



5620 SAM SERVICE AWARE MANAGER

14.0 R14

Troubleshooting Guide

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Issue 1

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About this document

Purpose

The *5620 SAM Troubleshooting Guide* provides information about the 5620 SAM and troubleshooting using alarms, OAM tools for service troubleshooting, and network management domain troubleshooting for the 5620 SAM software and platforms.

Safety information

For your safety, this document contains safety statements. Safety statements are given at points where risks of damage to personnel, equipment, and operation may exist. Failure to follow the directions in a safety statement may result in serious consequences.

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Part I: Troubleshooting overview

Overview

Purpose

This part provides overview information about troubleshooting the 5620 SAM.

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1 Safety information

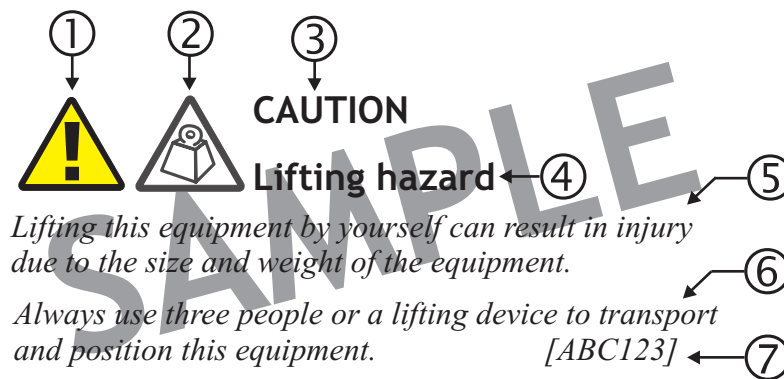
1.1 Structure of safety statements

1.1.1 Overview

This topic describes the components of safety statements that appear in this document.

1.1.2 General structure

Safety statements include the following structural elements:



| Item | Structure element | Purpose |
|------|---------------------|--|
| 1 | Safety alert symbol | Indicates the potential for personal injury (optional) |
| 2 | Safety symbol | Indicates hazard type (optional) |
| 3 | Signal word | Indicates the severity of the hazard |
| 4 | Hazard type | Describes the source of the risk of damage or injury |
| 5 | Safety message | Consequences if protective measures fail |
| 6 | Avoidance message | Protective measures to take to avoid the hazard |
| 7 | Identifier | The reference ID of the safety statement (optional) |

1.1.3 Signal words

The signal words identify the hazard severity levels as follows:

| Signal word | Meaning |
|-------------|---|
| DANGER | Indicates an extremely hazardous situation which, if not avoided, will result in death or serious injury. |
| WARNING | Indicates a hazardous situation which, if not avoided, could result in death or serious injury. |
| CAUTION | Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury. |
| NOTICE | Indicates a hazardous situation not related to personal injury. |

2 5620 SAM troubleshooting

2.1 Overview

2.1.1 General information

This chapter provides information about the troubleshooting process, guidelines, and tools, along with a workflow for troubleshooting a problem in the 5620 SAM.

The *5620 SAM Troubleshooting Guide* is intended for NOC operators and engineers who are responsible for identifying and resolving 5620 SAM performance issues. The guide contains troubleshooting information for the following domains:

- managed network
- network management
- 5620 SAM platform and components

2.1.2 Managed network troubleshooting

You can use the 5620 SAM alarm and service monitoring functions to help you troubleshoot the network of managed NEs.

Alarms for network objects

The 5620 SAM raises alarms against network objects in response to received SNMP traps from managed NEs. You can then use the 5620 SAM to correlate the events and alarms to the managed object, configured services and policies. A correlated event or alarm can cause fault conditions on multiple network objects and services. For example, an alarm raised for a port failure causes alarms on all services that use the port. You can view the alarm notification from the 5620 SAM topology maps, service configuration forms, and customer information form that lists the affected objects.

See [Chapter 3, “Troubleshooting using network alarms”](#) and [Chapter 5, “Troubleshooting using topology maps”](#) for more information about using the 5620 SAM alarm information to troubleshoot a network.

Service problems with no associated alarms

The proper delivery of services requires a number of operations that must occur correctly at different levels within the service model. For example, an operation such as the association of packets to a service, VC labels to a service, and each service to a service tunnel must be performed successfully for the service to pass traffic according to SLAs.

Even when tunnels are operating correctly and are correctly bound to services, for example, incorrect FIB information can cause connectivity issues. You can use configurable in-band or out-of-band packet-based OAM tools to verify that a service is operational and that the FIB information is correct. Each OAM diagnostic can test each of the individual packet operations. You must test the packet operation in both directions.


For in-band, packet-based testing, the OAM packets closely resemble customer packets to effectively test the forwarding path for the customer. However, you can distinguish the OAM packets from customer packets, so they remain within the managed network and are not forwarded to the customer. For out-of-band testing, OAM packets are sent across some portion of the transport network. For example, OAM packets are sent across LSPs to test reachability.

See [Chapter 4, “Troubleshooting services and connectivity”](#) for more information about using the 5620 SAM service information to troubleshoot your network.

2.1.3 Network management domain troubleshooting

The 5620 SAM has a number of powerful troubleshooting tools that help to quickly pinpoint the root cause of network and service management problems to speed resolution. Troubleshooting a 5620 SAM client, server, or database component requires familiarity with the following:

- the component OS
- the component configuration
- network connections to other components
- TCP/IP networking

 **Note:** Unless specified otherwise, the term “server” in this document refers to a 5620 SAM main server to which 5620 SAM clients connect.

2.1.4 Platform troubleshooting

You can troubleshoot 5620 SAM platform issues that include the following:

- slow system response, poor performance, or excessive disk activity
- database failure, corruption, disk capacity, or performance degradation
- server communication problems, slow response, system alarms or statistics of concern, or inability to manage new devices
- GUI and OSS client startup, communication, or responsiveness problems

2.2 The troubleshooting process

2.2.1 Identifying network performance issues

The troubleshooting process identifies and resolves performance issues related to a network service or component. The performance issue can be an intermittent or a continuous degradation in service, or a complete network failure.

The first step in problem resolution is to identify the problem. Problem identification can include an alarm received from a network component, an analysis of network capacity and performance data, or a customer problem report.

The personnel responsible for troubleshooting the problem must:

- understand the designed state and behavior of the network, and the services that use the network

- recognize and identify symptoms that impact the intended function and performance of the product

2.2.2 Network maintenance

The most effective method to prevent problems is to schedule and perform routine maintenance on your network. Major networking problems often start as minor performance issues. See the *5620 SAM System Administrator Guide* for more information about how to perform routine maintenance on your network.

2.2.3 Troubleshooting problem-solving model

An effective troubleshooting problem-solving model includes the following tasks:

1. [“Establish a performance baseline” \(p. 14\)](#) .
2. [“Categorize the problem” \(p. 15\)](#) .
3. [“Identify the root cause of the problem” \(p. 16\)](#) .
4. [“Plan corrective action and resolve the problem” \(p. 17\)](#) .
5. [“Verify the solution to the problem” \(p. 17\)](#) .

See [2.5 “Workflow to troubleshoot a problem in the 5620 SAM” \(p. 20\)](#) for information about how the problem-solving model aligns with using the 5620 SAM to troubleshoot a network or network management problem.

Establish a performance baseline

You must have a thorough knowledge of your network and how it operates under normal conditions to troubleshoot problems effectively. This knowledge facilitates the identification of fault conditions in your network. You must establish and maintain baseline information for your network and services. The maintenance of the baseline information is critical because a network is not a static environment.

See the *5620 SAM System Administrator Guide* for more information on how to generate 5620 SAM system baseline information.

Categorize the problem

When you categorize a problem, you must differentiate between total failures and problems that result in a degradation in performance. For example, the failure of an access switch results in a total failure for a customer who has one DS3 link into a network. A core router that operates at over 80% average utilization can start to discard packets, which results in a degradation of performance for services that use the device. Performance degradations exhibit different symptoms from total failures and may not generate alarms or significant network events.

Multiple problems can simultaneously occur and create related or unique symptoms. Detailed information about the symptoms that are associated with the problem helps the NOC or engineering operational staff diagnose and fix the problem. The following information can help you assess the scope of the problem:

-
- alarm files
 - error logs
 - network statistics
 - network analyzer traces
 - output of CLI show commands
 - accounting logs
 - customer problem reports

Use the following guidelines to help you categorize the problem:

- Is the problem intermittent or static?
- Is there a pattern associated with intermittent problems?
- Is there an alarm or network event that is associated with the problem?
- Is there congestion in the routers or network links?
- Has there been a change in the network since proper function?

Identify the root cause of the problem

A symptom for a problem can be the result of more than one network issue. You can resolve multiple, related problems by resolving the root cause of the problem.

Use the following guidelines to help you implement a systematic approach to resolve the root cause of the problem:

- Identify common symptoms across different areas of the network.
- Focus on the resolution of a specific problem.
- Divide the problem based on network segments and try to isolate the problem to one of the segments.

Examples of network segments are:

- LAN switching (edge access)
- LAN routing (distribution, core)
- metropolitan area
- WAN (national backbone)
- partner services (extranet)
- remote access services
- Determine the network state before the problem appeared.
- Extrapolate from network alarms and network events the cause of the symptoms. Try to reproduce the problem.

The following 5620 SAM features can help you identify the root cause of a problem:

- alarms with vendor-specific and X.733 standardized probable causes
- alarm history associated network conditions

Plan corrective action and resolve the problem

The corrective action required to resolve a problem depends on the problem type. The problem severity and associated QoS commitments affect the approach to resolving the problem. You must balance the risk of creating further service interruptions against restoring service in the shortest possible time.

Corrective action should:

1. Document each step of the corrective action.
2. Test the corrective action.
3. Use the CLI to verify behavior changes in each step.
4. Apply the corrective action to the live network.
5. Test to verify that the corrective action resolved the problem.

Verify the solution to the problem

You must make sure that the corrective action associated with the resolution of the problem did not introduce new symptoms in your network. If new symptoms are detected, or if the problem has only recently been mitigated, you need to repeat the troubleshooting process.

2.2.4 Checklist for identifying problems

When a problem is identified in the network management domain, track and store data to use for troubleshooting purposes:

- Determine the type of problem.
 - Review the sequence of events before the problem occurred:
 - Trace the actions that were performed to see where the problem occurred.
 - Identify what changed before the problem occurred.
 - Determine whether the problem happened before under similar conditions.
- Check the documentation or your procedural information to verify that the steps you performed followed documented standards and procedures.
- Check the alarm log for any generated alarms that are related to the problem.
- Record any system-generated messages, such as error dialog boxes, for future troubleshooting.
- If you receive an error message, perform the actions recommended in the error dialog box, client GUI dialog box, SOAP exception response, or event notification.

During troubleshooting:

- Keep both the Nokia documentation and your company policies and procedures nearby.
- Check the appropriate release notice from the Nokia Support Documentation Service for any release-specific problems, restrictions, or usage recommendations that relate to your problem.
- If you need help, confirmation, or advice, contact your TAC or technical support representative. See [Table 2-2, “General 5620 SAM problem types” \(p. 21\)](#) to collect the appropriate information before you call support.

- Contact your TAC or technical support representative if your company guidelines conflict with Nokia documentation recommendations or procedures.
- Perform troubleshooting based on your network requirements.

2.3 5620 SAM troubleshooting tools

2.3.1 Diagnostics, audits, and logs

The 5620 SAM supports a number of troubleshooting tools and event logs to help identify the root cause of a network or network management problem.

2.3.2 OAM diagnostics

The 5620 SAM supports configurable in-band and out-of-band, packet-based OAM diagnostic tools for network troubleshooting and for verifying compliance with SLAs. See [4.1.1 “STM OAM diagnostics for troubleshooting” \(p. 49\)](#) in [4.1 “Service and connectivity diagnostics” \(p. 49\)](#) for more information.

2.3.3 Ethernet CFM diagnostics

Ethernet CFM diagnostic tests detect connectivity failures between pairs of local and remote maintenance end points, or MEPs, in a MEG. Each MEP is a reference point that can initiate or terminate one of the following diagnostic tests:

- CFM continuity check
- CFM loopback
- CFM link trace
- CFM Eth test
- CFM two-way delay
- CFM one-way delay
- CFM single-ended loss (7705 SAR only)
- CFM two-way SLM

See the *5620 SAM User Guide* for more information about Ethernet CFM diagnostic.

2.3.4 RCA audit tool

The 5620 SAM RCA audit tool allows you to perform on-demand or scheduled verifications of the configuration of services and physical links to identify possible configuration problems. Except for physical links, the 5620 SAM provides a solution, which, at your request, can automatically be implemented to make all the required configuration changes.

You can perform RCA audits of the following objects:

- VLL services
- VPLSs
- VPRN services
- physical links
- OSPF interfaces, areas, and area sites (5620 SAM/5650 CPAM integration only)
- IS-IS interfaces and sites (5620 SAM/5650 CPAM integration only)

See the *5620 SAM User Guide* for more information about the RCA audit tool.

2.3.5 5620 SAM log files

You can use 5620 SAM log files to help troubleshoot your network. The log files can consume a large amount of disk space during a long period of significant activity. Ensure that the contents of the various log directories are backed up on a regular basis. See the *5620 SAM System Administrator Guide* for more information about how to perform routine 5620 SAM system maintenance. See [11.2 “To collect 5620 SAM log files” \(p. 103\)](#) for information about collecting 5620 SAM log files.

 **Note:** The event log files may be overwritten or removed when you restart a 5620 SAM server.

5620 SAM LogViewer

The 5620 SAM LogViewer is a system monitoring and troubleshooting utility that parses, formats, and displays the contents of 5620 SAM log files.

