CA Technologies

CA Performance Center Readme Release 2.3.3

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1.0 Welcome

Welcome to the Readme for CA Performance Center. This readme contains issues and other information discovered after publication of the regular documentation set.

***Important**! Any known limitations or required steps that apply to the current installation kit are noted in this document.*

1.1 Product Documentation

CA provides a full set of technical documentation for all products. You can open the guides in PDF and HTML format from the Documentation Bookshelf. Access the bookshelf from the Help menu in the CA Performance Center user interface.

Context-sensitive online Help is available for pages and views when you click a Help (?) button or select Help for This Page from the Help menu.

Use the online Help system when you need more information about configuration tasks, navigating the user interface, and performance data.

2.0 Upgrade Considerations

Release 2.3.3 is a complete release of CA Infrastructure Management. It can be used for a fresh install, or as an upgrade.

Upgrades of the CA Infrastructure Management software from versions 2.2.x through 2.3.1 are supported. The *Installation Guide* includes instructions.

The CA Performance Center database is not backed up automatically during an upgrade. The backup procedures are also fully documented in the *Installation Guide*.

***Important!** CA Performance Center configuration data can become lost or corrupted when an upgrade is interrupted by a catastrophic event such as a power outage. Back up your database before initiating the upgrade process.*

2.1 CA Spectrum Support and Upgrade Considerations

If you plan to register a CA Spectrum data source with CA Infrastructure Management Release 2.3.3, we recommend upgrading to CA Spectrum Release 9.3. Earlier versions of CA Spectrum do not fully support the following new features:

- Synchronization of CA Performance Center IP domains in CA Spectrum
- Global collection and landscape synchronization

- Drilldown capabilities from device and interface models in CA Spectrum OneClick to CA Performance Center performance data
- IP domain-aware synchronized discovery

Note: For information about upgrading CA Spectrum to Release 9.3, see the CA Spectrum Release 9.3 documentation.

2.2 Required Configuration for Large Deployments

Modify the configuration file for the CA Performance Center MySQL server in large-scale monitoring environments.

CA Performance Center installs MySQL with two default settings that are optimized for a medium-sized database. If you intend to run CA Performance Center on a system to support a large-scale deployment, modify the following two parameters from their default settings in the /etc/my.cnf file:

thread_concurrency = 8

key_buffer_size = 4096M

Take this step just after the installation has completed, but before you launch CA Performance Center for the first time.

When you have completed the changes to the my.cnf file, run the following command to restart MySQL:

/etc/init.d/mysqld restart

Recommendations

Set the thread_concurrency parameter to equal twice the number of CPUs on the target system.

Set the key_buffer_size to about 12 - 15% of total memory on the system.

For more information, see the MySQL documentation at http://dev.mysql.com/doc/refman/5.6/en/server-system-variables.html

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2.3 Upgrade Steps to Support HTTPS (SSL)

When you upgrade to CA Performance Center Release 2.3.3, a few steps are required to enable Single Sign-On support for SSL encryption (HTTPS).

Note: These steps are only required if you had HTTPS configured in Single Sign-On for the previous release of CA Infrastructure Management. Otherwise, follow the steps that are provided in the *Single Sign-On User Guide* to configure HTTPS.

After the upgrade, the certificate that was previously imported to the Jetty keystore and to the Java keystore is not imported to the new keystores. Take some steps to import the certificate.

Follow these steps:

1. Copy the keystore from the old Jetty directory to the new Jetty directory:

   cp *$InstallDir*/PerformanceCenter/jetty-7.2.0/etc/keystore *$InstallDir*/PerformanceCenter/jetty/etc

2. Import the certificate to the new Java keystore. The steps are different if you are using a certificate from a Certificate Authority (CA) or using a self-signed certificate.

