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Release Notes for Optivity Service Level Analysis Version 3.0



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NETWORKS™

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Introduction

These release notes describe issues and procedures related to Optivity Service Level Analysis™ Version 3.0. Information regarding VitalAgent for Optivity™, VitalAgent IT for Optivity™, and VitalAgent Automon for Optivity™ is included in this document.



Note: In some documentation “Optivity Service Level Management” may be referred to as “OSLM” or “Optivity SLM.” “Optivity Service Level Analysis” may be referred to as “VitalAnalysis for Optivity,” and “Optivity Service Level Help” may be referred to as “VitalHelp for Optivity.” “Optivity SLM Agents” refers to VitalAgent for Optivity and VitalAgent IT for Optivity unless specified in the documentation.

Product Description

This section provides detailed information regarding the contents of your Optivity Service Level Analysis 3.0 product and describes current product features and enhancements.

Package Contents

Your Optivity Service Level Analysis 3.0 product contains:

- *Optivity Service Level Help 3.0 Software* CD including:
 - VitalAnalysis for Optivity server software
 - VitalAgent for Optivity software
 - VitalAgent IT for Optivity software
 - VitalAgent Automon software
- *Start Here/Registering Optivity Service Level Help 3.0* card, including the serial number of your product. Use this document and serial number to register your product to obtain a permanent license key. The temporary license key that ships with your product expires seven days after you install the software.

- *Getting Started with Optivity Service Level Analysis 3.0* (Bay Networks® part number 202338-C). Provides basic instructions for installing your VitalAnalysis for Optivity server software and deploying Optivity SLM agents.
- *Optivity Service Level Management 3.0 Documentation* CD (Bay Networks part number 205357-B), including:
 - *Installing and Administering Optivity Service Level Analysis 3.0*—Describes how to install, configure, and test VitalAnalysis for Optivity.
 - *Using Optivity Service Level Analysis 3.0*—Describes how to use this service-level monitoring and capacity planning tool, based on aggregated VitalAgent for Optivity, VitalAgent IT for Optivity, and VitalAgent Automon data.
 - *Using VitalAgent Automon for Optivity*—Describes how to use this Optivity Service Level Management extension. This specialized agent extension lets you generate synthetic transactions, independent of end user actions.
 - *Installing and Administering Optivity Service Level Help 3.0*—Describes how to install, configure, and test VitalHelp for Optivity.
 - *Using Optivity Service Level Help 3.0*—Describes how to use the VitalHelp for Optivity fault management system.

New Features

This section provides an overview of the new features in Optivity Service Level Analysis 3.0.

- **Monthly Views**—You can now view VitalAnalysis for Optivity heat charts and reports on a daily, weekly, or monthly basis.
- **SLA Violations**—The new Service Level Agreements (SLAs) administration utility provides more granularity for defining SLAs. You can now set SLAs beyond the application level, to the actual transaction level. For example, you can set an SLA threshold for POP3 login.
- **Client List**—A new Client List displays a summary list of all end-user desktops that have an Optivity SLM agent installed. Clients are listed by group. You can use the default groupings, or define specific groups, such as users who are experiencing performance problems. Client lists provide agent desktop configuration parameters and a list of active events per client.

- **Grouping**—You now have the flexibility to define your own customized groups, to streamline viewing of performance metrics. You can create custom groups regardless of where the desktops are located, and define them by client name, IP address, network number, or host name. You cannot set policies and SLAs on a group basis.
- **VitalAgent IT for Optivity**—A feature-rich version of the standard VitalAgent for Optivity, this agent is designed for information technology (IT) personnel. Similar to VitalAgent for Optivity, VitalAgent IT for Optivity posts data to the OSLM servers, allowing the IT administrator to view performance metrics on the VitalAgent IT for Optivity desktops. The agent provides granular performance statistics that are not available in VitalAgent for Optivity. You can run tests such as ICMP echo tests, trace routes, and packet captures from the VitalAgent IT for Optivity desktop. These tests are limited to the local desktop. VitalAgent IT for Optivity cannot invoke other agent desktops.



Note: VitalAgent IT for Optivity counts for five VitalAgent for Optivity licenses. Refer to “License Key Tips” in *Installing and Administering Optivity Service Level Analysis 3.0* for details.

- **Optivity SLM-SNMP Gateway**

The Optivity SLM-SNMP Gateway application included with your Optivity SLM base product allows you to integrate Optivity SLM software with SNMP management systems such as HP OpenView Network Node Manager and Optivity Network Management System™ (NMS) 9.0. VitalAnalysis for Optivity automatically forwards events to your SNMP management system.



Note: The Optivity SLM Email and SNMP Gateways are also known as the Email and SNMP Gateways in other Optivity SLM documentation. However, both gateways are specific to Optivity SLM.

- **License Key Format**—This release of Optivity SLM includes a new licensing format that provides more flexibility. You can purchase Optivity SLM agents in specified quantities, to add to the agents you already have. Functionality of modules and add-ons is enabled or disabled based on the license key you have purchased. You must purchase a separate license key from International Network Services, Inc. (INS) to enable add-ons such as the Transaction Toolkit, DatabaseExpert Module, or Remedy Gateway.

Additional Features

This section provides an overview of VitalAnalysis for Optivity features.

