

Transcript – Nimsoft Monitor Office Hours (Monday, June 30, 2014)

June 30, 2014 11:00:05 AM from Customer Programs8 to Everyone: Hi Everyone and Good Morning and Welcome to Nimsoft Monitor Office Hours. We will get started momentarily...

June 30, 2014 11:01:16 AM from Customer Programs8 to Everyone: Ok, so on the screen you can see some of the guidelines in terms of the questions we suggest.

June 30, 2014 11:01:45 AM from Customer Programs8 to Everyone: and let's get started ! under the chat window please type your question and click send!

June 30, 2014 11:03:36 AM from Customer Programs8 to Everyone: Who will be the first one to ask a question? We have CA Support and Product Management on the webex ready to answer your questions...

June 30, 2014 11:03:49 AM from Doug Fisher to Everyone: I would like to find some examples of useful LUA scripts. Where could you direct me to find them?

June 30, 2014 11:04:50 AM from Doug Fisher to Everyone: I have tried looking through the forums but can only find snippets here and there - not full examples.

June 30, 2014 11:05:14 AM from Phil Sanderson to Everyone: @Doug, inside the nas probe, there's a 'scripts/examples' folder which contains a number of Lua scripts that walk through various aspects of the nas Lua extensions.

June 30, 2014 11:07:21 AM from Phil Sanderson to Everyone: @Doug, are you looking to execute Lua scripts in nas, or are you using nsa (Nimsoft scripting agent)?

June 30, 2014 11:07:56 AM from Teppo Tähkää to Everyone: I would like to know when hub probe v7.6 will be released

June 30, 2014 11:08:14 AM from Phil Sanderson to Everyone: @Teppo, in ~ 1 week.

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June 30, 2014 11:08:20 AM from Doug Fisher to Everyone: @Phil, I was looking at backing up config files from remote robots. I found a partial script in the forums but don't know how to hook it up.

June 30, 2014 11:08:31 AM from Billy Foss to Everyone: Is there a way to install UMP silently?

June 30, 2014 11:09:16 AM from Phil Sanderson to Everyone: @Doug, do you have a link to that script? That sounds like some custom code which was posted to the forums.

June 30, 2014 11:09:25 AM from Billy Foss to Everyone: I thought 7.6 was released?

June 30, 2014 11:09:54 AM from Phil Sanderson to Everyone: @Billy, yes - NMS and UMP 7.6 have been released, but NMS 7.6 is currently shipping with hub 7.50

June 30, 2014 11:10:29 AM from Billy Foss to Everyone: Ahh, okay. That explains some confusion in our upgrades.

June 30, 2014 11:10:34 AM from Billy Foss to Everyone: thanks

June 30, 2014 11:11:07 AM from Gene Howard to Everyone: @Billy, Sorry at this time there is not a way to install UMP Silently... This would need to be an enhancement on the idea wall.

June 30, 2014 11:11:36 AM from Billy Foss to Everyone: @Gene, thanks!

June 30, 2014 11:12:49 AM from Customer Programs8 to Everyone: We are 15 minutes into our Nimsoft Monitor chat. If you just joined, you can feel free to type in your question in the chat window... thank you.

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June 30, 2014 11:15:25 AM from Gene Howard to Everyone: One question we get a lot is how do we make our queues transfer more quickly.

Answer: The hub queue transfer rate is based on the bulk size of either the POST queue or Get queue.

However there is also a dependency on network through put. If you your connection between hubs is only 50KB you cannot expect to send 1000's of messages ☹

June 30, 2014 11:18:27 AM from Gene Howard to Everyone: Question: Where can I find more detailed information on advanced setup of the UMP?

Answer: the UMP is based on the Liferay Portal. This is a third party tool with full documentation and rich user community at www.liferay.com

June 30, 2014 11:20:29 AM from Doug Fisher to Everyone: @Phil, I can't find the post, but here is a similar one: <http://forum.nimsoft.com/t5/General/Robot-configs/m-p/25006/highlight/true#M8936>

June 30, 2014 11:20:45 AM from Phil Sanderson to Everyone: @Doug - thanks, let me look at that code

June 30, 2014 11:21:39 AM from Gene Howard to Everyone: Is there a link to quickly find all the probe documentation?