   If you are using a CA certificate:

   - Import the signed CA certificate to the Java keystore:

     cd *$InstallDir*/jre/lib/security

     keytool -importcert -keystore cacerts -storepass *keystorepwd* –alias *alias* -file *CACertFile*

   If you are using a self-signed certificate:

   - (Optional) Export the certificate (unless you already have it):

     cd *$InstallDir*/PerformanceCenter/jetty/etc/keystore

     keytool –export–alias *alias* -keystore keystore –rfc –file {*$OtherDir*}/*alias*.cer

   - Import the file (*alias*.cer) to the Java keystore.

     cd *$InstallDir*/jre/lib/security

     keytool –importcert –keystore cacerts –alias *alias* -file {*$OtherDir*}/*alias*.cer –storepass*keystorepwd*

3. Restart the following services:
   - caperfcenter_sso

- caperfcenter_console
- caperfcenter_devicemanager

3.0 Known Issues

3.1 Inaccurate Interface Filtering for Groups

Symptom:

When creating groups of interfaces that were synchronized from CA Network Flow Analysis, I used the ifType filter in a group rule. It did not work properly:

- ifType equals or is like WAN -- All interfaces are added to the group. I expected to see only the WAN interfaces.
- ifType equals or is like LAN or LAN-ET -- No interfaces are added to the group. I verified that CA Performance Center had received LAN and LAN-ET interfaces from CA Network Flow Analysis.

I want to monitor groups of interfaces based on interface type, but these groups are not very accurate.

Solution:

The workaround is to manually add interfaces to groups instead of using group rules.

We plan to address this known issue in a future version of the CA Performance Center software.

3.2 Interface Domain Changes

When an administrator allocates the interfaces from a single router to multiple MSP customer domains, interfaces are often switched to different IP domains. CA Network Flow Analysis detects interface domain changes. These changes are not applied to data being sent to Data Aggregator, however, because Data Aggregator only identifies interfaces at the device level.

As a result, when interfaces are switched to a different domain after monitoring and data collection have begun, the global administrator sees two different interface items in CA Performance Center for each affected interface. The two interfaces continue to be monitored in separate IP domains, and their data is not aggregated. In this situation, individual tenant users

do not see any problem. Device-level statistics for the routers or switches that contain these interfaces are not affected. Only the global administrator sees two interfaces to represent a single monitored interface.

3.3 Event Manager Limitations

Notifications

In this release, Event Manager notifications only respond to events coming from Data Aggregator or CA Network Flow Analysis.

When you are sending Event Manager traps using the Notifier, you can send them in either of two trap (MIB) formats: the nhLiveAlarm format or the EventManager format. However, CA eHealth events are not supported, so you cannot create event notifications for a CA eHealth data source. EventManager is the recommended format. The nhLiveAlarm format is provided for users who already have a trap receiver that is customized to receive traps in the CA eHealth format.

Supported Data Sources

Event Manager relays data and displays events from the following data sources:

- CA Application Delivery Analysis
- Data Aggregator
- CA Network Flow Analysis
- CA Unified Communications Monitor

Events Display Limitation

The CA Performance Center Events list view is limited to show a maximum of ten pages of events. This design preserves user interface performance in large-scale environments. If your large deployment has 10,000 events for the selected time period, the dashboard shows only ten pages of ten events. A message indicates that only 100 events are shown.

A workaround lets you see more events by changing the Max per page setting at the bottom of the Events list view. You can select 50 or 100 as the maximum number of events to include on each page and can scroll through more events. However, the limit of ten pages maximum is still enforced.

3.4 Failed Email Jobs when Dashboard Deleted

When a CA Performance Center user deletes a dashboard page, any scheduled email jobs that are associated with that page are not deleted. As a result, the logs contain frequent "failure" entries that are added whenever the scheduled email job is executed.

To avoid this issue, be sure to delete any scheduled email jobs that are associated with a dashboard before you delete it. We plan to address this known issue in a future version of the CA Performance Center software.

3.5 Commas in IP Domain Definitions

The use of commas (,) in your IP domain definitions is not supported.

3.6 Calendar Heat Chart Printing Issue

Symptom:

When I use the Print option to export a dashboard as a PDF, the calendar heat chart does not look quite right.

Solution:

Use the Zoom tool to increase the size of the images in the PDF.

We plan to address this known issue in a future version of the CA Performance Center software.