- Optivity SLM-NMS Gateway—The integration of VitalAnalysis for Optivity and Optivity NMS 9.0 provides detailed network transaction information from the end user viewpoint. This powerful combination of applications provides complete network traffic route tracing, from the end user to the server, printer, or other end device.
- Optivity SLM-Email Gateway, that provides:
 - Automatic notification to help desk or IT personnel of events logged by your VitalAnalysis for Optivity server.
 - Automatic distribution of update messages from VitalAnalysis for Optivity events; for example, notifying personnel when an alarm is cleared.
 - Creation of a workflow picture through heat charts and reports that can assist your help desk personnel in more timely problem resolutions.
- VitalAnalysis for Optivity has an extensive on-line Help system. To access the Help system, click Help or the question mark symbol (?) in any VitalAnalysis for Optivity window.
- Visibility of remote user activity is available, using enhanced remote access support. The following remote dial-up phases are monitored by VitalAgent for Optivity and reported to your Optivity SLM servers:
 - Modem connection (checking for dial tone)
 - Dialing the remote access number
 - Handshaking
 - Log in/authentication
 - IP address negotiation
 - Access to resources

- Optivity SLM supports numerous IP-based applications, such as:
 - Email
 - Groupware
 - Enterprise Resource Planning (ERP)
 - Database
 - Multimedia
- You can specify master/subordinate servers to simplify the configuration and administration of Optivity SLM servers in an environment where multiple Optivity SLM servers exist.
- You can deploy VitalAgent for Optivity on end-user desktops without user interaction. For information refer to Chapter 4, “Configuring Optivity SLM Agents,” in *Installing and Administering Optivity Service Level Help 3.0*.
- The Path Trace™ feature of Optivity SLM provides further network information by linking to the Network Path Trace feature in the InfoCenter™ application of Optivity NMS 9.0. You must have at least version 9.0 of Optivity NMS to use this Optivity SLM-enabled feature. Do not enter an IP address of an Optivity NMS Web server with a version earlier than Optivity NMS 9.0.

Use one of the following methods to enable the Path Trace feature:

- If you are installing VitalAnalysis for Optivity, enter the IP address of your Optivity NMS 9.0 Web server in the VitalAnalysis for Optivity Installation Welcome window.
- If you have already installed VitalAnalysis for Optivity you can enter the Optivity NMS 9.0 Web server IP address in the VitalAnalysis for Optivity Administration window.
 1. **Choose Server configuration > Server administration.**
 2. **Enter the Optivity NMS 9.0 Web server IP address in the Optivity Web Server field.**
 3. **Click Submit.**

To start the Path Trace feature in VitalAnalysis for Optivity:

1. **From the VitalAnalysis for Optivity console, choose Clients or Servers.**
2. **Click the diagonal Find Client or Find Server arrow to link to Optivity NMS 9.0 > Network Path Trace.**
3. **Enter the following login information for your Optivity NMS 9.0 Web server:**

—User Name

—Password

—Host Name (or host IP address)

VitalAnalysis for Optivity Installation Notes and Instructions

This section provides helpful information about installing your product. If you are upgrading from an earlier version of VitalAnalysis for Optivity, you should read the [“Upgrade Notes and Instructions”](#) on [page 8](#) prior to installing the new version.

Preinstallation

Hardware and Software Requirements

Before starting the VitalAnalysis for Optivity installation, verify that your designated server meets the following requirements:

Table 1. System Requirements for the VitalAnalysis for Optivity Server

Requirement	Description
Hardware	<p>A CPU, including:</p> <ul style="list-style-type: none"> Pentium 200 MHz processor or greater (Pentium II 350 MHz processor is strongly recommended)* 128 megabytes (MB) of RAM minimum <p>A hard disk, including:</p> <ul style="list-style-type: none"> 4 gigabytes (GB) of free space, for database storage <p>CD-ROM drive</p> <p>LAN-based network connection with Microsoft TCP/IP and a fixed IP address</p> <p>Video display with 1024 x 768 resolution</p>
Software	<p>Windows NT 4.0 Server (or later) software, including:</p> <ul style="list-style-type: none"> Microsoft Windows NT 4.0 Service Pack 3 (or later) Microsoft Excel® 97 (including Data Access Tools, Converters and Filters) Microsoft Windows NT® file system (NTFS) (recommended) <p>Open Database Connectivity (ODBC), at least version 3.51 (available on the <i>Optivity Service Level Analysis 3.0 Software CD</i>)</p> <p>Administrator access to the Windows NT server</p> <p>One of the following Internet browsers:</p> <ul style="list-style-type: none"> Netscape Navigator, version 4.04 minimum Microsoft Internet Explorer®, version 4.01 minimum, with Service Pack 1 (SP1)

* Production sites with more than 1,000 agent desktops reporting to a single VitalAnalysis for Optivity server may benefit from additional system capabilities. Nortel Networks strongly recommends a Pentium II 450 Mhz processor and 256 MB of RAM for these large production sites.



Note: Your VitalAnalysis for Optivity software functions properly with Windows NT 4.0 SP3. However, Nortel Networks recommends using Windows NT 4.0 SP4, or higher, to provide Year 2000 compliance of the Windows NT software.



Note: Your VitalAnalysis for Optivity software functions properly with Netscape Navigator 4.04. However, Nortel Networks recommends using Netscape Navigator 4.0.8 or Netscape Communicator 4.5.1, or higher, to ensure compatibility with Optivity NMS 9.0.

- Nortel Networks recommends running VitalAnalysis for Optivity on a dedicated server, separate from the VitalHelp for Optivity server.
- Do not install Optivity NMS 9.0 on the same server as VitalAnalysis for Optivity or VitalHelp for Optivity.

Registering Your Product

You must register your VitalAnalysis for Optivity software to obtain a permanent server license key. The temporary license key that shipped with your software expires in seven days. Follow the instructions on the *Start Here/Registering Optivity Service Level Help 3.0* card that shipped with your software. This card includes your product serial number which is required when registering. You must register your VitalAnalysis for Optivity and VitalHelp for Optivity software separately.

Your servers must have static IP addresses prior to registering and obtaining a permanent license key.