You can use LogViewer to perform the following:

- View and filter real-time log updates.
- View, filter, and sort the entries in a static log view.
- Open compressed or uncompressed log files.
- Compare active logs in real time.
- Automatically send a notification when a specified type of entry is logged.

See [Chapter 12, “Troubleshooting using the LogViewer”](#) for more information about the 5620 SAM LogViewer.

2.3.6 User activity log

The 5620 SAM records each 5620 SAM GUI and OSS user action. The 5620 SAM User Activity form allows an operator with the appropriate privilege level to list and view the 5620 SAM GUI and OSS client user activity, and to navigate directly to the object of a user action. You can also open a pre-filtered list of the recent activity for an object from the object properties form.

See the *5620 SAM User Guide* for detailed information about the user activity log. See [Chapter 10, “Troubleshooting using the 5620 SAM user activity log”](#) for information about using the user activity log for troubleshooting.

2.4 Before you call support

2.4.1 Gathering information

Collect the information listed in the table below before you contact technical support. The list of support contacts is available at the following URL:

[Technical support](#)

Table 2-1 Required technical-support Information

| Information type | Description |
|-------------------------|---|
| Issue description | <ul style="list-style-type: none"> recent 5620 SAM GUI or OSS operations screen captures or text versions of error or information messages actions performed in response to the issue |
| Platform specifications | <ul style="list-style-type: none"> 5620 SAM software Release and patch level OS type, release, and patch level hardware information such as: <ul style="list-style-type: none"> - CPU type - number of CPUs - disk sizes, partition layouts, and RAID configuration - amount of RAM |
| System logs | <p>You can run the following scripts to collect the log files required by technical support:</p> <ul style="list-style-type: none"> on a main server station: /opt/5620sam/server/nms/bin/getDebugFiles.bash on an auxiliary server station: /opt/5620sam/auxserver/nms/bin/getDebugFiles.bash on a 5620 SAM database station: /opt/5620sam/samdb/install/getSAMDebugFiles.bash on an auxiliary database station: /opt/5620sam/samauxdb/bin/getDebugFiles.bash <p>See Chapter 11, "Troubleshooting the 5620 SAM platform" for information about using a script.</p> |

2.5 Workflow to troubleshoot a problem in the 5620 SAM

2.5.1 Purpose

Perform the following high-level sequence of actions with respect to the problem-solving model described in [2.2 "The troubleshooting process"](#) (p. 14) .

2.5.2 Stages

1 _____
 Establish an operational baseline for your network. See the *5620 SAM System Administrator Guide* for more information.

2 _____
 When a problem occurs, identify the type of problem. The table below lists some general 5620 SAM problem types.

Table 2-2 General 5620 SAM problem types

| Type | Example problems |
|---------------------------|--|
| Managed network | <ul style="list-style-type: none"> • 5620 SAM network management failures • alarms raised against network objects • service degradation with no associated alarms • problem indications on topology maps |
| Network management domain | <ul style="list-style-type: none"> • component connectivity or misconfiguration • error or warning messages related to configuration • Problems Encountered form displayed in client GUI |
| 5620 SAM platform | <ul style="list-style-type: none"> • system performance degradation • slow system response • database capacity or performance issues • client connectivity failures |

3

Identify the root cause of the problem and plan corrective action.

- a. Use [Table 2-3, “5620 SAM Managed NE network problems or tasks” \(p. 21\)](#) to identify the appropriate 5620 SAM Managed NE network troubleshooting procedure for the problem.
- b. Use [Table 2-4, “5620 SAM Network management domain problems or tasks” \(p. 22\)](#) to identify the appropriate 5620 SAM Network management domain troubleshooting procedure for the problem.
- c. Use [Table 2-5, “5620 SAM platform problems or tasks” \(p. 23\)](#) to identify the appropriate 5620 SAM platform troubleshooting procedure for the problem.

Table 2-3 5620 SAM Managed NE network problems or tasks

| Problem or tasks | Solution |
|--|--|
| Troubleshooting with alarms | |
| To view and sort alarms in the dynamic alarm list | 3.3 “To view and sort alarms in the dynamic alarm list” (p. 31) |
| To view object alarms and aggregated object alarms | 3.4 “To view object alarms and aggregated object alarms” (p. 32) |
| To categorize alarms by object hierarchy | 3.5 “To categorize alarms by object hierarchy” (p. 33) |
| To acknowledge alarms | 3.6 “To acknowledge alarms” (p. 36) |
| To determine probable cause and root cause using alarm and affected object information | 3.7 “To determine probable cause and root cause using alarm and affected object information” (p. 37) |
| To determine root cause using related objects | 3.8 “To determine root cause using related objects” (p. 38) |
| To troubleshoot a service equipment problem | 3.10 “To troubleshoot a service equipment problem” (p. 40) |
| To clear alarms related to an equipment problem | 3.11 “To clear alarms related to an equipment problem” (p. 41) |

Table 2-3 5620 SAM Managed NE network problems or tasks (continued)

| Problem or tasks | Solution |
|--|--|
| To troubleshoot an underlying port state problem | 3.12 "To troubleshoot an underlying port state problem" (p. 42) |
| To clear alarms related to an underlying port state problem | 3.13 "To clear alarms related to an underlying port state problem" (p. 44) |
| To troubleshoot a service configuration problem | 3.14 "To troubleshoot a service configuration problem" (p. 45) |
| To clear a Frame Size Problem (MTU Mismatch) alarm | 3.15 "To clear a Frame Size Problem (MTU Mismatch) alarm" (p. 46) |
| Troubleshooting services and connectivity | |
| To identify whether a VPLS is part of an H-VPLS | 4.3 "To identify whether a VPLS is part of an H-VPLS" (p. 52) |
| To verify the operational and administrative states of service components | 4.4 "To verify the operational and administrative states of service components" (p. 53) |
| To verify the FIB configuration | 4.5 "To verify the FIB configuration" (p. 54) |
| To verify connectivity for all egress points in a service using MAC Ping and MAC Trace | 4.6 "To verify connectivity for all egress points in a service using MAC Ping and MAC Trace" (p. 55) |
| To verify connectivity for all egress points in a service using MEF MAC Ping | 4.7 "To verify connectivity for all egress points in a service using MEF MAC Ping" (p. 57) |
| To measure frame transmission size on a service using MTU Ping | 4.8 "To measure frame transmission size on a service using MTU Ping" (p. 58) |
| To verify the end-to-end connectivity of a service using Service Site Ping | 4.9 "To verify the end-to-end connectivity of a service using Service Site Ping" (p. 60) |
| To verify the end-to-end connectivity of a service tunnel using Tunnel Ping | 4.10 "To verify the end-to-end connectivity of a service tunnel using Tunnel Ping" (p. 62) |
| To verify end-to-end connectivity of an MPLS LSP using LSP Ping | 4.11 "To verify end-to-end connectivity of an MPLS LSP using LSP Ping" (p. 64) |
| To review the route for an MPLS LSP using LSP Trace | 4.12 "To review the route for an MPLS LSP using LSP Trace" (p. 65) |
| To review ACL filter properties | 4.13 "To review ACL filter properties" (p. 67) |
| To view anti-spoof filters | 4.14 "To view anti-spoof filters" (p. 67) |
| To retrieve MIB information from a GNE using the snmpDump utility | 4.15 "To retrieve MIB information from a GNE using the snmpDump utility" (p. 68) |
| Troubleshooting using topology maps | |
| To monitor alarm status on maps | 5.2 "To monitor alarm status on maps" (p. 74) |
| To find the source of an alarm using a map | 5.3 "To find the source of an alarm using a map" (p. 75) |

Table 2-4 5620 SAM Network management domain problems or tasks

| Problem or task | Solution |
|--|--|
| Troubleshooting network management LAN issues | |
| Problem: All network management domain stations experience performance degradation | 7.2 "Problem: All network management domain stations experience performance degradation" (p. 83) |

Table 2-4 5620 SAM Network management domain problems or tasks (continued)

| Problem or task | Solution |
|--|--|
| Problem: Lost connectivity to one or more network management domain stations | 7.3 "Problem: Lost connectivity to one or more network management domain stations" (p. 84) |
| Problem: Another station can be pinged, but some functions are unavailable | 7.4.1 "Purpose" (p. 85) |
| Problem: Packet size and fragmentation issues | 7.5 "Problem: Packet size and fragmentation issues" (p. 86) |
| Troubleshooting using 5620 SAM client GUI warning messages | |
| Troubleshooting using 5620 SAM client GUI warning messages | 8.2 "To respond to a GUI warning message" (p. 90) |
| Troubleshooting with Problem Encountered forms | |
| To view additional problem information | 9.2 "To view additional problem information" (p. 93) |
| To correct problem information for technical support | 9.3 "To collect problem information for technical support" (p. 94) |
| Troubleshooting with the client activity log | |
| To identify the user activity for a network object | 10.2 "To identify the user activity for a network object" (p. 96) |
| To identify the user activity for a 5620 SAM object | 10.3 "To identify the user activity for a 5620 SAM object" (p. 97) |
| To navigate to the object of a user action | 10.4 "To navigate to the object of a user action" (p. 97) |
| To view the user activity records of an object | 10.5 "To view the user activity records of an object" (p. 98) |

Table 2-5 5620 SAM platform problems or tasks

| Problem or task | Solution |
|---|---|
| Troubleshooting 5620 SAM platform problems | |
| To collect the 5620 SAM log files | 11.2 "To collect 5620 SAM log files" (p. 103) |
| Problem: Poor performance on a RHEL station | 11.3 "Problem: Poor performance on a RHEL station" (p. 106) |
| Problem: Device discovery fails because of exceeded ARP cache | 11.4 "Problem: Device discovery fails because of exceeded ARP cache" (p. 108) |
| Troubleshooting with the 5620 SAM LogViewer | |
| To display logs using the LogViewer GUI | 12.4 "To display logs using the LogViewer GUI" (p. 114) |
| To configure the LogViewer using the GUI | 12.5 "To configure the LogViewer using the GUI" (p. 119) |
| To show or hide buttons from the LogViewer main tool bar | 12.7 "To show or hide buttons from the LogViewer main tool bar" (p. 123) |
| To set highlight colors and fonts for LogViewer components and levels | 12.8 "To set highlight colors and fonts for LogViewer components and levels" (p. 123) |
| To automatically show or hide log messages | 12.9 "To automatically show or hide log messages" (p. 124) |
| To manage filters using the GUI Filter Manager | 12.10 "To manage filters using the GUI Filter Manager" (p. 125) |
| To specify a plug-in using the LogViewer GUI | 12.11 "To specify a plug-in using the LogViewer GUI" (p. 127) |

Table 2-5 5620 SAM platform problems or tasks (continued)

| Problem or task | Solution |
|---|---|
| To display logs using the LogViewer CLI | 12.12 "To display logs using the LogViewer CLI" (p. 129) |
| To configure the LogViewer CLI | 12.13 "To configure the LogViewer CLI" (p. 133) |
| To specify plug-ins using the CLI | 12.14 "To specify plug-ins using the CLI" (p. 135) |
| Troubleshooting the 5620 SAM database | |
| Problem: 5620 SAM database corruption or failure | 13.2 "Problem: 5620 SAM database corruption or failure" (p. 138) |
| Problem: The database is running out of disk space | 13.3 "Problem: The database is running out of disk space" (p. 139) |
| Problem: Frequent database backups create performance issues | 13.4 "Problem: Frequent database backups create performance issues" (p. 139) |
| Problem: A 5620 SAM database restore fails and generates a No backup sets error | 13.5 "Problem: A 5620 SAM database restore fails and generates a No backup sets error" (p. 140) |
| Problem: 5620 SAM database redundancy failure | 13.6 "Problem: 5620 SAM database redundancy failure" (p. 141) |
| Problem: Primary or standby 5620 SAM database is down | 13.7 "Problem: Primary or standby 5620 SAM database is down" (p. 141) |
| Problem: Need to verify that Oracle database and listener services are started | 13.8 "Problem: Need to verify that Oracle database and listener services are started" (p. 142) |
| Problem: Need to determine status or version of 5620 SAM database or Oracle proxy | 13.9 "Problem: Need to determine status or version of 5620 SAM database or Oracle proxy" (p. 142) |
| Troubleshooting 5620 SAM server issues | |
| Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status | 14.2 "Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status" (p. 146) |
| Problem: 5620 SAM server and database not communicating | 14.3 "Problem: 5620 SAM server and database not communicating" (p. 150) |
| Problem: A 5620 SAM server starts up, and then quickly shuts down | 14.4 "Problem: A 5620 SAM server starts up, and then quickly shuts down" (p. 151) |
| Problem: Client not receiving server heartbeat messages | 14.5 "Problem: Client not receiving server heartbeat messages" (p. 151) |
| Problem: Main server unreachable from RHEL client station | 14.6 "Problem: Main server unreachable from RHEL client station" (p. 151) |
| Problem: Excessive 5620 SAM server-to-client response time | 14.7 "Problem: Excessive 5620 SAM server-to-client response time" (p. 152) |
| Problem: Unable to receive alarms on the 5620 SAM, or alarm performance is degraded | 14.8 "Problem: Unable to receive alarms on the 5620 SAM, or alarm performance is degraded" (p. 154) |
| Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving | 14.9 "Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving" (p. 155) |
| Problem: Cannot manage new devices | 14.10 "Cannot manage new devices" (p. 155) |
| Problem: Cannot discover more than one device, or device resynchronization fails | 14.11 "Problem: Cannot discover more than one device, or device resynchronization fails" (p. 156) |