3.7 Dashboard Page 'Missing' after Timeout

Symptom:

A user was logged in as the Default Tenant (global) Administrator and editing a dashboard when he let the session go inactive for 30 minutes. He then logged back in as a tenant administrator. The dashboard page displayed an error message that stated, "Page N is missing."

Solution:

If a user within the Default Tenant is logged in and viewing any page, the URL reflects a page ID specific to the Default Tenant. In this case, the Single Sign-On component closed the session when it timed out. Then another user who was associated with a different tenant logged in.

Because both users were using the same browser instance, the URL was retained. However, the second user did not have access to the previous page.

As a workaround, the second user simply selected a different dashboard from the menus on the Dashboards tab, which displayed the menus and pages that he had permission to view.

3.8 Options Temporarily Unavailable in View Settings Dialog

Symptom:

I restarted the CA Performance Center Console service, and then I tried to customize a view. In the Settings dialog, the Metric Family drop-down menu and a few other menus were empty.

Solution:

When the CA Performance Center Console service is starting up, repository synchronization takes place. For a few minutes, some view settings are unavailable. Close the Settings dialog and wait until the synchronization has completed.

4.0 Localization Known Limitations

A full list of anomalies associated with translation is provided in the Localization Status Readme file.

4.1 Double Byte Language Characters Can Display Incorrectly in PDF Reports

If you generate a PDF report in a language that uses double byte characters (for example, Chinese, Simplified Chinese, or Japanese), characters can display incorrectly. Characters can display incorrectly for two possible reasons:

- You do not have an installed font that supports the language.
- The licensing bit for the font is set in a form that cannot be embedded in PDFs.

To resolve this issue, do one or more of the following steps:

- Install a font that supports the language you want to generate a PDF in.

- Be sure that the fonts you have installed can be embedded in PDFs. The following fonts, available on computers that are running a Windows platform, can be installed on a computer that is running a Linux platform. These fonts can be embedded in PDFs:
    - MS GothicUI
    - MeiryoUI
    - SimSun

4.2 Bookshelf Versions and Translations

The CA Network Flow Analysis Documentation Bookshelf is included with the CA Performance Center user interface. In addition to English, it is also available in three languages, but it is not available in Traditional Chinese.

The CA Application Delivery Analysis documentation is not available in French. However, translated versions of the CA Application Delivery Analysis online Help for CA Performance Center are available in Simplified Chinese and Japanese.

4.3 View Settings Are Lost

Symptom:

I changed some of the View settings in a custom view. Then I changed the language preference setting in my user account. When I returned to the view, my changes had been reverted.

Solution:

The changes that you made to the View settings were stored as an English string. Therefore, when you changed your language setting, that string was no longer available to the database query that supports the view.

As a workaround, change the language setting before you make any changes to the View settings.

We plan to address this known issue in a future version of the CA Performance Center software.

5.0 Data Source Known Issues

5.1 Limitations in Data Source Support for Multi-Tenancy Features

Support for multi-tenant monitoring in CA Performance Center is subject to some limitations in the registered data sources. Where a Data Aggregator data source has fully implemented multi-tenancy and IP domain monitoring, the following data sources offer more limited support:

- CA Application Delivery Analysis
- CA Spectrum
- CA eHealth
- CA Application Performance Management

CA Application Delivery Analysis monitors IP domains without a concept of tenants. As a result, CA Performance Center receives all items from CA Application Delivery Analysis in the Default Tenant. However, CA Application Delivery Analysis does support IP domains. CA Performance Center can thus associate these items with tenants according to their IP domain. Be aware that some managed items are duplicated between the Default Tenant and custom tenants.

Starting with r9.3, CA Spectrum supports custom IP domains. CA Spectrum devices can be placed in custom IP domains or in the Default IP Domain. Tenants are not visible in CA Spectrum OneClick. However, tenants in CA Performance Center can have associated CA Spectrum devices based on IP domain. The global administrator can also make these items available for monitoring by tenant users by placing them into the Service Provider Items group. For more information, see the *CA Spectrum - CA Performance Center Integration Guide*.