Upgrade Notes and Instructions

If you are upgrading from an earlier version of VitalAnalysis for Optivity:

- The VitalAnalysis for Optivity 3.0 database is not compatible with previous versions. You must update your existing database for VitalAnalysis for Optivity to run properly. If you no longer require the information in your current database, you may choose to eliminate it. During the VitalAnalysis for Optivity custom installation process you are prompted to leave, or replace, your database. The Express Install program automatically upgrades the existing database, without asking you.

Nortel Networks recommends that you back up the VitalAnalysis for Optivity database prior to upgrading your product.

To back up existing database files:

1. **Shut down the VitalSuiteDB service.**
2. **Copy the database files into a backup directory.**

Existing database files are typically located in the
<drive>:\ProgramFiles\VitalHelp\Data directory.

After you have upgraded your current VitalAnalysis for Optivity software and the associated database, copy the new database and place it in a backup directory. This process ensures that you have a compatible database, which includes your previous data, available if system corruption should occur.

- Shut down all VitalAnalysis for Optivity executables such as the VitalSuiteWeb and VitalSuiteDB services. Use the Windows Task Manager to end any *vhrrpt*, *vhcgi*, and *vscgi* programs.
- To successfully upgrade to VitalAnalysis for Optivity 3.0, your server must have at least twice as much disk space as it is currently using for the current database. For example, if your current database is using 1GB of available disk space, your new database will require 2GB.
- Nortel Networks recommends that you change the *web_disk_space_check_interval* registry variable from 3600 to 300, using the Registry editor. Changing this variable results in the Web server checking the disk space every five minutes.
- You can configure secure access to your VitalAnalysis for Optivity server by generating your reports from another Web server. If you configured a third-party Web server to provide your VitalAnalysis for Optivity Web pages, you must reconfigure the third-party Web server port registry variable when you upgrade to a new version of VitalAnalysis for Optivity. This enables links between your VitalAnalysis for Optivity and VitalHelp for Optivity servers, as well as links from the VitalHelp Windows Console for Optivity.

For VitalAnalysis for Optivity 3.0, you need to define two new variables in a different location. After upgrading from an earlier version of VitalAnalysis for Optivity, reconfigure the third-party Web port registry variables. Refer to Appendix A, “Using Third-Party Web Servers” in *Installing and Administering Optivity Service Level Analysis 3.0* for details.

- If you are using Microsoft Internet Explorer or Netscape to provide reports, and you click Server configuration > Server status in the VitalAnalysis for Optivity Administration page, you will receive an HTTP error 404.

To correct this error and view server status:

1. **Go to the *Program Files\VSCommon\webroot\VAAdmin\html* directory.**
2. **Make a backup copy of the *vaConfMenu.htm* file.**
3. **Use a text editor such as Notepad to make the following changes to the *vaConfMenu.htm* file:**
 - a. **Search for the “/stats” string.**

There should be only one occurrence of this string.

- b. **Modify the “/stats” string to “http://<ipaddress>:<port>/stats”**

Where <ipaddress> is the IP address and <port> is the port number of the VitalAnalysis for Optivity server. For example, specify http://1.2.3.4:2474/stats if the IP address is 1.2.3.4 and the port is 2474.

- c. **In the VitalAnalysis for Optivity Administration page, click *Server configuration > Server status*.**

If you are using a third-party Web server to display VitalAnalysis for Optivity heat charts, reports and administration pages, the server status information is not available.

- Some SLA threshold values in VitalAnalysis for Optivity 3.0 are given in milliseconds, as opposed to percentages as in previous versions. When you upgrade your server software, existing SLA threshold percentages are multiplied by 100 to calculate the values in milliseconds.

To view the new SLA threshold values:

- From the VitalAnalysis for Optivity Administration page, click SLA Thresholds and make any necessary changes.
- You may see application names listed in heat charts, but heat chart cells may not be currently filled with a dot for that application. A delay of up to two hours may occur until data is aggregated and displayed.

- In most cases, the group name and ID values of existing group definitions are converted when you upgrade. Group ID values 1 to 1000 are reversed when you upgrade and are not preserved. This range of values applies to class A network numbers such as n.0.0.0. If you created aliases for such groups previously, you need to redefine those groups after the upgrade.
- If you have VitalHelp for Optivity and VitalAnalysis for Optivity installed on the same server, and you want to upgrade both products, upgrade VitalAnalysis for Optivity first, and then upgrade VitalHelp for Optivity.
- To upgrade your VitalAnalysis for Optivity server:

1. **In the VitalAnalysis for Optivity Server Configuration dialog box, click OK to accept the defaults, or customize the defaults as needed.**

The VitalAnalysis for Optivity Install program reports that files are being copied. Your current VitalAnalysis for Optivity settings are maintained during the upgrade.

The Install program checks that your VitalAnalysis for Optivity server has all of the necessary Microsoft Excel 97 components.

2. **If you receive a message that you must install any Microsoft Excel 97 components, click OK. Install the required components after your VitalAnalysis for Optivity installation is complete.**
3. **At the prompt to leave or replace your existing database:**
 - a. **Click Replace to remove the existing services, including the database. New VitalAnalysis for Optivity services are installed to ensure that user account information is current.**
 - b. **Click OK to remove and reinstall the VitalAnalysis for Optivity services.**
4. **When prompted, enter the name of your e-mail server.**
5. **If you did not upgrade or replace your database, you receive a prompt indicating that the database requires upgrading.**

6. Click OK.

A dialog box asks if you want to immediately start the following services: VitalAnalysis for Optivity, VitalSuiteWeb, and VitalSuiteDB.

- Click Start to immediately start the VitalAnalysis for Optivity services without rebooting the VitalAnalysis for Optivity server.

A command prompt window reports that the VitalAnalysis for Optivity services have been started.