Table 2-5 5620 SAM platform problems or tasks (continued)

| Problem or task | Solution |
|--|---|
| Problem: Slow or failed resynchronization with network devices | 14.12 "Problem: Slow or failed resynchronization with network devices" (p. 157) |
| Problem: Statistics are rolling over too quickly | 14.13 "Problem: Statistics are rolling over too quickly" (p. 159) |
| Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM | 14.14 "Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM" (p. 159) |
| Troubleshooting 5620 SAM GUI and OSS clients | |
| Problem: Cannot start 5620 SAM client, or error message during client startup | 15.2 "Problem: Cannot start 5620 SAM client, or error message during client startup" (p. 162) |
| Problem: 5620 SAM client unable to communicate with 5620 SAM server | 15.3 "Problem: 5620 SAM client unable to communicate with 5620 SAM server" (p. 163) |
| Problem: Delayed server response to client activity | 15.4 "Problem: Delayed server response to client activity" (p. 164) |
| Problem: Cannot view 5620 SAM alarms using 5620 NM client | 15.5 "Problem: Cannot view 5620 SAM alarms using 5620 NM client" (p. 166) |
| Problem: Cannot place newly discovered device in managed state | 15.6 "Problem: Cannot place newly discovered device in managed state" (p. 167) |
| Problem: I performed an action, such as saving a configuration, but I cannot see any results | 15.7 "Problem: User performs action, such as saving a configuration, but cannot see any results" (p. 167) |
| Problem: Device configuration backup not occurring | 15.8 "Problem: Device configuration backup not occurring" (p. 169) |
| Problem: 5620 SAM client GUI shuts down regularly | 15.9 "Problem: 5620 SAM client GUI shuts down regularly" (p. 170) |
| Problem: Configuration change not displayed on 5620 SAM client GUI | 15.10 "Problem: Configuration change not displayed on 5620 SAM client GUI" (p. 171) |
| Problem: List or search function takes too long to complete | 15.11 "Problem: List or search function takes too long to complete" (p. 172) |
| Problem: Cannot select certain menu options or cannot save certain configurations | 15.12 "Problem: Cannot select certain menu options or cannot save certain configurations" (p. 172) |
| Problem: Cannot clear alarms using 5620 SAM client GUI | 15.13 "Problem: Cannot clear alarms using 5620 SAM client GUI" (p. 172) |
| Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI | 15.14 "Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI" (p. 172) |

4 _____
Verify the solution.

Part II: Troubleshooting the managed network

Overview

Purpose

This part provides information about troubleshooting a managed network.

Contents

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| Chapter 3, Troubleshooting using network alarms | 29 |
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3 Troubleshooting using network alarms

3.1 Network alarms overview

3.1.1 The alarm handling process

Incoming alarms from network objects are displayed in the dynamic alarm list and are associated with the affected objects. When the failure of an object affects a higher-level object, an alarm called a correlated alarm is raised against the higher-level object. The original alarm is called the correlating alarm. When a correlating alarm clears, the correlated alarms clear automatically.

An alarm can be raised in response to one or more network problems. To identify the root cause of a problem, you must identify the root cause of individual alarms starting with alarms on the lowest-level managed object. If the affected object is not the cause of the alarm, the problem may be found on a related, supporting object below the lowest-level object in the alarm.

See the *5620 SAM Alarm Reference* for information about a specific alarm. See the *5620 SAM User Guide* for information about 5620 SAM alarm management using the Alarm Info and Alarm History forms.

3.2 Workflow to troubleshoot using network alarms

3.2.1 Stages

- 1 _____
View and monitor alarms using the dynamic alarm list or the navigation tree:
 - a. Use the dynamic alarm list to monitor alarms and sort them according to time received. See [3.3 “To view and sort alarms in the dynamic alarm list” \(p. 31\)](#) for more information.
 - b. Use the navigation tree to view object alarms and navigate to affected objects. See [3.4 “To view object alarms and aggregated object alarms” \(p. 32\)](#) for more information.
- 2 _____
Categorize alarms by object hierarchy and identify the alarm that is lowest in the network object hierarchy. See [3.5 “To categorize alarms by object hierarchy” \(p. 33\)](#) for more information.
- 3 _____
Acknowledge alarms on the affected object and on the related problems. See [3.6 “To acknowledge alarms” \(p. 36\)](#) for more information.

-
- 4
- View detailed information about the alarm to determine the probable cause or root cause of the problem. See [3.7 “To determine probable cause and root cause using alarm and affected object information” \(p. 37\)](#) for more information.
- See the following sources of information:
- dynamic alarm list and Alarm Info forms
 - managed object hierarchy table
 - alarm description tables in the *5620 SAM Alarm Reference*
-
- 5
- View the affected object information to determine the probable cause or root cause of the problem. See [3.7 “To determine probable cause and root cause using alarm and affected object information” \(p. 37\)](#) for more information.
-
- 6
- View related object information if the root cause is not found on the affected object. See [3.8 “To determine root cause using related objects” \(p. 38\)](#) for more information.
-
- 7
- In the event of a service equipment problem which produces a series of alarms, assess the alarms in the order that they are raised. See [3.10 “To troubleshoot a service equipment problem” \(p. 40\)](#) for more information.
-
- 8
- If there is an equipment down alarm, use the equipment view of the navigation tree for more information and check the physical connections to the port. See [3.11 “To clear alarms related to an equipment problem” \(p. 41\)](#) for more information.
-
- 9
- In the event of an underlying port state problem which produces a series of alarms, assess the alarms in the order that they are raised. See [3.12 “To troubleshoot an underlying port state problem” \(p. 42\)](#) for more information.
-
- 10
- As required, clear the alarms related to the underlying port state problem. See [3.13 “To clear alarms related to an underlying port state problem” \(p. 44\)](#) for more information.
-
- 11
- In the event of a service configuration problem which produces a series of alarms, assess the alarms in the order that they are raised. See [3.14 “To troubleshoot a service configuration problem” \(p. 45\)](#) for more information.

12

As required, clear alarms associated with SDP binding frame size problems. See [3.15 “To clear a Frame Size Problem \(MTU Mismatch\) alarm”](#) (p. 46) for more information.

13

As required, use the alarm description tables and the database of historical alarms to help interpret the data and troubleshoot network problems.

3.3 To view and sort alarms in the dynamic alarm list

3.3.1 Purpose

Monitor the dynamic alarm list in the 5620 SAM alarm window and attempt to address alarms in the order that they are raised.

3.3.2 Steps

1

In the alarm window, click on the Alarm Table tab to display the dynamic alarm list.

2

Click on the First Time Detected column heading to sort the alarms in ascending order according to the first time the alarm was raised.

Multiple alarms received at approximately the same time indicate that the alarms may be correlated and may have a common root cause. Review the alarms in the order in which they are received. The alarm types, severity, and probable causes may provide the first indication of the root cause of the problem.

3

Before you start to deal with each alarm systematically, determine the total alarm count so that you can track your alarm-clearing progress.

Right-click on any column heading in the dynamic alarm list. The alarm count appears at the top of the contextual menu.

END OF STEPS

3.4 To view object alarms and aggregated object alarms

3.4.1 Purpose

You can use the navigation tree to view object alarm status, and aggregated alarm status for parent objects. See the *5620 SAM User Guide* for more information about the relationship between objects, related alarms, and aggregated alarms.

Consider the following:

- When an aggregated alarm is indicated, and no object alarm is seen for any child object, change the view of the equipment tree.
- An aggregated alarm may not appear in the selected view from the navigation tree. For example, with the Equipment drop-down menu selected, a critical alarm aggregated against the device object may appear. However, no object below the device object has a critical alarm. That is because the critical alarm is aggregated from the network view of the router. The alarm is based on the entire object, but the equipment view shows a subset of the entire object.

3.4.2 Steps

1 _____
From the navigation tree, view alarms against objects. Alarms in circles are aggregated alarms. Alarms in squares are object alarms.

2 _____
Right click on the object in the navigation tree and choose Properties. The Properties form appears.

3 _____
Click on the Faults tab.

4 _____
View object alarms from the Object Alarms tab. View aggregated alarms against a parent object from the Aggregated Alarms tab.

To view the object on which the aggregated alarm was raised:

1. Choose an alarm from the aggregated alarms list.
2. Click View Alarm. The Alarm Info form appears.
3. Click View Alarmed Object. The Properties form for the object appears.

END OF STEPS _____

3.5 To categorize alarms by object hierarchy

3.5.1 Steps

1

In the alarm window, click on the Object Type column to sort the alarms alphabetically according to object type. If required, resize the column width to display the full text.

2

Scroll through the dynamic alarm list to locate the object type that is the lowest level in the network managed object hierarchy. Level 1 is the highest level, as listed in [Table 3-1, "Hierarchy of 5620 SAM-managed objects" \(p. 32\)](#).

If two or more objects in the alarm are at the same level, choose the alarm with the earliest detected time. If two or more alarms at the same level are raised at the same time, use the alarm information provided to determine which alarm may be closer to the root cause of the problem and begin troubleshooting using this alarm.



Note: Alarm reporting latency can vary depending on network conditions. Therefore, the First Time Detected stamp is not a reliable indication of the exact time an event occurred and should be used only as an aid in troubleshooting.

3

If you need more information about an alarm, see the *5620 SAM Alarm Reference*.

Table 3-1 Hierarchy of 5620 SAM-managed objects

| Level | Managed object | Domain (class) |
|--|--|--------------------------------------|
| — | General network management or 5620 SAM objects | Accounting (accounting) |
| | | Alarm mapping (trapmapper) |
| | | Anti-spoofing (antispoof) |
| | | Application assurance (isa) |
| | | APS (aps) |
| | | Auto-config (autoconfig) |
| | | Database (db) |
| | | DHCP (dhcp) |
| | | File policy (file) |
| | | Generic object (generic) |
| | | LI (mirrorli) |
| | | Mediation (mediation) |
| | | MLD (mld) |
| | | MSDP (msdp) |
| | | NE security (sitesec) |
| | | Policy (policy) |
| | | PPP (ppp) |
| | | RADIUS accounting (radiusaccounting) |
| | | Residential subscriber (ressubscr) |
| | | Schedule (schedule) |
| | | Scheduler (vs) |
| | | Security (security) |
| | | Server (server) |
| | | SNMP (snmp) |
| Software (sw) | | |
| Subscriber identification (subscriber) | | |
| Template (template) | | |
| VRRP (vrrp) | | |

Table 3-1 Hierarchy of 5620 SAM-managed objects (continued)

| Level | Managed object | Domain (class) |
|-------|----------------|--|
| 1 | Network | CAC (cac) |
| | | CCAG (ccag) |
| | | Circuit emulation (circem) |
| | | IGH (igh) |
| | | IPsec (ipsec) |
| | | L2 (layer2) |
| | | L2 forwarding (l2fwd) |
| | | L3 forwarding (l3fwd) |
| | | LAG (lag) |
| | | Network (netw) |
| | | NE (rtr) |
| | | Multichassis (multichassis) |
| | | SRRP (srrp) |
| 2 | Service | Aggregation scheduler (svq) |
| | | Epipe (epipe) |
| | | Ipipe (ipipe) |
| | | NAT (nat) |
| | | Resiliency (resiliency) |
| | | Service management (service) |
| | | Service mirror (mirror) |
| | | STM (sas) |
| | | VLANs (vlan) |
| | | VLL (vll) |
| | | VPLS (vpls) |
| | | VPRN (vprn) |
| 3 | SDP binding | Service tunnel management (tunnelmgmt) |
| 4 | Tunnel | Ethernet tunnel (ethernetunnel) |
| | | L2TP (l2tp) |
| | | MPLS (mpls) |
| | | Rules (rules) |
| | | Service tunnel (svt) |

Table 3-1 Hierarchy of 5620 SAM-managed objects (continued)

| Level | Managed object | Domain (class) |
|-------|--------------------------------|--|
| 5 | LSP binding | MPLS (mpls) |
| 6 | LSP | |
| 7 | Session | RSVP (rsvp) |
| 8 | LDP interface or targeted peer | LDP (ldp) |
| 9 | Network interface | BGP (bgp) |
| | | IGMP (igmp) |
| | | IS-IS (isis) |
| | | OSPF (ospf) |
| | | PIM (pim) |
| | | RIP (rip) |
| 10 | Physical equipment | Equipment (equipment) |
| | | Ethernet equipment (ethernetequipment) |
| | | Ethernet OAM (ethernetoam) |
| | | GNE (genericne) |
| | | LPS (lps) |
| | | MPR (mpr) |
| | | RMON (rmon) |
| | | Wireless (radioequipment) |
| 11 | SONET / SDH bundle | Bundle (bundle) |
| | SONET | SONET (sonet) |
| | SONET port/channel | SONET equipment (sonetequipment) |
| 12 | DS1 / E1 channel | TDM equipment (tdmequipment) |

END OF STEPS

3.6 To acknowledge alarms

3.6.1 Purpose

When you select an alarm to investigate the root cause, you should acknowledge the alarm and its related problems to indicate that the problem is under investigation. This ensures that duplicate resources are not applied to the same problem.

3.6.2 Steps

1

To acknowledge the selected alarm:

1. Right-click on the selected alarm in the dynamic alarm list and choose Acknowledge Alarm(s). The Alarm Acknowledgment form opens.
If required, add text in the Acknowledgment Text box.
2. Select the Acknowledgement check box and click OK.
3. Click OK. A check mark appears for the selected alarm under the Acknowledged column in the dynamic alarm list.