With the CA Network Flow Analysis, CA Application Delivery Analysis, and CA Unified Communications Monitor data sources, segregation by tenant ends at drilldown into the data source user interface. You can use Product Privilege settings and role rights to prevent tenant users from seeing data from other tenants. For more information, see the use case titled "Deploying Multi-Tenancy with CA Performance Center."

Neither CA eHealth nor CA Application Performance Management supports IP domains or tenants. Therefore, all items and configuration that are contributed by these data sources are visible only in the Default Tenant and in the Default IP Domain.

5.2 Interface Display for Users of CA Network Flow Analysis

Interface names and descriptions may not match between the NFA console and the CA Performance Center Console.

Note: Changes to the interface names and descriptions are limited to the product that you use to make the changes. If you change interface descriptions in one product console, the changes are not displayed in the other console, for example. To show the same interface names and descriptions in both locations, make revisions in one product to match the other product.

NFA Console

- The interface name and description is formatted as defined by the interface template, which uses the following values by default:
    - Interface Name: ifName or ifDescr value, whichever is found first
    - Interface Description: portName or ifAlias value, whichever is found first

  For information about changing the default template behavior, see the CA Network Flow Analysis topic 'Edit the Interface Template.'

- To customize interface names and descriptions individually, use the Active Interfaces page. For more information about this task, see the CA Network Flow Analysis topic 'Edit Details for a Router, Interface, or CVI.'

  Any changes you make are shown in a number of locations, including the Active Interfaces page, Enterprise Overview reports, drilldown Interface page reports, and the Interface Index. You use the Interface Index to select interfaces as filters in Custom reports and Analysis reports and to navigate to an interface in the Interface pages.

CA Performance Center Console

- The CA Performance Center Interface Details, Inventory pages, and trend views display interface names and descriptions that use the following default values:
    - Interface Name: ifName, ifDescr, or "Interface {ifIndex}" value, whichever is found first
    - Interface Description: ifDescr value, unless you apply an Interface Description Override to the parent domain
- To customize interface descriptions, apply an Interface Description Override when you create a domain, as described in the CA Performance Center topic 'Add an IP Domain.' To change the Interface Description Override settings for an existing domain, complete the following steps:
    1. Prepare a .csv file with the interface description overrides that you want to use. Include the following columns and populate a row for each interface whose description you want to override: Device IP, Name, Description, and Interface Description Override.
    2. Log in to the CA Performance Center Console as a user with administrator privileges.
    3. Select Admin, IP Domains.

       The Manage IP Domains page opens.

    4. Select the domain that you want to edit.
    5. Click Edit.

       The IP Domains Administration dialog opens.

6. Click Browse next to the Interface Description Override field.
7. Locate and select the .csv file that contains the appropriate overrides.
8. Click Save in the IP Domains Administration dialog.

   The dialog closes.

9. Resynchronize the CA Network Flow Analysis data source:
   a. Select Admin, Data Sources from the console menu bar.

      The Manage Data Sources page opens.

   b. Select the CA Network Flow Analysis data source.
   c. Click Resync.

      The data source is resynchronized.

10. **Note:** You can wait 5 minutes for the next synchronization to complete automatically instead of resynchronizing manually.
11. Verify that the overrides have been applied in the Interface Details page, Inventory pages, and trend views.

The interface descriptions apply to devices that have already been discovered and to devices that will be discovered in the future.

5.3 New Column in the Call Quality SLA View is Not Supported for Previous Versions of the Data Source

The Call Quality SLA view from the CA Unified Communications Monitor data source includes a "Calls Not Meeting SLA" column. The new column is supported only by CA Unified Communications Monitor data sources at version 3.5 or later. This release of CA Performance Center will return an error if it sends a request for the new data to a CA Unified Communications Monitor data source that is not at version 3.5 or later.

5.4 Search View Filter Does Not Work for Unified Communications Views

The Search View filter may not function for the views in the Unified Communications dashboards.

6.0 Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At http://ca.com/support, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at http://ca.com/docs.