OR

- Click Skip if you want to start the services manually. Refer to Chapter 7, “Manually Starting and Stopping the Database and Web Server Services” in *Installing and Administering Optivity Service Level Analysis 3.0* for instructions.

The Install program reports that VitalAnalysis for Optivity is installed.

7. Click Finish.

- VitalAgent for Optivity 2.0 or 2.1 does not recognize any changes that you make to your application definition files in the VitalAnalysis for Optivity 3.0 Administration page. If you do not plan to update all of your VitalAgents for Optivity immediately, make sure the application definitions are correct in your current version of VitalAnalysis for Optivity before you upgrade to VitalAnalysis for Optivity 3.0 server software.

To view or modify the application definitions:

- 1. From the VitalAnalysis for Optivity Administration page, click Agent Configuration > Application definition.**
- 2. Modify the applications being monitored, as needed.**

When you upgrade the agent, it starts monitoring applications as defined in the VitalAnalysis for Optivity 3.0 server.

Installation Notes

The following installation notes provide information for installing your VitalAnalysis for Optivity software.

- When you install VitalAnalysis for Optivity, you may receive an error message indicating that there is not enough disk space to install the database software. If you are certain that the designated server has a sufficient amount of disk space to install the software, ignore this error message and continue with the installation.

- Database Cache Size

You can specify the database cache size during a custom installation of VitalAnalysis for Optivity. The default database cache size is 24 MB. If you want to change the cache size you must use an integer (or whole number). For instance, change the cache size to 48 MB not 48.5 MB.

- Installation Error Message

When you are installing VitalAnalysis for Optivity you may receive a message indicating that there is not enough memory to install the database software. If you are sure that your designated VitalAnalysis for Optivity server has a sufficient amount on memory to install the database, ignore the error message and continue with the installation process.

- VitalAgent for Optivity and Net.Medic

- Before installing VitalAgent for Optivity, make sure that any existing version of VitalAgent for Optivity or Net.Medic on the desktop is shut down. To shut down VitalAgent for Optivity, or the Net.Medic program, right-click the cross icon in the Windows system tray and choose Exit from the pop-up menu.
- You cannot run VitalAgent for Optivity and Net.Medic on the same workstation.
- Clients running Net.Medic 1.2 or later are able to discover the VitalAnalysis for Optivity workstation if the workstation is named “vitalconnect.” However, uploading data from these clients is not recommended because such data is dropped and/or discarded on the VitalAnalysis for Optivity server. Instead, if you find a client with Net.Medic, update them to the latest version of VitalAgent for Optivity to ensure full support for VitalAnalysis for Optivity.

- You cannot disable VitalAgent for Optivity for the following applications: NetShow, Pointcast, and RealPlayer.
- If you need to uninstall VitalAnalysis for Optivity:
 1. **From the Windows taskbar, choose Start > Settings > Control Panel > Add/Remove.**
 2. **Select VitalAnalysis for Optivity.**
 3. **Click Add/Remove.**

General Notes

This section provides general notes about the following topics:

- [“Administration,”](#) next
- [“Heat Charts and Reports,”](#) on [page 19](#)

Administration

- Adding Custom Applications, Servers, Clients, and Subnet Aliases
 - When you add the names of applications, servers, clients, and subnet aliases, you must not use an ampersand (&) or an equals sign (=) in the name. Alphanumeric characters are recommended.
 - When you define custom groups, you can use the wildcard character (*). However, for IP addresses and network numbers, the wildcard character can only occur at the end of the group name. For example, you can use a.b.c.* or a.b.*.*, but not a.*.b.c.
 - When you add custom applications for monitoring, more than one application defined with exactly the same Application Definition form entries results in incorrect monitoring of the application. Be sure that each application defined is unique in some way, for example by server IP address or port number.

- Database Backups

VitalAnalysis for Optivity comes with a commercial run-time third-party database. This database is backed up automatically on a weekly basis, depending on the option you choose during installation. You can choose full, incremental, or no backup.

If a weekly backup is not adequate, and you want more frequent backups, use the SYBASE DBBACKUP utility to create your own backup schedule. Refer to the SQLAnywhere online documentation.

- Application Comparison and Client Health Reports

You could have difficulties with the Application Comparison and/or Client Health reports where some of the labels on the x-axis are dropped. This happens if there are very large values on the y-axis, or if you have long application or server names on the x-axis that wrap to two lines.

To solve this problem, you can change the default topN value (thirdArgDefault.8=15) from 15 to a smaller value. For example, change the value to thirdArgDefault.8=10. You can change this value manually by editing the <drive>:\Program Files\VitalAnalysis\reports\rptlist.txt file.

- Simplified Administration

Administration and configuration for customers with multiple VitalAnalysis for Optivity and VitalHelp for Optivity servers has been simplified. From the Administration page of either server, click Server configuration > Master config.

The administrator can:

- Designate each server as a master or subordinate server
- Set common policy parameters on the master server
- Automatically send (push) policy changes to each subordinate server in real time.

Note that the VitalAnalysis for Optivity and VitalHelp for Optivity specific configuration information cannot be shared and must be specified on each server. For example, you must change the server license key, upload target, or configuration target on the VitalAnalysis for Optivity server in order for the changes to affect that server.

For more details refer to *Installing and Administering Optivity Service Level Analysis 3.0* or *Installing and Administering Optivity Service Level Help 3.0*.

- Disabling the VitalAnalysis for Optivity Web Server's Ability to Provide VitalAnalysis for Optivity Web Pages

The VitalAnalysis for Optivity product is shipped with a Web server that is automatically installed as part of the VitalAnalysis for Optivity installation. If you want to password protect your VitalAnalysis for Optivity reporting interface or configuration/administration pages, you can use another Web server (for example, a Microsoft Internet Information Server or Netscape Enterprise Server) to deliver these VitalAnalysis for Optivity pages.

