all probes be available in UIM 20.3? There are still probes not available.

A: All probes will be available with UIM 20.3. Some will have enhanced MCS templates while others will be available via Infrastructure Manager and Admin Console. We have no EOLs planned for probes at this time.

Q: Will there be reporting available for configuration across group or all robots for all probes (stored in DB)?

A: Not planned for UIM 20.3.

Q: Is the SNMP Collector still safe? We have customers who are fairly dependant on network monitoring within UIM.

A: We continue to enhance the SNMP Collector.

BROADCOM

Q: Is there any plan to completely remove the Infrastructure Manager UI and its functionality?

A: Not in the near term.

Q: There are some probe configurations that happen only in Infrastructure Manager or only in UMP. Will these be centralized at some point?

A: Centralized monitoring technology configuration is on the roadmap and we are making progress. But 100% centralization will not happen in UIM 20.3.

_____

REPORTS

Q: How are new reports added?

A: Currently Operator Console has the capability to render the custom reports as new badge icons under the Settings section.

_____

SERVICE LEVEL MANAGEMENT

Q: Does the SLA/SLM functionality include the cleanup of expired maintenance schedules automatically?

A: No change to current functionality.

Q: Will the SLM feature that allows access to the DB and data structure, us to merge data, see QOS values from probes, etc. be available as we have in UMP today?

A: Yes.

Q: For SLM question: The Calendar object exists where?

A: Calendar object will be rebuilt and available under new SLM functionality in Operator Console.

Q: Do you have a list of features you plan to support with the new SLM feature?

A: The SLM portlet application will be redeveloped as part of the Operator Console for UIM 20.3, including the following features: create SLO/SLAs, calculation profiles, database status and management, SQL queries, export QoS data, and the SLA wizard. SLA reports shall continue to display performance information for all three levels: View SLA Reports, View SLA History and Generate a Report as a PDF.

Q: Will there be templates to migrate old SLA reports from UMP?

A: Yes.

Q: Can the Maintenance schedule be controlled via API?

A: The enhanced UIM API in UIM 20.3 will support this.

_____

SIGN-ON

Q: Is it possible to achieve SSO using Operator Console?

A: Yes.

Q: Can we logon to Operator Console using email address as we did on UMP?

A: Yes.

Q: Do you plan to support SAML single sign-on for Admin and Operator consoles?

A: Yes

_____

TOPOLOGY MANAGER

Q: The Relationship Viewer was "silently" deprecated. What is the plan for a layer 2 relationship viewer in UIM 20.3 ++?

A: This functionality is not planned for UIM; you are, however, entitled to DX Operational Intelligence as part of your UIM entitlement and this solution does provide the topology functionality that you seek.

_____

VALIDATION

Q: UIM 20.3 GA in September - how reliable will this product be as we will need to upgrade the production environment?

A: We are beginning field trials with our presales team in July and customer validation in August to help ensure a reliable GA solution for September.

Q: How does one get on the QA/test/beta group to test the software?

A: We have selected a number of customers for the customer validation program that begins this summer; we are not adding additional customer at this time. The customers selected for this program represent the most common demographics across our UIM customer base.

Q: Will Broadcom host monthly sprint reviews with customers to show they are staying on track to meet these goals?

A: No. We will work with select customers through a customer validation phase before GA.

Q: Will there be a cloud based beta testing available?

A: No. We will work with select customers through a customer validation phase before GA.