Answer: http://docs.nimsoft.com/prodhelp/en_US/Probes/Catalog/index.htm

June 30, 2014 11:25:34 AM from Phil Sanderson to Everyone: @Doug, what that code is doing is running a set of callbacks which build PDS tables designed to do the following:

June 30, 2014 11:25:40 AM from Phil Sanderson to Everyone: 1) Get a list of hubs.

June 30, 2014 11:26:16 AM from Phil Sanderson to Everyone: 2) For each hub, get a list of robots.

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June 30, 2014 11:26:47 AM from Phil Sanderson to Everyone: 3) On each robot, issue a 'get_info' callback to get robot information, and then extract robot.cfg.

June 30, 2014 11:27:18 AM from Phil Sanderson to Everyone: So, this code essentially goes out and talks to each robot, extracts robot_info and robot.cfg.

June 30, 2014 11:27:45 AM from Gene Howard to Everyone: There is an article on this with working sample code here:

June 30, 2014 11:27:47 AM from Gene Howard to Everyone:
<https://na4.salesforce.com/kAC600000008OSy?srPos=4&srKp=kaC>

June 30, 2014 11:28:19 AM from Gene Howard to Everyone: or look up the article How to create a report of all probe configurations

June 30, 2014 11:30:26 AM from Gene Howard to Everyone: Where can I find the latest product support matrix?

Answer:

Platform Support matrix:

http://support.nimsoft.com/downloads/doc/Platform_Support_Availability_current.pdf

Probe support matrix:

http://support.nimsoft.com/downloads/doc/NMSCompatibility_SupportMatrix_current.pdf

June 30, 2014 11:31:51 AM from Customer Programs8 to Everyone: Thank you... We are at the half way mark now.. if you just joined you can ask your question in the chat window at any time. CA Support and Product Management is standing by... thank you.

June 30, 2014 11:33:18 AM from Teppo Tähkäpää to Everyone: to UMP PM: are there plans to add alarm history to USM alarms. I mean internally, not through exporting them to excel?

June 30, 2014 11:33:35 AM from Doug Fisher to Everyone: @Gene,@Phil thanks - will review those docs & scripts.

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June 30, 2014 11:33:53 AM from Teppo Tähkääpää to Everyone: and continuing, getting group level of alarm timelines for "what happened last weekend"?

June 30, 2014 11:34:27 AM from Timothy O'Connor to Everyone: @Teppo Alarm history in the UI is currently a high priority backlog item.

June 30, 2014 11:35:33 AM from Timothy O'Connor to Everyone: @Teppo I'm not sure I understand your question about alarm timelines but it sounds like a good candidate for ideas.

June 30, 2014 11:36:19 AM from Doug Fisher to Everyone: Is it possible to change a user ID for a portal user by updating the database or must we deactivate and create a new user? (So far I've been told due to liferay connection there is no way to do this. Must create new user.

June 30, 2014 11:36:54 AM from Teppo Tähkääpää to Everyone: @Timothy, I mean some kind of visualization for what happened in what time for my servers in this group in time x - y

June 30, 2014 11:37:32 AM from Teppo Tähkääpää to Everyone: @Timothy, this alarm was on from 2pm to 3pm and at same time these other alarms were on

June 30, 2014 11:37:41 AM from Phil Sanderson to Everyone: @Doug, there are several links (foreign keys) with portal IDs. Manually changing them in the Liferay tables could have some unintended consequences.

June 30, 2014 11:38:14 AM from Phil Sanderson to Everyone: It's recommended that you create new users through authentication to UMP, allowing the default .lar file to be applied correctly to each new user.

June 30, 2014 11:39:58 AM from Doug Fisher to Everyone: Are there any sample SQL scripts to identify misbehaving probes based on recorded data? For example a probe that just stops submitting data.