If you plan to use a third-party Web server to serve the VitalAnalysis for Optivity Web pages you must disable the default Web server from delivering these Web pages. To disable the default Web server, set the *HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Services/VitalSignsWeb/Parameters/NO_REPORTS* variable to "1". This is a *String* registry variable that disables the Web server with a value of "1", and enables it with a value of "0."

Note that you must use a registry variable because the Web server does not have a Web form for disabling the reports/administration interface. You must restart the Web server for any change to this variable to take effect.

If you inadvertently disabled the reports/administration interface and do not have a third-party Web server to turn it back on, you can re-enable it by setting the *HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Services/VitalSignsWeb/Parameters/NO_REPORTS* variable to "0."

- Enabling the Allow Service to Interact with Desktop Option

Nortel Networks recommends that you enable the Allow Service to Interact with Desktop option. To enable this option:

1. **From the Windows taskbar, choose Start > Settings > Control Panel.**
2. **In the displayed Control Panel, double-click Services.**
3. **In the displayed Services dialog box, double-click VitalSuiteWeb service.**
4. **In the displayed Service dialog box, choose the Allow Service to Interact with Desktop option and click OK.**

- Rebooting the VitalAnalysis for Optivity Server

If you want to reboot your VitalAnalysis for Optivity server, from the Windows task bar choose Start > Settings > Control Panel. Double-click Services and stop the VitalAnalysis for Optivity, VitalSuite database, and the VitalSuiteWeb services. Then start up these three services again.

- Reviewing Log Files

Periodically review the log files in the `\VSCommon\webroot\logs` directory. (In most cases, the directory is the `\Program Files` directory, where you installed VitalAnalysis for Optivity.) After you review the contents of the VitalAnalysis for Optivity log files, you should delete the ones you do not want to keep. Note that a new VitalAnalysis for Optivity database log file is created every day.

- Running Multiple Optivity SLM Servers

If you have multiple Optivity SLM servers in your enterprise and you want them to share common Optivity SLM agents, you must designate one of your VitalAnalysis for Optivity or VitalHelp for Optivity servers as the master server. All your other Optivity SLM servers should be designated as subordinate servers.

By setting up master/subordinate servers, all of your VitalAgent for Optivity desktops go to the master server for the following master policies:

- The application definition list that controls which applications the Optivity SLM agents monitor.
- The Optivity SLM agent download pages to guarantee that at any one time all your users are downloading the same agent version.
- Server filters and URL categories that control which servers and URLs the VitalAgent for Optivity monitor.
- User interface policies for VitalAgent for Optivity that specify the VitalAgent for Optivity user interface on your end users' desktops.
- Software update information to ensure that all of your VitalAgent for Optivity desktops are running the latest version of the VitalAgent for Optivity software.

All of the Optivity SLM servers, that are included in your list of subordinate servers, automatically receive the application definition list from the master server. However, that if you want to add another Optivity SLM server to your list of subordinate servers at a later date, you should configure an application definition list on that particular server. This application definition list should be identical to the one that currently exists on your master server. This practice ensures that all of your subordinate servers are using the same application definition list regardless of when they were installed in the enterprise.

Nortel Networks recommends that you designate your VitalAnalysis for Optivity as the master server and your VitalHelp for Optivity as the subordinate server.

Configuration information specific to VitalAnalysis for Optivity and VitalHelp for Optivity (for example, the server license key) cannot be shared and must be specified on each particular server. For example, you must use the VitalHelp for Optivity Web page or the VitalAnalysis for Optivity Web page to view or modify the license key for the VitalHelp for Optivity or VitalAnalysis for Optivity server.

- Upload Target Field Display Limit

As part of configuring your VitalAnalysis for Optivity server, you must specify the VitalAnalysis for Optivity server that your Optivity SLM agents check for uploading data. When you install VitalAnalysis for Optivity, the maximum number of characters that you can enter in the Upload Target field is 40. After the software installation you can specify values greater than 40.

- vcc -F Command

When you use the vcc -F command to upload Optivity SLM agent test data to the VitalAnalysis for Optivity server, only data collected prior to the preceding hour is uploaded. For example, if you execute this command at 3:15 p.m., only data collected prior to 3:00 p.m. is sent to the server. Data collected between 3:00 p.m. and 3:59 p.m. is not available for viewing until after 4:00 p.m and cannot be viewed in the VitalAnalysis for Optivity reports until the server aggregation delay has elapsed.

- Viewing VitalAnalysis for Optivity Web Server Status

You can view the status of your VitalAnalysis for Optivity Web server by clicking the server status link in the VitalAnalysis for Optivity Administration page. If you are using a third-party Web server to display your VitalAnalysis for Optivity Web pages (heat charts, reports, and administration pages), the server status information is not available.

- Working with the VitalAnalysis for Optivity Web Interface

Due to the manner in which the VitalAnalysis for Optivity heat charts and administrative pages use frames, Nortel Networks recommends that you do not use the browser's BACK and FORWARD buttons.

- Running VitalAnalysis for Optivity Through a Firewall

To run VitalAnalysis for Optivity through a firewall, configure the check port (80 or 2474) to be open.

Heat Charts and Reports

- Application Comparison Report

An Application Comparison report is only available for the prior day.

- Microsoft Excel 97 Requirements

You must have all of the Microsoft Excel 97 components, including the Data Access Tools and the Converters and Filters programs, and their sub-components, installed to view VitalAnalysis for Optivity heat charts and reports. Excel must be installed under an administrator account that has full access to the *\Program Files\VSCommon* directory.