2

To acknowledge multiple, correlated alarms:

1. Right-click on the selected alarm in the dynamic alarm list and choose Show Affected Object. The Properties form for the object opens.
2. Click on the Faults tab, then click on the Object Alarms, Alarms on Related Objects, or Affected Objects tab to display the alarms related to the affected object.
3. Choose all the alarms listed.
4. Right-click on the alarm list, then choose Acknowledge Alarm(s). The Alarm Acknowledgment form opens and lists all of the selected alarms. If required, add text in the Acknowledgement Text box.
5. Click OK to continue. A check mark appears for each of the selected alarms under the Ack. column in the dynamic alarm list.

END OF STEPS

3.7 To determine probable cause and root cause using alarm and affected object information

3.7.1 Purpose

Alarms are raised against managed objects. Objects with alarms are called affected objects.

3.7.2 Steps

1

Double-click on the selected alarm in the dynamic alarm list. The Alarm Info form opens.

The alarm cause indicates the probable cause, which can result from a problem on a related object lower in the hierarchy, even though no alarms are reported against it. However, the problem may be caused by the state conditions of the affected object itself.

2

To view the affected object states, click **Affected Objects** tab, select an object and click on the **View Object**.

- a. If the Administrative State is Up and the Operational State is Down, there are two possibilities:
 - The affected object is the root cause of the problem. The alarm probable cause is the root cause. See the *5620 SAM Alarm Reference* for additional information about the alarm, which may help to correct the problem. When the problem is fixed, all correlated alarms are cleared. See [3.9 “Troubleshooting example” \(p. 39\)](#) for a sample equipment problem.
 - The affected object is not the root cause of the problem. The alarm probable cause does not provide the root cause of the problem. The root cause is with a related, supporting object that is lower in the managed object hierarchy. Perform [3.8 “To determine root cause using related objects” \(p. 38\)](#) to review related object information.
- b. If the Administrative State is Up and the Operational State is not Up or Down but states a specific problem such as Not Ready or MTU Mismatch, this is the root cause of the alarm. Correct the specified problem and all correlated alarms should clear. See [3.9 “Troubleshooting example” \(p. 39\)](#) for a sample configuration problem. If alarms still exist, perform [3.8 “To determine root cause using related objects” \(p. 38\)](#).
- c. If the object Administrative State is Down, it is not the root cause of the alarm on the object; however, it may cause alarms higher in the network object hierarchy. Change the Administrative State to Up. See [3.9 “Troubleshooting example” \(p. 39\)](#) for a sample underlying port state problem. This does not clear the alarm on the affected object that you are investigating. Perform [3.8 “To determine root cause using related objects” \(p. 38\)](#) to review related object information.

END OF STEPS

3.8 To determine root cause using related objects

3.8.1 Steps

1

From the Alarm Info form for the affected object (see [3.7 “To determine probable cause and root cause using alarm and affected object information” \(p. 37\)](#)), click on the **Affected Objects** tab.

Double-click an object to open the form for that object. Click on the **Faults** tab, then click on the **Alarms on Related Objects** or **Affected Objects** tab. This information shows aggregated or propagated alarm information. This information is not useful for root cause analysis but is helpful in identifying other affected objects.

2

Find the object type that is lowest in the network object hierarchy. See the object hierarchy in [Table 3-1, “Hierarchy of 5620 SAM-managed objects” \(p. 34\)](#).

Through this process, you should find the lowest level managed object related to the object in the alarm.

3

Check the States information. This information should point to the root cause of the alarm. The problem should be found on the related, supporting object below the lowest level object in the alarm.

If required, check the Administrative State of the supporting port objects. A port with Administrative State Down does not generate alarms on the port, card, shelf, LAG, protocols, or sessions, but generates network path and service alarms. If the Administrative State is Down, change it to Up.

After the problem is fixed, the correlated alarms should automatically clear.

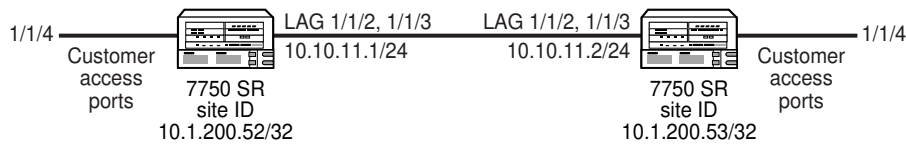
END OF STEPS

3.9 Troubleshooting example

3.9.1 Two-NE network

Figure 3-1, "Sample network" (p. 38) shows a two-NE example network configured with a VPLS that was used to create problems and generate alarms. This configuration generates the maximum number of alarms per problem type because alternate network paths are not available for self-healing.

Figure 3-1 Sample network



BGP, OSPF, and MPLS are on each network interface.

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The dynamic alarm list is used to troubleshoot the following types of problems that are created:

- physical port problem that causes an Equipment Down alarm
- underlying port state problem that causes a number of related alarms at the LSP level
- configuration problem that causes a Frame Size Problem alarm

3.10 To troubleshoot a service equipment problem

3.10.1 Purpose

An equipment problem in the example network in [Figure 3-1, "Sample network" \(p. 39\)](#) produces a series of alarms. The following procedure provides an example of how to troubleshoot the problem.

3.10.2 Steps

- 1 _____
Review the alarms in the order that they are raised. When the First Time Detected column or Last Time Detected column shows that the alarms are raised at approximately the same time, it is a good indication that these alarms may be correlated.
- 2 _____
Determine the total alarm count to track the alarm-clearing progress. Right-click on any column heading in the dynamic alarm list. The contextual menu displays the alarm count.
- 3 _____
Click on the Object Type column to sort the alarms alphabetically according to object type.
- 4 _____
Scroll through the dynamic alarm list and find the object type that is lowest in the network object hierarchy, as listed in [Table 3-1, "Hierarchy of 5620 SAM-managed objects" \(p. 34\)](#).
In the sample network in [Figure 3-1, "Sample network" \(p. 39\)](#), the lowest-level object type in the alarm list is Physical Port in the equipment domain. There are four physical port objects in the alarm. Each alarm has the same severity level.
- 5 _____
Choose one of the physical port alarms and acknowledge the alarm.
In the sample network in [Figure 3-1, "Sample network" \(p. 39\)](#), the alarm to investigate is one of the first two detected Physical Port alarms: Port 1/1/2 on Site ID 10.1.200.52.
- 6 _____
Select the alarms related to this affected object and acknowledge the alarms.
- 7 _____
View alarm information for the affected object. Double-click on the alarm in the list to view the information in the Alarm Info form.

8

Review the information about the alarm. In the sample network in [Figure 3-1, “Sample network” \(p. 39\)](#):

- The Equipment Down alarm is a Physical Port alarm in the Equipment domain.
- The device at Site ID 10.1.200.52. raised the alarm on object Port 1/1/2.
- The alarm cause is inoperable equipment.

9

Check the port states. Click on the Affected Objects tab, then click Properties to view the state and other information about the object in the alarm.

In this case, the Administrative State is Up and the Operational State is Down, which results in an alarm. The Operational state cannot be modified manually.

10

The root cause is indicated by the probable cause of alarm on the affected object: physical Port 1/1/2 at site ID 10.1.200.52 is inoperable.

The dynamic alarm list also indicates that a second port on site 10.1.200.52, Port 1/1/3, is down. This port forms LAG 2 with port 1/1/2 and LAG 2 is down.

11

For equipment alarms, use the navigation tree view to identify the extent of the problem. Locate ports 1/1/2 and 1/1/3 under the Shelf object that supports LAG 2 at Site 10.1.200.52. The state for each port is operationally down. The tree view displays the aggregated alarms on objects up to the Router level.

A related LAG, LAG 1, is down but the alarms on LAG 2 ports were detected first.

END OF STEPS

3.11 To clear alarms related to an equipment problem

3.11.1 Purpose

This procedure describes how to clear the 22 alarms from the sample problem in [3.9 “Troubleshooting example” \(p. 39\)](#). The troubleshooting process determined that two physical ports in LAG 2 at Site 10.1.200.52. are operationally down.

3.11.2 Steps

1

Check the physical connection to the port. The physical inspection shows that the two port connections supporting LAG 2 at Site 10.1.200.52. are not properly seated.

-
- 2 —
Seat the port connections. The 22 alarms, including the second two physical port Equipment Down alarms on LAG 1, automatically clear.

END OF STEPS

3.12 To troubleshoot an underlying port state problem

3.12.1 Purpose

An underlying port state problem in the sample network in [3.9 “Troubleshooting example” \(p. 39\)](#) produces a series of alarms. The following procedure provides an example of how to troubleshoot the problem.

3.12.2 Steps

- 1 —
The First Time Detected column shows that 16 alarms are raised at approximately the same time, which is a good indication that these alarms may be correlated.

i **Note:** The list contains an Lsp Down alarm and an Lsp Path Down alarm. Approximately one half hour later, a second Lsp Down alarm and a second Lsp Path Down alarm were raised for a total of 18 alarms.
- 2 —
Click on the Object Type column to sort the alarms alphabetically according to object type.
- 3 —
Scroll through the dynamic alarm list and find the object type that is lowest in the network object hierarchy, as listed in [Table 3-1, “Hierarchy of 5620 SAM-managed objects” \(p. 34\)](#).
In the sample network in [Figure 3-1, “Sample network” \(p. 39\)](#), the lowest-level object type in the alarm list is Lsp Path in the Path/Routing Management domain. There are two Lsp Path Down alarms. One was raised later than the other.
- 4 —
Choose the earlier Lsp Path alarm and acknowledge the alarm.

i **Note:** Alarm reporting latency can vary depending on network conditions. Therefore, the First Time Detected stamp is not a reliable indication of the exact time an event occurred and should be used only as an aid in troubleshooting.
- 5 —
Choose the alarms related to this affected object and acknowledge those alarms. In this case, the only alarm listed under Related Problems is the dynamic Lsp Down alarm.

6 View alarm information for the affected object. Double-click on the alarm in the list to view the information in the Alarm Info form.

7 Review the information about the alarm:

- Lsp Down is a path alarm on MPLS path 53 to 52.
- The affected object name and site name indicate that the alarm arose on the LSP path from device/site 53 to site 52.
- The Site information identifies the site that raised the alarm. The root cause is related to the device with Site Id 10.1.200.53.

8 Click View Alarmed Object and click Properties.

9 On the Alarm Info form, click Affected Object tab and then click Properties to view the state and other information about the object in the alarm.

In the sample network in [Figure 3-1, “Sample network” \(p. 39\)](#), the Administrative State is Up and the Operational State is Down, which results in an alarm. The Operational State cannot be modified manually.

10 Check the additional information for the alarm, which in this case indicates that the root cause may be a lower object in the managed object hierarchy.

11 View the details from the Related tab on the Alarm Info form to display the managed objects related to the object in alarm.

12 Find the object type that is lowest in the network object hierarchy, as listed in [Table 3-1, “Hierarchy of 5620 SAM-managed objects” \(p. 34\)](#). The lowest level object is a LAG.

13 Open the equipment view of the navigation tree. It indicates that there are alarms related to both existing LAGs (Site Id 10.1.200.52 and Site Id 10.1.200.53). However, there is no LAG alarm in the dynamic alarm list and the LAG State is Up.

14

Check states of related, supporting objects for the lowest-level object in the alarm.

Underlying port states may propagate alarms higher up the managed object hierarchy without causing alarms on ports, LAGs, interfaces, protocols, and sessions.

1. In the equipment view of the navigation tree, choose a port under the LAG on Router 53 (Site 10.1.200.53) and choose Properties. The LAG member properties form opens.
2. Click on the Port tab to view the underlying port state of the LAG member. The LAG Member 1/1/2 properties form shows the Underlying Port State: Shut Down.
3. Repeat [Step 14 2](#) for the second port. The LAG Member 1/1/3 properties form shows the State: Up.

15

In the equipment view of the navigation tree, choose port 1/1/2 under the Shelf object that supports LAG 1 (Site 10.1.200.53), and click Properties. The Properties form opens.

The form includes the following port information:

- Status is Admin Down.
- Operational State is Down
- Administrative State is Down
- Equipment Status is OK
- State: Link Down

There are no physical port equipment alarms. However, the port Status is Admin Down. This indicates that the root problem is the port Administrative state. Perform [3.13 "To clear alarms related to an underlying port state problem"](#) (p. 44) to clear alarms related to an underlying port state problems.

END OF STEPS

3.13 To clear alarms related to an underlying port state problem

3.13.1 Purpose

This procedure describes how to clear the 16 alarms from the sample problem described in [3.9 "Troubleshooting example"](#) (p. 39). The troubleshooting process determined that a port, which supports LAG 1 at Site 10.1.200.53, is Down.

3.13.2 Steps

1

In the equipment view of the navigation tree, locate port 1/1/2 under the Shelf object supporting LAG 1 at Site 10.1.200.53. The State is Admin Down.

-
- 2 _____
Choose the port and choose Turn Up. Of the 18 alarms, 16 automatically clear. The remaining two alarms are Session alarms.
 - 3 _____
Choose one of the remaining alarms in the dynamic alarm list and choose Show Affected Object. The affected object properties form opens.
 - 4 _____
Click Resync. An Object Deleted notification appears and the alarm clears automatically.
 - 5 _____
Repeat [Step 3](#) and [Step 4](#) for the remaining alarm.

END OF STEPS _____

3.14 To troubleshoot a service configuration problem

3.14.1 Purpose

A service configuration problem in the sample network in [3.9 “Troubleshooting example” \(p. 39\)](#) produces a series of alarms. The following procedure provides an example of how to troubleshoot the problem.