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June 30, 2014 11:41:22 AM from Timothy O'Connor to Everyone: @Teppo I'm not sure it's exactly what you're looking for but you can click the update time on an alarm which will create a filter for alarms that last occurred between that time and now. The now can then be changed to an arbitrary date/time. This will give you a filter of alarms that most recently happened in that time frame.

June 30, 2014 11:42:22 AM from Timothy O'Connor to Everyone: @Teppo but it won't give you all alarms that had occurred in that time frame.

June 30, 2014 11:42:30 AM from Gene Howard to Everyone: @Doug, Unfortunately not. There would be no way to tell if the problem as the probe was down, Interval had changed, The robot was in maintenance mode or the probe was deactivated on purpose.

June 30, 2014 11:43:28 AM from Teppo Tähkääpää to Everyone: @Timothy, near there. Closed alarm, and I think the killer would be some kind of timeline vis to see how long and what alarms has been on at same time

June 30, 2014 11:45:11 AM from Timothy O'Connor to Everyone: @Teppo I think it's a good idea. If you would submit it to the ideas portal that would be great.

June 30, 2014 11:46:40 AM from Teppo Tähkääpää to Everyone: @Timothy:
<https://na4.salesforce.com/ideas/viewIdea.apexp?id=08760000000CjKX>

June 30, 2014 11:46:51 AM from Customer Programs8 to Everyone: ok, so we have 15 minutes left for our webex chat here on Nimsoft Monitor. Please ask final questions now. Thanks again!

June 30, 2014 11:47:46 AM from Doug Fisher to Everyone: Where could I find some examples of custom probes written in .NET? Is custom probe development common or fairly rare?

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June 30, 2014 11:48:10 AM from Timothy O'Connor to Everyone: @Teppo Excellent. Thanks for pointing that out.

June 30, 2014 11:49:48 AM from Phil Sanderson to Everyone: @Doug, custom probes are fairly rare: your best resource is the documentation / API reference for the SDK in the language you're interested in.

June 30, 2014 11:50:05 AM from Phil Sanderson to Everyone: Here's the references for .NET: http://docs.nimsoft.com/prodhelp/en_US/Monitor/SDK/dotNET-API/Nimsoft--dotNET_SDK-intro.pdf

June 30, 2014 11:50:14 AM from Phil Sanderson to Everyone: http://docs.nimsoft.com/prodhelp/en_US/Monitor/SDK/dotNET-API/Index.html

June 30, 2014 11:50:39 AM from Doug Fisher to Everyone: What is the ratio of customers to CA folks on this chat?

June 30, 2014 11:51:09 AM from Teppo Tähkää to Everyone: to UMP PM again: Any plans for adding HA features to UMP, for hub direction, so that when services are moved from main NMS to HA NMS also the portal would be able to survive that without manual configurations and restarts?

June 30, 2014 11:52:05 AM from Customer Programs8 to Everyone: @Doug - hi... it's about 50/50 so i guess we have some lurkers out there just reading... but we want to thank you for all your great questions today...

June 30, 2014 11:54:04 AM from Doug Fisher to Everyone: haha OK. thanks for everyone's time today cheers.

June 30, 2014 11:54:35 AM from Customer Programs8 to Everyone: @Doug you are welcome and this was our first office hours for NM. We do expect to have more in the future. have a great day.

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June 30, 2014 11:55:04 AM from Customer Programs8 to Everyone: 5 minutes left in this web ex chat - last call for questions !

June 30, 2014 11:58:06 AM from Robert Vacante to Everyone: @Teppo: We are investigatig options for HA in UMP. It's not yet a feature in our backlog, since we don't know how to best approach it, but do be aware we are interested and aware that customers have this need.

June 30, 2014 11:58:33 AM from Teppo Tähkää to Everyone: @Robert, Thanks

June 30, 2014 12:00:11 PM from Customer Programs8 to Everyone: OK, Thank you for joining today's webex chat on Nimsoft Monitor. The session is now over. The transcripts will be posted to the user forum later today or tomorrow. Thank you very much for your time and have a great day.