- Obtaining More Information about Heat Charts and Reports

You can use VitalAnalysis for Optivity to create, view, and print heat charts and reports about your aggregated VitalAgent for Optivity data. To display information about each VitalAnalysis for Optivity heat chart and report, click Help on any heat chart or report page.

- **Printing Reports**

- The pages you print by clicking the Print icon on the report page are formatted on the VitalAnalysis for Optivity server, producing better quality output.
- When a VitalAnalysis for Optivity user prints a report using the browser print feature, the output is sent to the default printer on the browser workstation.
- When a VitalAnalysis for Optivity user prints a report using the Print icon on a report page, the report is regenerated and sent to the default printer for the VitalAnalysis for Optivity server. The System account of the server may not have a printer configured. If so, you can use one of the following methods to enable printing with the Print icon:
 - Change the account under which the VitalAnalysis for Optivity Web server runs
 - Add a local printer as the default printer for the system account

If you reinstall VitalAnalysis for Optivity, you must repeat the process of enabling the Print icon.

- If a VitalAnalysis for Optivity user clicks the Print icon on a report page, and the VitalAnalysis for Optivity administrator has not set up the print capability, the report is not printed and an Excel process is created. You cannot stop this kind of Excel process unless you restart the VitalSuiteWeb server. For instructions on how to set up the print capability for your VitalAnalysis for Optivity reports, refer to Chapter 3, “Using the VitalAnalysis Heat Charts and Reports,” in *Using Optivity Service Level Analysis 3.0*.
- If you experience problems printing from the Netscape browser:
 1. **Verify that the Black text option is selected in your Page Setup dialog box.**
 2. **Right-click the frame that contains the actual report (graphs and tables), and use the displayed pop-up menu to print the report.**
- Excel reports may not run on some PCs because of a Microsoft® bug related to OLE’s handling of file path names. OLE stops at the embedded space and searches the incorrect directory for the *excel.exe* file. To avoid this bug, be sure that the *\Program Files\Microsoft* directory does not exist.

- Reports Show “No Answer” as “No Carrier”

Many modems cannot distinguish between “no carrier” and “no answers”. Therefore, VitalAnalysis for Optivity may report no answer as no carrier.

- Modem reports Show “No Dial Tone Numbers” as “UNKNOWN”

If Optivity SLM agents report no dial tone, the number field displays “UNKNOWN”.

- VitalAgent for Optivity Call Log Reports Show “Time to login” as “Time to communicate”

The VitalAgent for Optivity call log “time to login” is reported as the “time to communicate” in the VitalAnalysis for Optivity modem reports.

- Regenerating Heat Charts

The date that the heat chart was generated is displayed at the top of a heat chart. After checking this date, you may need to regenerate a heat chart depending on the aggregation delay. To regenerate a heat chart, click the Regenerate icon in the heat chart.

If your heat charts do not display data:

- Regenerate the heat chart after waiting the aggregation delay time, plus one hour.
- Verify that the browser cache is set to reload pages each time they are accessed.

Uploaded data is aggregated two hours after it is stored in the database. For example, data uploaded into the database between 12:00 p.m. and 1:00 a.m. is automatically aggregated between 3:00 a.m. and 4:00 a.m. You can use VitalAnalysis for Optivity to change the aggregation delay.

- Restoring Missing .GIF Files on Heat Charts

If you are reinstalling VitalAnalysis for Optivity, the icon for a missing GIF file may appear in all of your previously generated heat charts. However, you can quickly restore the graphics on these heat charts by regenerating them. Click Regenerate on in the heat chart. Because the missing GIFs are shared between heat charts, you only have to regenerate a few charts in order to restore the graphics in all of the heat charts.

- Zero Connection Counts in Certain Heat Charts

The End to End Detailed heat charts and the Server heat charts for certain application, such as Microsoft Exchange, will always show zero connection counts. This is due to the dynamic nature of the port numbers used by the application. In the case of DNS applications, zero connection counts are always shown due to the connectionless UDP protocol.

- Modem Data

If the VitalAnalysis for Optivity heat charts do not display modem data, you may need to lengthen the aggregation period to accommodate the frequency of VitalAgent for Optivity uploads.

- You cannot disable VitalAgent for Optivity monitoring for the following applications: FTP, E-mail, SAP R/3, Web, or Web Secure.

Optivity SLM Agent Notes and Instructions

Preinstallation

- Hardware and Software Requirements

End-user desktops which will run Optivity SLM agents must meet the following requirements:

- An Ethernet, token ring, or dial-up network connection (modem and ISDN) for approved vendors
- Windows® 32-bit operating system (Windows NT 4.0, Windows 95®, or Windows 98®)



Note: Your VitalHelp for Optivity software functions properly with Windows 95 and Windows NT 4.0 SP3.

Nortel Networks recommends using Windows 95B and Windows NT 4.0 SP4, or higher, to provide Year 2000 compliance of the operating system.

- 24 MB of RAM
- 2 MB of free disk space
- A Pentium processor

- Before installing VitalAgent for Optivity, shut down the following:
 - Internet browsers
 - Anti-virus programs
 - Existing versions of VitalAgent for Optivity, VitalAgent IT for Optivity, or Net.Medic on the desktop.

To shut down these agents, right-click the cross icon in the Windows system tray and choose Exit from the pop-up menu.
- Downloading VitalAgent for Optivity

Users can download the VitalAgent for Optivity software to their desktops from http://<vitalhelp_server>default.htm. Click Download Now and follow the instructions.
- Downloading VitalAgent IT for Optivity

Users can download the VitalAgent IT for Optivity software to their desktops from http://<vitalhelp_server>vagentit.htm. Click Download Now and follow the instructions.