3.14.2 Steps

- 1 _____
Review the alarms in the order that they were raised. The First Time Detected column shows that three alarms were raised at the same time, which is a good indication that these may be correlated.
- 2 _____
Find the object in the Object Type column that is lowest in the network object hierarchy, as shown in [Table 3-1, “Hierarchy of 5620 SAM-managed objects” \(p. 34\)](#). SDP binding is the lowest object. There are two SDP binding alarms on 28-2.
- 3 _____
Choose one of the two SDP binding alarms and acknowledge the alarm. In the sample network in [Figure 3-1, “Sample network” \(p. 39\)](#), the selected alarm is the SDP binding alarm raised against Site ID 10.1.200.53.
- 4 _____
Select the alarms related to this affected object and acknowledge those alarms as described in [3.6 “To acknowledge alarms” \(p. 36\)](#).

5

Double-click on the alarm in the list to view information for the affected object in the Alarm Info form.

Review the information about the alarm:

- Affected object is SDP binding (formerly known as circuit).
- Alarm type is configuration alarm.
- Probable cause is frame size problem.
- Domain is Service Tunnel Management.

6

Click the Affected Objects tab, then click Properties to determine the SDP binding states.

- Administrative State is Up.
- Operational State is MTU Mismatch.

MTU Mismatch is the root cause of the Frame Size Problem alarm. You do not need to investigate the related objects.

7

Click on the Frame Size tab on the SDP binding object form to find more information about the problem.

- The Max Frame Size Mismatch box is selected. The Max. Frame Size box shows a value greater than the value in the Actual Tunnel Max Frame Size box.
- The maximum frame size configured exceeds the maximum frame size supported for the service ingress and service egress termination points, which are also called the MTU.

8

See the *5620 SAM Alarm Reference* for additional information about the Frame Size Problem alarm.

Perform [3.15 “To clear a Frame Size Problem \(MTU Mismatch\) alarm”](#) (p. 46) to clear the Frame Size Problem alarm.

END OF STEPS

3.15 To clear a Frame Size Problem (MTU Mismatch) alarm

3.15.1 Purpose

This procedure describes how to clear the SDP binding Frame Size Problem alarm described in [3.9 “Troubleshooting example”](#) (p. 39).

3.15.2 Steps

- 1 _____
Choose Manage→Service→Services from the 5620 SAM main menu.
- 2 _____
Choose the service identified by the Alarmed Object Id in the Alarm Info form for the alarm that you are trying to clear.
- 3 _____
Click Properties. The Service form opens.
- 4 _____
Click on the Sites tab. The list of available sites for the service appears.
- 5 _____
Choose the site identified by the Site Id in the Alarm Info form for the alarm that you are trying to clear.
- 6 _____
Click Properties. The Site form opens.
- 7 _____
Change the MTU to a value less than 1492, for example, 1000.
- 8 _____
Save your changes. The MTU configuration change is applied to customer, service, and site objects. The SDP binding and related service alarms clear automatically.

END OF STEPS _____

4 Troubleshooting services and connectivity

4.1 Service and connectivity diagnostics

4.1.1 STM OAM diagnostics for troubleshooting

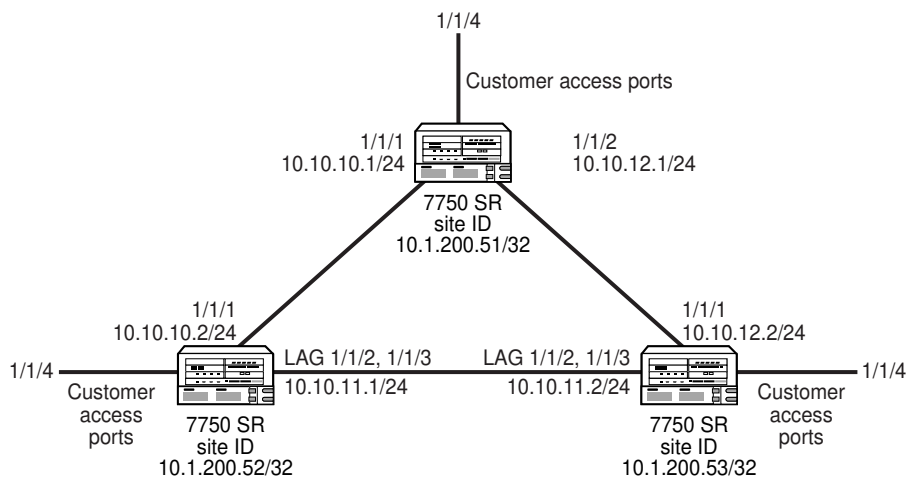
This chapter documents how to troubleshoot service and general connectivity problems when there is no associated alarm condition. See [Chapter 3, “Troubleshooting using network alarms”](#) for information about troubleshooting a service using 5620 SAM alarms.

You can use the 5620 SAM Service Test Manager, or STM, OAM diagnostic tools for network troubleshooting and for verifying compliance with SLAs. The STM provides the ability to group OAM diagnostic tests into test suites for more comprehensive fault monitoring and troubleshooting. A test suite can perform end-to-end testing of a customer service and the underlying network transport elements. The use of test suites is especially valuable when multiple objects of the same type require testing. Test suites can be scheduled to run on a regular basis to provide continual network performance feedback. See the *5620 SAM User Guide* for information about using the STM and creating scheduled tasks.

4.1.2 Sample network

[Figure 4-1, “Sample network” \(p. 49\)](#) shows a network that is used as an example for the OAM diagnostics procedures in this chapter.

Figure 4-1 Sample network



BGP, OSPF, and MPLS are on each network interface.

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4.2 Workflow to troubleshoot a service or connectivity problem

4.2.1 Purpose

Perform the following tasks in sequence until you identify the root cause of the problem.

4.2.2 Stages

1

Verify that there are no alarms associated with the service by clicking on the Faults tab in the Service form.

- a. If there are alarms that affect the service, see [Chapter 3, “Troubleshooting using network alarms”](#).
- b. If there are no alarms that affect the service, see [Stage 2](#).

2

If you are troubleshooting a VPLS service, determine whether it is part of an H-VPLS configuration. See [4.3 “To identify whether a VPLS is part of an H-VPLS” \(p. 52\)](#).

3

Verify whether the administrative and operational states of each component of the service are Up; see [4.4 “To verify the operational and administrative states of service components” \(p. 53\)](#).

4

Verify the connectivity of the customer equipment using the entries in the FIB; see [4.5 “To verify the FIB configuration” \(p. 54\)](#).

5

Verify that the 5620 SAM service configuration aligns with the customer requirements. For example, ensure that 5620 SAM configuration uses the correct service type and SAP configuration, and that the circuit and site are included in the service.

6

Verify the connectivity of all egress points in the service:

- a. using MAC Ping and MAC Trace; see [4.6 “To verify connectivity for all egress points in a service using MAC Ping and MAC Trace” \(p. 55\)](#).
- b. using MEF MAC Ping; see [4.7 “To verify connectivity for all egress points in a service using MEF MAC Ping” \(p. 57\)](#).

7

Use the results from the MAC Ping and MAC Trace diagnostics to choose one of the following options:

a.

If the MAC Ping, MEF MAC Ping, or MAC Trace diagnostics returned the expected results for the configuration of your network:

1. Measure the frame transmission size on all objects associated with the service such as the service sites, access and network ports, service tunnels, and circuits; see [4.8 “To measure frame transmission size on a service using MTU Ping”](#) (p. 58).
2. Review the ACL filter policies to ensure that the ACL filter for the port is not excluding packets that you want to test; see [4.13 “To review ACL filter properties”](#) (p. 67).
3. Verify the QoS configuration.

b.

If the MAC Ping and MAC Trace diagnostics did not return the expected results for the configuration of your network:

1. Verify the end-to-end connectivity on the service using the Service Site Ping diagnostic; see [4.9 “To verify the end-to-end connectivity of a service using Service Site Ping”](#) (p. 60).
2. Verify the end-to-end connectivity on the service tunnel using the Tunnel Ping diagnostic; see [4.10 “To verify the end-to-end connectivity of a service tunnel using Tunnel Ping”](#) (p. 62).
3. Verify the end-to-end connectivity of an MPLS LSP using the LSP Ping diagnostic; see [4.11 “To verify end-to-end connectivity of an MPLS LSP using LSP Ping”](#) (p. 64).

c.

If the MAC Ping diagnostic returned the expected results for the configuration of your network, and the MAC Trace diagnostic did not return the expected results for the configuration of your network:

1. Verify that the correct service tunnels are used for the service.
2. Correct the service tunnel configuration, if required.
3. Review the route for the MPLS LSP using the LSP Trace OAM diagnostic. (For MPLS encapsulation, only.) If the LSP Trace results do not meet the requirements of your network, review the resource availability and configurations along the LSP expected routes; see [4.12 “To review the route for an MPLS LSP using LSP Trace”](#) (p. 65).

8

As required, perform one or more of the following.

- a. Review ACL filter properties; see [4.13 “To review ACL filter properties”](#) (p. 67).
- b. View anti-spoof filters; see [4.14 “To view anti-spoof filters”](#) (p. 67).
- c. Retrieve MIB information from a GNE using the snmpDump utility; see [4.15 “To retrieve MIB information from a GNE using the snmpDump utility”](#) (p. 68).

9

Contact your technical support representative if the problem persists; see [Chapter 2, “5620 SAM troubleshooting”](#) .

4.3 To identify whether a VPLS is part of an H-VPLS

4.3.1 Steps

1

Choose Manage→Service→Services from the 5620 SAM main menu.

2

Choose the service associated with the service problem.

3

Click Properties. The Service form opens.

4

Click on the Mesh SDP Bindings or Spoke SDP Bindings tab.

5

Drag and drop the Service ID, VC ID, and Service Type columns to first three positions on the left side of the form.

6

Sort the list by VC ID.

If a VC ID has more than one unique Service ID, these services are involved in an H-VPLS relationship.

- a. If there are no alarms on the H-VPLS service, go to [Stage 3 in 4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).
- b. If there are alarms on the H-VPLS service, see [Chapter 3, “Troubleshooting using network alarms”](#).



Note: An alarm on a service can propagate across the services in the H-VPLS domain.

END OF STEPS

4.4 To verify the operational and administrative states of service components

4.4.1 Steps

- 1 _____
Open the service properties form.
- 2 _____
On the navigation tree, click on the site on which you want to verify the operational and administrative states of service components; expand the entries for that site.
- 3 _____
Click on the site. The *service* (Edit) form opens. Review the states for the site using the Operational State and Administrative State parameters.
- 4 _____
On the navigation tree, click on the L2 Access Interfaces, L3 Access Interfaces, and Mesh SDP Bindings or Spoke SDP bindings objects to review the operational and administrative states for the remaining components of the service.
- 5 _____
Use the operation and administrative states of the service components to choose one of the following options:
 - a. If the operational and administrative states for all service components are Up, go to [Stage 4 in 4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#) .
 - b. If the operational state is Down and the administrative state is Up for one or more service components, the 5620 SAM generates an alarm. You must investigate the root problem on the underlying object. See [Chapter 3, “Troubleshooting using network alarms”](#) for more information.
 - c. If the administrative state is Down for one or more service components, change the administrative state to Up. Go to [Step 7](#) .
- 6 _____
If the service problem persists, another type of service problem may be present. Perform the steps of the [4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#) troubleshooting workflow.
- 7 _____
If the workflow does not identify the problem with your service, contact your technical support representative. See [Chapter 2, “5620 SAM troubleshooting”](#) for more information.

END OF STEPS

4.5 To verify the FIB configuration

4.5.1 Purpose

This procedure describes how to verify the connectivity of customer equipment on the service tunnel.

4.5.2 Steps

- 1 _____
Click on the L2 Access Interfaces tab on the Services (Edit) form. A list of L2 access interfaces appears.
- 2 _____
Double-click on a row in the list. The L2 Access Interface form appears.
- 3 _____
Click on the Forwarding Control tab.
- 4 _____
Click on the FIB Entries tab.
- 5 _____
Click Resync.
 - a. If there is a list of FIB entries, confirm the number of entries with the customer configuration requirement. If the configuration meets the customer requirement, go to [Stage 5 in 4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#).
 - b. If there are no FIB entries, there is a configuration problem with the customer equipment or the connection from the equipment to the service tunnel.
 1. Confirm that the 5620 SAM service configuration aligns with the customer requirements.
 2. Confirm that there are no problems with the customer equipment and associated configuration.
- 6 _____
If the service problem persists, another type of service problem may be present. Perform the steps of the [4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#) troubleshooting workflow.
- 7 _____
If the workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS _____

4.6 To verify connectivity for all egress points in a service using MAC Ping and MAC Trace

4.6.1 Steps

1 _____
Choose Tools→Service Test Manager (STM) from the 5620 SAM main menu. The Manage Tests form appears.

2 _____
Click Create.

3 _____
Choose L2 Service→Create MAC Ping from the Create contextual menu. The MAC Ping (Create) form appears.

4 _____
Clear the results from the previous diagnostic session from the Results tab, if necessary.

i **Note:** You must use the MAC Ping and MAC Trace diagnostic to test the service in both directions for the connection.

5 _____
Configure the required parameters for the diagnostic session and run the diagnostic.

a. You can target the MAC broadcast address of FF-FF-FF-FF-FF-FF in the data plane to flood the service domain and receive a response from all operational service access ports. Enter the service ID for the VPLS or VLL service between the sites, and the sites you want to ping, in this case, from site ID 10.1.200.51/32 to site IDs 10.1.200.52/32 and 10.1.200.53/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).

Click on the Results tab to view the list of ping responses. Double-click on a row in the list to view its details.

b. You can target the specific MAC address of a service site. Enter the target MAC address of the specific site in the service that you want to ping, in this case, from site ID 10.1.200.51/32 to site ID 10.1.200.52/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).