General Notes

- Proxies

VitalAgent for Optivity is designed to provide support for most intranet proxy server environments. The agent characterizes the environment between your browser and the proxy server.

From the VitalAgent for Optivity dashboard choose:

 - View > Delay Pane to see Proxy delay information
 - View > Activity Pane to see Proxy server information
- ISP Demarcation

You may not receive complete ISP demarcation if your ISP has not entered the names of ISP routers into the DNS server table.
- VitalAgent for Optivity Icon Color

VitalAgent for Optivity records information about serious errors occurring with your online connections. If an error occurred within the past two minutes, the icon turns red. You can click the red icon to display the diagnosis window related to the problem.

- Server Communication

If your VitalAgent for Optivity desktops are not communicating with the VitalAnalysis for Optivity or VitalHelp for Optivity server:

- Verify that the VitalHelp for Optivity server target is set on the VitalAnalysis for Optivity server.
- Verify that the VitalAnalysis for Optivity server target is set on the VitalHelp for Optivity server using the VitalHelp Windows Console for Optivity.
- Verify that the server license key has not expired.

VitalAgent for Optivity only posts data to VitalAnalysis for Optivity and VitalHelp for Optivity servers if both servers are specified.

- Net.Medic

- You cannot run VitalAgent for Optivity and Net.Medic on the same end-user desktop, also known as a client.
- Clients running Net.Medic 1.2 or later are able to discover the VitalHelp for Optivity server if the server name is VitalHelp. However, uploading data from these clients is not recommended. Instead, if you find a client with Net.Medic, update them to the latest version of VitalAgent for Optivity to ensure full support for VitalHelp for Optivity.

- If applications that you expect to see are not displayed:

- Check that the server filters are in place.
- Check that the applications to be monitored are enabled and properly defined in the server Administration page.

- VitalAgent for Optivity works best with the Microsoft TCP/IP stack. Other network interfaces could cause problems.

- If you are having problems with uploading information from VitalAgent for Optivity, check the *vccllog.txt* file to enable logging.

- If VitalAgent for Optivity events are not uploading, press [Alt] + [F8] on the VitalAgent for Optivity desktop to verify the filter status. The status must be “successful” or “no change” before events are uploaded properly.

- VitalAgent for Optivity has an extensive online Help system. To access the Help system, right-click the VitalAgent for Optivity cross icon in the Windows system tray and choose VitalAgent for Optivity Help from the pop-up menu.

VitalAgent Automon Notes

- If you specified dial-out prefix settings on Windows NT, VitalAgent Automon does not recognize them. You must specify the entire phone number for the dial-up connection. For example, if your company telephone system requires that you include a “9” prior to making local calls, add the “9” to the phone number.

Use one of the following methods to specify the dial-up phone number:

- Use the VitalAgent Automon Configuration dialog box to specify the entire phone number for a VitalAgent Automon dial-up test.
- From the Windows taskbar, choose Start > Programs > Accessories > Dial-up Network > Phonebook entry > Phone number.
- If you install VitalAgent Automon on a desktop that does not have Microsoft Internet Explorer (at least version 4.01) installed, you may receive an error message and your Web server may not display URLs.
- Place the remote scripts in the `\VSCCommon\webroot\Automon` directory on your Optivity SLM server.
- VitalAgent Automon only works on desktops that already have VitalAgent for Optivity or VitalAgent IT for Optivity installed. VitalAgent for Optivity monitors and posts data to the server.

Known Problems

Known problems and operational issues for the VitalAnalysis for Optivity server software, Optivity SLM agents, and VitalAgent Automon are described in the following sections.

VitalAnalysis for Optivity

The following problems are known to exist in VitalAnalysis for Optivity:

- Remote DNS Lookup Tests

VitalHelp for Optivity performs remote DNS lookup tests on the VitalHelp for Optivity server or on another system, such as a VitalHelp Client for Optivity system. Remote tests such as the DNS lookup test should originate from the VitalAgent for Optivity desktop, not the server or other system. If your

VitalAgent for Optivity desktops are located in a private network, the DNS names may be resolved by the internal intranet address or the external NIC address of each desktop. Therefore, inconsistent data results when such tests are not run directly from the VitalAgent for Optivity desktop.

To work around this problem:

1. Perform a DNS lookup test from the agent desktop.

The agent will provide correct DNS resolution data from the end-user desktop.

2. Use the output of this DNS lookup test to perform TCP connect, ICMP Echo, Trace Route, or other remote tests.

- Documentation URL Correction

The correct URL for OSLM technical and online documentation is <http://support.baynetworks.com/library/tpubs/oslm/index.html>. Some references to this Web site may omit the last “l” (of “HTML”) in the URL.

- POP Errors

You may receive several, separate, entries for POP errors in Modem heat charts and reports. For instance, the telephone number (408)495-0000 may appear with other dialout prefixes or commas included, in addition to the actual number. This situation is caused by a large number of separate POP categories.

- DNS Summary and Email Details Reports

There is the possibility that the error graphs in the DNS Summary and Email Detail reports may not have any data if the base table in the database has been purged. All other graphs use data from the aggregate tables.

- Historical Averages in VitalAnalysis for Optivity Reports

Historical averages in the VitalAnalysis for Optivity reports may be under reported when there are fewer historical records in the database than the number of historical days or weeks being reported. This situation only occurs when VitalAnalysis for Optivity has been installed for less than seven days (daily reports) or 28 days (weekly reports) or there are complete days or weeks for which VitalAgent for Optivity data was not uploaded.

- Microsoft Excel

A non-U.S. version of Excel may not be detected correctly during the VitalAnalysis for Optivity installation. Consequently, the VitalAnalysis for Optivity Install program may warn you of missing Excel components even if they are installed correctly.