Click on the Results tab to view the list of ping responses. Double-click on a row in the list to view its details.

6 _____
Review the results and assess whether the configuration meets the network requirements. In particular, review the results in the Return Code column. The table below lists the displayed messages.

Table 4-1 MAC Ping OAM diagnostic results

| Displayed message | Description |
|---------------------------|---|
| notApplicable (0) | The OAM diagnostic message does not apply to the OAM diagnostic performed. |
| fecEgress (1) | The replying router is an egress for the FEC. The far-end egress point exists and is operating correctly. No action required. |
| fecNoMap (2) | The replying router has no mapping for the FEC. |
| notDownstream (3) | The replying router is not a downstream router. |
| downstream (4) | The replying router is a downstream router, and the mapping for this FEC on the router interface is the specified label. |
| downstreamNotLabel (5) | The replying router is a downstream router, and the mapping for this FEC on the router interface is not the specified label. |
| downstreamNotMac (6) | The replying router is a downstream router, but it does not have the specified MAC address. |
| downstreamNotMacFlood (7) | The replying router is a downstream router, but it does not have the specified MAC address and cannot flood the request to other routers. |
| malformedEchoRequest (8) | The received echo request is malformed. |
| tlvNotUnderstood (9) | One or more TLVs were not understood. |

7

Click Create.

8

Choose L2 Service→Create MAC Trace from the Create contextual menu. The MAC Trace (Create) form appears.

9

Configure the required parameters for the diagnostic session and run the diagnostic. A MAC Trace shows the path, protocol, label, destination SAP, and hop count to the location of the destination MAC. Enter the service ID for the VPLS or VLL service between the sites, and the sites you want to trace, in this case, from site ID 10.1.200.51/32 to site IDs 10.1.200.52/32 and 10.1.200.53/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).

Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details.

10

Review the diagnostic results and assess whether the configuration meets the network requirements.

- a. If MAC Ping and MAC Trace diagnostics returned the expected results for the configuration of your network, go to [Stage 7 a](#) in [4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#).

- b. If MAC Ping and MAC Trace diagnostics did not return the expected results for the configuration of your network, go to [Stage 7 b](#) in 4.2 “Workflow to troubleshoot a service or connectivity problem” (p. 50).
- c. Go to [Stage 7 c](#) in 4.2 “Workflow to troubleshoot a service or connectivity problem” (p. 50) if:
 - MAC Ping diagnostic returned the expected result for the configuration of your network
 - MAC Trace diagnostic did not return the expected result for the configuration of your network

END OF STEPS

4.7 To verify connectivity for all egress points in a service using MEF MAC Ping

4.7.1 Steps

1

Choose Tools→Service Test Manager (STM) from the 5620 SAM main menu. The Manage Tests form appears.

2

Click Create.

3

Choose L2 Service→Create MEF MAC Ping from the Create contextual menu. The MEF MAC Ping (Create) form appears.

4

Clear the results from the previous diagnostic session from the Results tab, if necessary.



Note: MEF MAC Ping must run simultaneously in both directions between the source and destination VPLS sites.

5

Configure the required parameters for the diagnostic session and run the diagnostic.

You can target the specific MAC address of a service site. Enter the target MAC address of the specific site in the service that you want to ping.

Click on the Results tab to view the list of ping responses. Double-click on a row in the list to view its details.

6

Review the results and assess whether the configuration meets the network requirements.

In particular, review the results in the Return Code column. The table below lists the displayed messages.

Table 4-2 MEF MAC Ping OAM diagnostic results

| Displayed message (return code) | Description |
|---------------------------------|--|
| responseReceived (1) | A response was received on the device to the OAM diagnostic performed. |
| requestTimedOut (5) | The OAM diagnostic could not be completed because no reply was received within the allocated timeout period. |

7

Review the diagnostic results and assess whether the configuration meets the network requirements.

- a. If MEF MAC Ping diagnostics returned the expected results for the configuration of your network, go to [Stage 7 a](#) in 4.2 “[Workflow to troubleshoot a service or connectivity problem](#)” (p. 50).

END OF STEPS

4.8 To measure frame transmission size on a service using MTU Ping

4.8.1 Steps

1

Record the maximum frame transmission size for the service.

2

Choose Manage→Service Tunnels from the 5620 SAM main menu. The Manage Service Tunnels form appears.

3

Filter to list only the source and destination routers of the service tunnel and click Search. The list of service tunnels appears.

4

Double-click on a service tunnel from the list. The Tunnel (Edit) form appears.

5

Click on the Tests tab.

6

Click on the MTU Ping tab and click Create. The MTU Ping (Create) form appears with the General tab selected. The form displays information about the service tunnel being tested and the originating tunnel ID.



Note: You must use the MTU Ping diagnostic to test the service in both directions for the connection.

7

Configure the required parameters for the diagnostic session. Click on the Test Parameters tab and enter the MTU value recorded in [Step 1](#) for the MTU End Size (octets) parameter.

8

Run the diagnostic. The MTU Ping increments the datagram size until it fails to pass through the SDP (service tunnel) data path, in this case, an MTU Ping from site ID 10.1.200.52/32 to site ID 10.1.200.53/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).

Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details. The number of responses is determined by the incremental increase in datagram size.

9

Review the diagnostic results and assess whether the configuration meets the network requirements. Click on the Packets tab.

- a. If the Status column displays Response Received for all circuits, the service tunnel supports the configured frame transmission size for the circuit. Go to [Stage 7 a 2 in 4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#).
- b. If the Status column displays Request Timed Out for any of the circuits, the transmission failed at that frame size. If the frame size for the failure point is below the MTU value configured for the service, the packets are truncating along the service route. Investigate the cause of the truncated packets.

10

If the service problem persists, another type of service problem may be present. Perform the steps of the troubleshooting workflow in this chapter.

11

If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS


4.9 To verify the end-to-end connectivity of a service using Service Site Ping

4.9.1 Steps

1 _____
Choose Tools→Service Test Manager (STM) from the 5620 SAM main menu. The Manage Tests form appears.

2 _____
Click Create.

3 _____
Choose Service→Create Service Site Ping from the Create contextual menu. The Service site ping (Create) form appears.

 **Note:** You must use the Service Site Ping diagnostic to test the service in both directions for the connection.

4 _____
Configure the required parameters for the diagnostic session and run the diagnostic.
The originating service tunnel for the Service Site Ping is from site ID 10.1.200.51/32 to site ID 10.1.200.53/32, the other end of the service using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).
Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details.

5 _____
Review the diagnostic results and assess whether the configuration meets the network requirements. The table below lists the displayed messages.

Table 4-3 Service Site Ping OAM diagnostic results

| Displayed message | Description |
|---|---|
| Sent - Request Timeout | The request timed out with a reply. |
| Sent - Request Terminated | The request was not sent because the diagnostic was terminated by the operator. |
| Sent - Reply Received | The request was sent and a successful reply message was received. |
| Not Sent - Non-Existent Service-ID | The configured service ID does not exist. |
| Not Sent - Non-Existent SDP for Service | There is no SDP for the service tested. |
| Not Sent - SDP For Service Down | The SDP for the service is down. |

Table 4-3 Service Site Ping OAM diagnostic results (continued)

| Displayed message | Description |
|--|---|
| Not Sent - Non-Existent Service Egress Label | There is a service label mismatch between the originator and the responder. |

- a. If the Service Site ping passes, the routes between the two sites are complete and in an operational state. If the MAC Ping performed in 4.6 [“To verify connectivity for all egress points in a service using MAC Ping and MAC Trace”](#) (p. 55) failed:
 1. Investigate the status of the two SAPs used for the circuit.
 2. Correct the configuration issue related to the SAPs, if required.

If there is no configuration problem with the SAPs, the service problem is related to the MAC addresses.

The MAC address problem could be caused by the:

 - ACL MAC filter excluding the required MAC address
 - external customer equipment
- b. If the Service Site Ping fails, there is a loss of connectivity between the two sites.
 1. Log in to one of the sites using the CLI.
 2. Enter the following command:

```
ping <destination_site_ip_address> ↵
```

where <destination_site_ip_address> is the address of the other site in the route
If the CLI IP ping passes, go to [Stage 7 b 2 of 4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).

6

Use the CLI to verify that the IP address of the destination site is in the routing table for the originating site by entering:

```
show router route-table ↵
```

If the IP address for the destination site is not in the routing table for the originating site, there is an L3 or L2 problem.

1. Verify that the appropriate protocols are enabled and operational on the two sites.
2. Verify the administrative and operational states of the underlying L2 equipment, for example, ports and cards.

7

If the service problem persists, another type of service problem may be present. Perform the steps [4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).

8

If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS

4.10 To verify the end-to-end connectivity of a service tunnel using Tunnel Ping

4.10.1 Steps

1

Choose Manage→Service Tunnels from the 5620 SAM main menu. The Manage Service Tunnels form appears.

2

Filter to list only the source and destination routers of the service tunnel and click Search. The list of service tunnels appears.

3

Double-click on a service tunnel from the list. The Tunnel (Edit) form appears.

4

Click on the Tests tab.

5

Click on the Tunnel Ping tab and click Create. The Tunnel Ping (Create) form appears with the General tab displayed. The form displays information about the circuit being tested, including the originating tunnel ID.



Note: You must use the Tunnel Ping diagnostic to test the service in both directions for the connection.

6

Configure the required parameters for the diagnostic session as follows.

- The Return Tunnel parameter must specify the return tunnel ID number, because the tunnels are unidirectional.
- From the Test Parameters tab, the Forwarding Class parameter must specify the forwarding class for the service tunnel. Make sure that the forwarding classes for the service tunnels map to the QoS parameters configured for customer services, such as VLL.
- The Number of Test Probes and Probe Interval parameters must be configured to send multiple probes.

7

Run the diagnostic. Set the diagnostic configuration for a Tunnel Ping from site ID 10.1.200.51/32 to site ID 10.1.200.53/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#) , by specifying the return ID of the tunnel you want to test.

Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details. Double-click on the entry in the Tunnel Ping results form to view the diagnostic details.

8

Review the diagnostic results and assess whether the configuration meets the network requirements.

The table below lists the displayed messages.

Table 4-4 Tunnel OAM diagnostic results

| Displayed message | Description |
|--------------------------------|--|
| Request Timeout | The request timed out with a reply. |
| Orig-SDP Non-Existent | The request was not sent because the originating SDP does not exist. |
| Orig-SDP Admin-Down | The request was not sent because the originating SDP administrative state is Down. |
| Orig-SDP Oper-Down | The request was not sent because the originating SDP operational state is Down. |
| Request Terminated | The operator terminated the request before a reply was received, or before the timeout of the request occurred. |
| Far End: Originator-ID Invalid | The request was received by the far-end, but the far-end indicates that the originating SDP ID is invalid. |
| Far End: Responder-ID Invalid | The request was received by the far-end, but the responder ID is not the same destination SDP ID that was specified. |
| Far End:Resp-SDP Non-Existent | The reply was received, but the return SDP ID used to respond to the request does not exist. |
| Far End:Resp-SDP Invalid | The reply was received, but the return SDP ID used to respond to the request is invalid. |
| Far End:Resp-SDP Down | The reply was received, but the return SDP ID indicates that the administrative or operational state of the SDP is Down. |
| Success | The tunnel is in service and working as expected. A reply was received without any errors. |

- a. If the Tunnel Ping passes, the network objects below the tunnel are operating with no performance issues.
- b. If the Tunnel Ping fails, go to [Stage 7 b 3 of 4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#) to verify the end-to-end connectivity of services using MPLS LSP paths, if required.

9

If the service problem persists, another type of service problem may be present. Perform the steps of [4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#).

10

If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS

4.11 To verify end-to-end connectivity of an MPLS LSP using LSP Ping

4.11.1 Steps

1

Choose Tools→Service Test Manager (STM) from the 5620 SAM main menu. The Manage Tests form appears.

2

Click Create.

3

Choose MPLS→Create LSP Ping from the Create contextual menu. The LSP Ping (Create) form appears.



Note: You must use the LSP Ping diagnostic to test the service in both directions for the connection.

4

Configure the required parameters for the diagnostic session and run the diagnostic. Target an LSP or an LSP path. Choose the MPLS site for the test, then configure the LSP you want to ping that is associated with the MPLS site, in this case, an LSP Ping from site ID 10.1.200.51/32 to site ID 10.1.200.52/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).

Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details. Double-click on the entry in the LSP Ping results form to view the diagnostic details.

5

Review the diagnostic results and assess whether the configuration meets the network requirements.

The table below lists the displayed messages.

Table 4-5 LSP Ping OAM diagnostic results

| Displayed message | Description |
|---------------------------|---|
| notApplicable (0) | The OAM diagnostic message does not apply to the OAM diagnostic performed. |
| fecEgress (1) | The replying router is an egress for the FEC. The far-end egress point exists and is operating correctly. No action required. |
| fecNoMap (2) | The replying router has no mapping for the FEC. |
| notDownstream (3) | The replying router is not a downstream router. |
| downstream (4) | The replying router is a downstream router, and the mapping for this FEC on the router interface is the specified label. |
| downstreamNotLabel (5) | The replying router is a downstream router, and the mapping for this FEC on the router interface is not the specified label. |
| downstreamNotMac (6) | The replying router is a downstream router, but it does not have the specified MAC address. |
| downstreamNotMacFlood (7) | The replying router is a downstream router, but it does not have the specified MAC address and cannot flood the request to other routers. |
| malformedEchoRequest (8) | The received echo request is malformed. |
| tlvNotUnderstood (9) | One or more TLVs were not understood. |

- a. If the LSP Ping passes, you have completed the workflow for troubleshooting services. Contact your technical support representative if the problem persists; see [Chapter 2, “5620 SAM troubleshooting”](#).
- b. If the LSP Ping fails, verify the administrative and operational status of the underlying L2 equipment.