- Hung vcrpt and/or Excel Processes

Under certain error conditions, vcrpt and/or Excel processes may be left in a hung state. If your VitalAnalysis for Optivity workstation experiences this problem, stop the hung processes or reboot the workstation, then turn on the Allow Service to Interact with Desktop option.

To enable this option:

1. **From the Windows taskbar, choose Start > Settings > Control Panel.**
2. **In the displayed Control Panel, double-click Services.**
3. **In the displayed Services dialog box, double-click VitalSuiteWeb.**
4. **In the displayed Service dialog box, choose the Allow Service to Interact with Desktop option and click OK.**

- VitalAgent for Optivity

— With VitalAgent for Optivity, when you reboot Windows NT the following error message is placed in the Windows NT Event Viewer:

“The VitalSuite Serial Port Driver service failed to start due to the following error: The system cannot find the file specified.”

Ignore this message. The VitalAgent for Optivity software installs correctly.

- Browsers

— You may experience intermittent JAVA script errors if using Netscape Navigator 4.04. These can occur in any area of VitalAnalysis for Optivity.

- If Microsoft Internet Explorer or Netscape Web servers are already installed on your Optivity SLM servers, VitalAnalysis for Optivity will be installed on TCP port 2474, not the default port 80.

If this is the case, you must include the port number in the URL each time you access VitalAnalysis for Optivity. For instance, use the following URLs:

- *http://<vitalanalysis>:2474/vaconsole*
- *http://<vitalanalysis>:2474/vaadmin*
- When displaying reports within the browser, report headings and column headings are truncated and are not displayed correctly. Sometimes changing the font size or minimizing the screen corrects the problem.
- The BACK button may not be supported in earlier versions of Netscape Navigator and Microsoft Internet Explorer. You may receive error messages; “Empty page” or “data not found.”

Optivity SLM Agents and VitalAgent Automon

The following problems are known to exist in VitalAgent for Optivity, VitalAgent IT for Optivity, or VitalAgent Automon:

- Closing the VitalAgent Automon Window

You cannot use the “Close” option or the “x” in the upper right corner of the VitalAgent Automon window to close the program.

To work around this problem:

Select File > Exit.

- VitalAgent for Optivity Interface Issues

- If you are using the VitalAgent for Optivity version that does not have a user interface, a “V” may appear in the system tray. Also, the exit option is enabled, even if you select the Disable Exit option in the Administration > Agent Configuration > User Interface window.
- You can choose to deploy VitalAgent for Optivity on end-user desktops so that there is no end-user interface on the agent. If you select this option, the agent is completely hidden on the desktop. In this case there is no logo, or other indication on the desktop that the agent is running.

- Eudora Filtering

VitalAgent for Optivity may reduce the filtering speed of the Eudora e-mail application.

- Termination After a Suspend and Resume on Windows 95 Laptop Systems

If you are running Microsoft Windows 95 on a laptop computer and you suspend and then resume the system, VitalAgent for Optivity may return an internal error and terminate. This error has only been observed under certain hardware and software configurations.

- Conflicts with Microsoft Loopback Adapter and VitalAgent IT for Optivity

If you have the Microsoft Loopback Adapter installed on your Windows NT server system, VitalAgent IT for Optivity only monitors File and Print traffic. To monitor all traffic on a Windows NT server system, disable the Loopback Adapter. Refer to the Microsoft Windows NT server system documentation for details.

- RealAudio with Auto-Configuration

The RealAudio auto-configuration option attempts to use User Datagram Protocol (UDP) at the transport. If your RealAudio application is configured in this manner, VitalAgent for Optivity does not animate the RECV and SEND of data. VitalAgent for Optivity tracks RealAudio data only if the transport protocol is TCP or HTTP.

- Microsoft Remote Access Services (RAS) Servers

If you are using VitalAgent for Optivity on a Windows NT system designated as a RAS server, the agent cannot gather data for calls made from the RAS server.

- HTTP 500-Series Errors (Internal Server Errors)

If you have a proxy server configured in your enterprise and VitalAgent for Optivity detects an HTTP 500-series error at the server you are trying to access, or at the proxy server, the agent identifies the error as an error at the proxy server.

- Remote Modem Disconnect

When a remote modem disconnection occurs, VitalAgent for Optivity sometimes reports this situation as a normal disconnect, instead of as an error.

- Web Page or Site Visits

In rare cases, VitalAgent for Optivity may report visits to different Web pages and sites as a single visit if the visits occur in quick succession.

- Display Colors

If you are using VitalAgent for Optivity on a laptop computer that has an older color monitor and you are running other applications, the VitalAgent for Optivity display may not use the proper colors.

To work around this problem:

1. **From the VitalAgent for Optivity menu, choose View > Preferences.**
2. **Click Colors.**
3. **Click the 16 color mode radio button.**
4. **Click OK.**

Technical Publications

You can now print Nortel Networks technical manuals and release notes free, directly from the Internet. Go to *support.baynetworks.com/library/tpubs*. Find the Nortel Networks product for which you need documentation. Then locate the specific category and model or version for your hardware or software product. Using Adobe Acrobat Reader, you can open the manuals and release notes, search for the sections you need, and print them on most standard printers. You can download Acrobat Reader free from the Adobe Systems Web site, *www.adobe.com*.

How to Get Help

If you purchased a service contract for your Nortel Networks product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Nortel Networks service program, contact one of the following Nortel Networks Technical Solutions Centers:

Technical Solutions Center	Telephone Number
Billerica, MA	800-2LANWAN (800-252-6926)
Santa Clara, CA	800-2LANWAN (800-252-6926)
Valbonne, France	33-4-92-96-69-68
Sydney, Australia	61-2-9927-8800
Tokyo, Japan	81-3-5402-7041