6

If the service problem persists, another type of service problem may be present. Perform the steps of [4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).

7

If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS

4.12 To review the route for an MPLS LSP using LSP Trace

4.12.1 Steps

1

Choose Tools→Service Test Manager (STM) from the 5620 SAM main menu. The Manage Tests form appears.

-
- 2 _____
Click Create.
- 3 _____
Choose MPLS→Create LSP Trace from the Create contextual menu. The LSP trace create form appears.
- i** **Note:** You must use the LSP Trace diagnostic to test the service in both directions for the connection.
- 4 _____
Configure the required parameters for the diagnostic session and run the diagnostic. Target an LSP, any LSP or an LSP path. Choose the MPLS site for the test, then configure the LSP or LDP you want to trace that is associated with the MPLS site, in this case, an LSP Ping from site ID 10.1.200.51/32 to site ID 10.1.200.52/32 using the network in [Figure 4-1, “Sample network” \(p. 49\)](#).
Click on the Results tab to view the list of trace responses. Double-click on a row in the list to view its details. Double-click on the entry in the LSP Trace results form to view the diagnostic details.
- 5 _____
Review the diagnostic results and assess whether the configuration meets the network requirements.
- If the LSP Trace returned the expected results for the configuration of your network, the troubleshooting is complete.
 - If the LSP Trace did not return the expected results for the configuration of your network, verify that the correct MPLS LSP is used for the service.
- 6 _____
If the service problem persists, another type of service problem may be present. Perform the steps of [4.2 “Workflow to troubleshoot a service or connectivity problem” \(p. 50\)](#).
- 7 _____
If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).
- END OF STEPS** _____

4.13 To review ACL filter properties

4.13.1 Steps

- 1 _____
Click on the L2 Access Interfaces or L3 Access Interfaces tabs on the Services (Edit) form. A list of interfaces appears.
- 2 _____
Double-click on a row in the list. The L2 or L3 Interface configuration form appears.
- 3 _____
Click on the ACL tab.
- 4 _____
Review the ingress and egress filter configurations to ensure that ACL filtering configurations do not interfere with the service traffic.
 - a. If there are no ACL filtering configurations that interfere with the service traffic, go to [Stage 7 a 2](#) in [4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).
 - b. If there are ACL filtering configurations that interfere with the service traffic, implement and verify the solution for the service problem.
- 5 _____
If the service problem persists, another type of service problem may be present. Perform the steps of [4.2 “Workflow to troubleshoot a service or connectivity problem”](#) (p. 50).
- 6 _____
If the troubleshooting workflow does not identify the problem with your service, contact your technical support representative; see [Chapter 2, “5620 SAM troubleshooting”](#).

END OF STEPS _____

4.14 To view anti-spoof filters

4.14.1 Purpose

If a host is having a problem connecting to the network, one possibility for the problem is dropped packets as a result of anti-spoofing filters on the SAP. The 5620 SAM allows you to view the anti-spoof filters currently in effect on a SAP.

Anti-spoof filters are frequently created and deleted in the network. As a result, the 5620 SAM does not keep synchronized with the anti-spoof filters on the managed devices. However, the 5620 SAM allows you to retrieve, on demand, the current anti-spoof filters for a SAP.

4.14.2 Steps

- 1 _____
Select Manage→Service→Services from the 5620 SAM main menu. The Manage Services form opens.
- 2 _____
Select the service for which you want to view the anti-spoof filters.
- 3 _____
Click Properties. The Service (Edit) form opens.
- 4 _____
Click on the L2 Access Interfaces or L3 Access Interfaces tab, depending on the service that you selected.
- 5 _____
Select an interface from the list and click Properties. The Access Interface (Edit) form opens.
- 6 _____
Click on the Anti-Spoofing tab.
- 7 _____
Click on the Filters tab.
- 8 _____
Click Search to retrieve the current anti-spoof filters for the SAP. The Filters tab refreshes with a list of the current anti-spoof filters.

END OF STEPS _____

4.15 To retrieve MIB information from a GNE using the snmpDump utility

4.15.1 Purpose

Perform this procedure to export all object values from the 5620 SAM-supported SNMP MIBs on a GNE. The exported information may help with troubleshooting the GNE configuration on the device or in the 5620 SAM.

4.15.2 Steps

- 1 _____
Log in to a 5620 SAM main server station as the samadmin user.

2 _____
 Open a console window.

3 _____
 Navigate to the /opt/5620sam/server/nms/bin directory.

4 _____
 Enter the following:

```
./snmpDump.bash option_list ↵
```

where *option_list* is one or more of the options listed in [Table 4-6, “snmpDump .bash options”](#) (p. 68)

i **Note:** Each option must be separated by a space, as shown in the following example:
 snmpDump.bash -v 3 -h 192.168.18.77 -u jsmith -apw mypass -ppw yoda
 If an option has a default value, the default value is included in the option description.

Table 4-6 snmpDump .bash options

| Option | Description |
|---------------------------------|---|
| -v <i>version</i> | The SNMP version in use on the GNE Default: 2 |
| -f <i>file_name</i> | The output filename Default: <i>host-snmpDump.out</i> in the current directory |
| -h <i>host</i> | The IP address or hostname of the GNE Default: localhost |
| -c <i>community</i> | The SNMP community |
| -u <i>v3_user</i> | The SNMPv3 user name |
| -e <i>snmp_engine_ID</i> | The SNMP engine ID |
| -ap <i>v3_auth_protocol</i> | The SNMPv3 authorization protocol, which can be MD5 or SHA Default: MD5 |
| -apw <i>v3_auth_password</i> | The SNMPv3 authorization password |
| -ppw <i>v3_privacy_password</i> | The SNMPv3 privacy password |
| -cn <i>v3_context_name</i> | The SNMPv3 context name |
| -ci <i>v3_context_ID</i> | The SNMPv3 context ID |
| -p <i>port</i> | The TCP port on the main server that snmpDump must use to reach the GNE Default: 161 |
| -t <i>timeout</i> | A communication timeout value |
| -r <i>retries</i> | The number of times to retry connecting to the GNE |

The utility displays status messages similar to the following as it initializes:

```
Init Products ...
Init ProductFamilyDefs ...
Init PollingDirectiveDefs ...
Start reading from Node ...
```

The utility then begins to retrieve the MIB tables. As it processes a MIB table, it lists the table name and the number of entries the table contains, as shown below:

```
IF-MIB.ifEntry : 21
IP-MIB.ipAddrEntry : 5
MPLS-LSR-STD-MIB.mplsInterfaceEntry : 8
MPLS-TE-STD-MIB.mplsTunnelEntry : 0
MPLS-TE-STD-MIB.mplsTunnelHopEntry : 0
MPLS-TE-STD-MIB.mplsTunnelARHopEntry : 0
MPLS-TE-STD-MIB.mplsTunnelCHopEntry : 0
MPLS-LDP-STD-MIB.mplsLdpEntityEntry : 3
MPLS-LDP-STD-MIB.mplsLdpEntityStatsEntry : 3
MPLS-LDP-STD-MIB.mplsLdpPeerEntry : 3
```

The utility is finished when the command prompt is displayed.

5

To view the utility output, open the file using a MIB browser or a text editor.

END OF STEPS

5 Troubleshooting using topology maps

5.1 Network topology maps overview

5.1.1 Mapping network objects

Several network topology maps are available on the 5620 SAM. The maps display network objects. You can open contextual menus and submenus to open forms with additional information. For more information about topology maps, see the *5620 SAM User Guide*.

The table below describes the tasks associated with troubleshooting the 5620 SAM using Network topology maps.

Table 5-1 Network topology map tasks

| Problem | Solution |
|--|--|
| To monitor alarm status on maps | 5.2 "To monitor alarm status on maps" (p. 74) |
| To find the source of an alarm using a map | 5.3 "To find the source of an alarm using a map" (p. 75) |

The maps can be used to provide a view of the network from different perspectives for monitoring and troubleshooting activities. Depending on your requirements, the maps can display a low-level equipment and interface network view, or a specific customer or service view. One or many maps can be open at the same time.

The table below lists the maps that are available and how they are accessed.

Table 5-2 5620 SAM map views

| Menu option | Function |
|---|---|
| Application→Physical Topology | View the Physical Topology map. |
| Application→Service Tunnel Topology | View the Service Tunnel Topology map. |
| Application→Flat Maps→Physical Topology | View the Physical Topology - Flat map. |
| Application→Flat Maps→Service Tunnel Topology | View the Service Tunnel Topology - Flat map. |
| Manage→Service→Composite Services | Create composite services and view the Composite Service Topology map and the Composite Service Flat Topology map. |
| Manage→MPLS→MPLS Paths | Create MPLS paths and view topology map for provisioned MPLS paths. See the <i>5620 SAM User Guide</i> for more information about creating MPLS paths. |
| Manage→MPLS→Dynamic LSPs | Create LSPs and view topology for provisioned, actual, and CSPF LSP paths, and LSP cross-connects. See the <i>5620 SAM User Guide</i> for more information. |
| Manage→MPLS→Point-to-Multipoint LSPs | |
| Manage→MPLS→Manual Bypass LSPs | |
| Manage→MLPS→Static LSPs | |

Table 5-2 5620 SAM map views (continued)

| Menu option | Function |
|--------------------------------|--|
| Manage→Service Tunnels | Create service tunnels. See the <i>5620 SAM User Guide</i> for more information. |
| Create→Equipment→Group | Create equipment groups to organize the network. |
| Create→Equipment→Physical Link | Create physical links to view L1 network connectivity. |

The maps represent interfaces, paths, managed devices, and unmanaged devices, as described in the table below.

Table 5-3 Map elements

| Element type | Description |
|------------------------|---|
| Device icon | Managed devices, such as a 7750 SR |
| Port icon | Managed access interface |
| Unmanaged device icon | Unmanaged device, such as a PE router |
| Equipment group icon | Managed equipment groups |
| Composite service icon | Managed composite services |
| Service tier icon | Services that make up the managed composite services |
| IP/MPLS cloud icon | IP/MPLS network |
| Green lines | Provisioned paths for an LSP map. Network interface that is operationally up for all other maps. |
| Gray lines | Actual paths for an LSP map |
| Red lines | Network interface that is operationally down |

5.1.2 Interpreting map status indicators

The maps provide the following status information for managed network elements:

- operational status of a device
- operational status of an interface
- the most severe alarm for a device or service

The table below describes the map status indicators. There are no status indicators for unmanaged devices.

Table 5-4 Map status indicators

| Indicator | Description |
|------------------------|--|
| Device icon color | The color of device icons and links represents the reachability of the device. Red indicates that the device or link is not SNMP reachable. Yellow indicates that the device is being synchronized. Green indicates that the device is SNMP reachable. For a service view, red indicates that the service on the device is down. |
| Equipment group icon | The color and icon in the upper left corner of the equipment group icon indicate the most severe alarm on any of the devices in the group. The color of the upper middle section of the equipment group icon indicates the aggregated SNMP connectivity status of the devices in the equipment group. The color of the upper right corner of the equipment group icon indicates the aggregated link status of the links in the equipment group. |
| Composite service icon | The color and icon in the upper left corner of the composite service icon indicate the most severe alarm on any of the devices in the composite service. The color of the upper middle section of the composite service icon indicates the aggregated connectivity status of the devices in the composite service. The color of the upper right corner of the composite service icon indicates the aggregated link status of the links in the composite service. |
| Service tier icon | The color and icon in the upper left corner of the service tier icon indicate the most severe alarm on any of the devices belonging to the service. The color of the upper middle section of the service tier icon indicates the aggregated connectivity status of the devices belonging to the service. The color of the upper right corner of the service icon indicates the aggregated link status of the links belonging to the service. |
| Physical link | The color of physical links represents the status of the link. Gray indicates that the status of the link is unknown. Green indicates that the link is in service. Purple indicates that a physical link is being diagnosed. Red indicates that the link is out of service or failed. |

The table below lists icon symbols and colors for 5620 SAM alarms.

Table 5-5 Map alarm status indicators

| Map icon | | Alarm | |
|-------------|------------|-----------|--------|
| Icon symbol | Icon color | Severity | Color |
| — | — | All | Grey |
| C | Red | Critical | Red |
| M | Orange | Major | Orange |
| m | Yellow | Minor | Yellow |
| W | Cyan | Warning | Cyan |
| Cn | Mocha | Condition | Mocha |
| — | Green | Cleared | Green |

Table 5-5 Map alarm status indicators (continued)

| Map icon | | Alarm | |
|-------------|------------|---------------|------------|
| Icon symbol | Icon color | Severity | Color |
| i | Light blue | Info | Light blue |
| l | White | Indeterminate | White |

5.2 To monitor alarm status on maps

5.2.1 Purpose

Use this procedure to view alarm information for network elements on a map.

5.2.2 Steps

1 _____

Open one of the maps.

See [Table 5-2, “5620 SAM map views” \(p. 71\)](#) for information on how to access maps.

2 _____

Resize or otherwise adjust the map window, as required, and arrange the icons for ease of management.

3 _____

You can use the Zoom in Tool and Zoom out Tool buttons to adjust the map depending on the size of the network that you are viewing.

4 _____

Monitor the map for any of the following conditions or changes:

- alarm status changes for an object
- loss of connectivity
- changes to the interface status of customer-facing equipment
- changes to the interface status of provider-facing equipment

5 _____

Perform [5.3 “To find the source of an alarm using a map” \(p. 75\)](#) to troubleshoot any problems that may arise.

END OF STEPS _____

5.3 To find the source of an alarm using a map

5.3.1 Purpose

Use this procedure to diagnose an alarmed network element using one of the maps.

5.3.2 Steps

- 1 _____
Select the object with the alarm that you want to diagnose.
- 2 _____
Right-click to view the contextual menu.
 - a. When you right-click on an icon that represents a device or interface, choose Properties from the sub-menu for the selected object. The property form for the selected object opens.
 - b. When you right-click on an interface:
 1. Choose List from the sub-menu. A form displays the interfaces for the selected path.
 2. Choose an item from the list. One or more of the items may have an alarm condition, as indicated by color.
 3. Click Properties. The property form for the selected object opens.
- 3 _____
Click on the Faults tab. The Faults tab form opens.
- 4 _____
View alarm status and diagnose the problem, as described in [Chapter 3, "Troubleshooting using network alarms"](#).

END OF STEPS _____

6 Troubleshooting using the NE resync audit function

6.1 NE resync auditing overview

6.1.1 Functional description

The NE resync audit function detects and reports differences between the 5620 SAM database version of the NE configuration and the version stored on the NE. The NE resync audit manager displays a list of misaligned parameters and values as represented in the NE and 5620 SAM databases, and provides quick navigation to the affected object. A resync audit polls the NE in the same manner as a standard full resynchronization, but instead of updating the objects in the 5620 SAM database, the 5620 SAM compares the NE configuration retrieved by the resync with the NE configuration in the 5620 SAM. See [6.3 “To perform an NE resync audit” \(p. 78\)](#) for information about performing an NE resync audit.

Differences identified during the audit are displayed in the Show Difference manager. In this manager, you can navigate to the associated NE object that contains the difference and perform a resync on that object to resolve the difference. You can access the results of one audit per NE in the NE audit result list.

You can specify whether to include or ignore read-only parameters in a resync audit. Some read-only parameters are set by the NE after a configuration change. Other read-only parameters, such as temperature measurements and time stamps, change frequently on the NE and will often differ from the values in the 5620 SAM database. Disabling the inclusion of read-only parameters can help prevent cluttered audit results.

The difference entries that an NE resync audit returns are categorized as follows:

- Property Change—the value of a specific parameter is different in the 5620 SAM and NE databases
- Missing—the object and contained parameters exist in the 5620 SAM, but not on the NE
- Added—the object and contained parameters exist on the NE, but not in the 5620 SAM

6.1.2 Additional information

Consider the following information about NE resync audits:

- The 5620 SAM limits the audit result to 1 000 differences.
- NE resync audits only compare parameters that are synchronized with the 5620 SAM database. Parameters that are stored in the NE database only and are not managed by the 5620 SAM are not included in the audit report.
- NE resync audit results do not include statistics.
- NE resync audits cannot be used to deploy changes to an NE.
- You cannot perform a full resync from the NE audit manager or Show Differences form.
- Dynamic read-only objects and dynamic parameters are excluded from NE resync audits. For

example, the following objects are excluded: LDP session, RSVP session, MPLS In Segment, Out Segment, Cross Connect, MPLS Actual Hop and Actual Path, ISIS SPF Log.

6.2 Workflow for NE resync auditing

6.2.1 Stages

- 1 _____
Perform NE resync auditing to identify specific object and parameter misalignment between eNodeB and the 5620 SAM; see [6.3 "To perform an NE resync audit" \(p. 77\)](#) .
- 2 _____
View the results of NE resync audits and manage audit results; see [6.4 "To view NE resync audit results using the NE audit manager" \(p. 79\)](#) .

6.3 To perform an NE resync audit

6.3.1 Steps

- 1 _____
Choose Equipment from the navigation tree view selector. The managed NEs are displayed.
- 2 _____
Right-click on an NE and choose NE Resync Audit.
- 3 _____
Enable the check box if you want to include read-only attributes in the audit and click Yes. The NE Audit Result form appears and displays the NE Audit State as "in progress".

i **Note:** The 5620 SAM displays an error message and does not begin the resync audit if the NE is unreachable.
- 4 _____
When the audit completes, choose one of the following based on the NE Audit State:
 - a. If the NE Audit State displays "succeeded" and the NE Audit Result displays "misaligned", go to [Step 5](#) .
 - b. If the NE Audit State displays "succeeded" and the NE Audit Result displays "aligned", then no further action is required.
 - c. If the NE Audit State displays "failed", information about the failure is displayed in the Error Messages panel. Click to expand the panel.

5 Click Show Difference. The Show Difference form opens with a list of difference entries displayed.

6 To resync a missing or added object, perform a full resync.

7

To resync a property change for a single object with the 5620 SAM:

1. Select a difference entry from the list. The panes at the bottom of the form display the misaligned data for the entry.
2. Click Properties for the SAM Object. The Properties form of the object is displayed.
3. Click Resync.
4. Click Yes and wait for the object to resync with the 5620 SAM. The value of the misaligned parameter changes if the resync operation is successful.

8

To save the results of the resync audit to an HTML or CSV file:

1. Right-click on a column header in the differences list and choose Save to File. The Save As form is displayed.
2. Navigate to the required location on the client workstation and specify a file name.
3. Choose a file type and click Save.

9 Close the forms.

END OF STEPS

6.4 To view NE resync audit results using the NE audit manager

6.4.1 Purpose

You can use the NE audit manager to view the results of previous NE audits and delete audit results.

6.4.2 Steps

1 Choose Administration→NE Maintenance→NE Audit Results from the 5620 SAM main menu. The NE Audit Manager list form opens.

2 _____

To view an entry, select an entry from the list and click Show Difference. If there are results to display, the Show Difference form opens.

3 _____

To delete an entry:

1. Select an entry from the list and click Delete.
2. Click Yes. The entry is deleted.

4 _____

Close the NE Audit Manager list form.

END OF STEPS _____

Part III: Network management troubleshooting

Overview

Purpose

This part provides information about network management troubleshooting.

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7 Troubleshooting network management LAN issues

7.1 Network management domain LAN problems overview

7.1.1 Common management domain LAN problems

Table 7-1 5620 SAM Network management domain LAN problems

| Problem | Solution |
|--|--|
| Problem: All network management domain stations experience performance degradation | 7.2 "Problem: All network management domain stations experience performance degradation" (p. 83) |
| Problem: Lost connectivity to one or more network management domain stations | 7.3 "Problem: Lost connectivity to one or more network management domain stations" (p. 84) |
| Problem: Another station can be pinged, but some functions are unavailable | 7.4.1 "Purpose" (p. 85) |
| Problem: Packet size and fragmentation issues | 7.5 "Problem: Packet size and fragmentation issues" (p. 86) |

7.2 Problem: All network management domain stations experience performance degradation

7.2.1 Steps

1

Verify that there is sufficient bandwidth between the elements of the network management domain.

Bandwidth requirements vary depending on the type of management links set up, and the number of devices in the managed networks. For information about network planning expertise, contact your technical support representative.

See the *5620 SAM Planning Guide* for more information about the bandwidth requirements.

2

When you are using in-band management, ensure that the network devices used to transport the management traffic are up. Ping each of the devices to ensure the management traffic can flow along the in-band path.

In-band management uses a connection provided by a customer service, such as a VLL. The management traffic is sent in-band along with the customer payload traffic. The packets with the management data arrive at the device using one of the virtual interfaces.

END OF STEPS

7.3 Problem: Lost connectivity to one or more network management domain stations

7.3.1 Purpose

Perform this procedure on a RHEL or Windows station to check the reachability of another station.

7.3.2 Steps

- 1 _____
Log in to the station.
- 2 _____
Open a console window.
- 3 _____
Enter the following:
`ping station ↵`
where *station* is the station hostname or IP address
- 4 _____
To interrupt the ping operation, press <CTRL>+C.
- 5 _____
Review the output, which resembles the following when connectivity is good:


```
PING station: 56 data bytes
64 bytes from station (192.168.106.169): icmp_seq=1, time=1.0 ms
64 bytes from station (192.168.106.169): icmp_seq=2, time=0.3 ms
64 bytes from station (192.168.106.169): icmp_seq=3, time=0.2 ms
----station PING Statistics----
3 packets transmitted, 3 packets received, 0% packet loss
rtt (ms) min/avg/max = 0.2/0.7/1.0
```
- 6 _____
If the packets arrive out of order, if some packets are dropped, or if some packets take too long to complete the round trip, LAN congestion may be a problem. Contact your IT department or check the physical LAN connectivity.
- 7 _____
If you can ping the station, but are unable to connect to the station to perform a function, there may be a problem with access to a function on the station.

If the 5620 SAM deployment includes a firewall, the firewall log entries are in the `/var/log/` messages file on a RHEL station.

See [7.4.1 “Purpose” \(p. 84\)](#) for information about how to verify the following:

- ports that need to be open across firewalls
- routing configuration

END OF STEPS

7.4 Problem: Another station can be pinged, but some functions are unavailable

7.4.1 Purpose

Perform this procedure to determine whether port availability or routing is the cause of a management domain LAN issue.

The 5620 SAM uses TCP and UDP ports for communication between components. Some of the ports, such as the SNMP trap port, are configured during installation. Other ports are configured automatically by the 5620 SAM software.

7.4.2 Steps

1

Log in as the root user on a station in the network management domain.

2

Verify that the required ports are open or protected by a firewall. See the *5620 SAM Planning Guide* for a complete list of the ports that the 5620 SAM requires and the purpose of each port.



Note: If you modify the port configuration, ensure that you record the changes for future reference.

3

Perform the following steps to check the local routing configuration.:

1. Open a console window on a station in the management domain.
2. Use one of the following commands to determine the path to a destination:
 - on a Windows station—`tracert`
 - on a RHEL station—`tracertoute`

The command uses ICMP echo request messages to list the near-side interfaces that packets traverse between the source and destination stations. A near-side interface is the interface closest to the source host.

-
3. Use OS commands such as `netstat -r` and `arp -a` to display a list of active TCP connections, Ethernet statistics, the IP routing table, and the ports on which the station is listening.

END OF STEPS

7.5 Problem: Packet size and fragmentation issues

7.5.1 General information

Large packet sizes from the managed devices are being dropped by intermediate routers because the packets exceed the device MTU or the devices are not configured to forward fragmented packets, causing resynchronizations to fail. The managed devices are configured to send SNMP packets of up to 9216 bytes. The 5620 SAM can accept such large SNMP packets.

However, the typical L2 or L3 interface MTU on a 5620 SAM-managed device is likely configured to transmit smaller SNMP packets, usually in the 1500-byte range. This causes packet fragmentation. In order to handle these fragmented packets, intermediate devices between the 5620 SAM-managed device and 5620 SAM must be configured to handle or forward fragmented packets. When an intermediate network device, such as a router, cannot handle or forward fragmented packets, then packets may be dropped and resynchronization may fail.

Consider the following:

- The network infrastructure that carries traffic between the 5620 SAM main and auxiliary servers and the managed NEs must support fragmentation and reassembly of the UDP packets for NEs that have an SNMP PDU size greater than the MTU configured for the network path between the NE and 5620 SAM. The 7210 SAS, 7450 ESS, 7705 SAR, 7710 SR, 7750 MG, 7750 SR, and 7950 XRS require an SNMP PDU size of 9216 bytes and fragmentation support in the network path between the 5620 SAM and the NE.
- Ensure that the CPM filters on managed devices are configured to accept fragmented packets, and that this filter policy is configured on each server in a redundant 5620 SAM deployment.
- Ensure that devices located between the managed devices, such as the 7750 SR, and the 5620 SAM can handle an MTU size of 9216 bytes, can fragment large SNMP packets, or can forward fragmented L2 or L3 packets.
- Verify the MTU packet sizes for all LAN devices.
- Verify that large packets can travel from the managed devices to the 5620 SAM by using CLI to ping the IP address of the 5620 SAM server, with a large packet.
- Ensure that the firewalls between the managed devices and the 5620 SAM server are configured to allow traceroute and ping packets.

7.5.2 Steps

1

Log in to the 7750 SR or another 5620 SAM-managed device.

2

Run the traceroute command:

> **traceroute SAM_server_IP_address** ↵

A list of hops and IP addresses appears.

3

Ping the first hop in the route from the managed device to the 5620 SAM server:

> **ping intermediate_device_IP_address size 9216** ↵

A successful response indicates that the intermediate device supports large SNMP packets or packet fragmentation.

4

Repeat for all other hops until a ping fails or until a message indicates that there is an MTU mismatch. A failed ping indicates that the intermediate device does not support large SNMP packets or packet fragmentation.

5

Check the configuration of the intermediate device, and configure fragmentation or enable a larger MTU size.

END OF STEPS

8 Troubleshooting using 5620 SAM client GUI warning messages

8.1 Client GUI warning message overview

8.1.1 Warning message scenarios

Warning messages in the 5620 SAM client GUI provide an error recovery mechanism to inform you when:

- information has been entered incorrectly
- additional information is required
- the operation you are attempting cannot be completed
- a change to a configuration sub-form is not committed until the parent form is committed
- an operation that may result in service disruption is requested
- a configuration form for an object is open that can potentially conflict with a previously opened form

When an error condition is encountered that the 5620 SAM client has not anticipated, a Problems Encountered form is displayed. See [9.1 “Overview” \(p. 93\)](#) for more information.

You can use the client GUI to suppress warning messages within containing windows. See the *5620 SAM User Guide* for more information.

8.1.2 Incorrect data entry

When incorrect information is entered for a parameter, a warning message that describes the error is displayed. For example, when you configure a password for a site user, the value entered for the Password parameter and the Confirm Password parameter must match. If they do not match, a warning message is displayed.

8.1.3 Additional information required

When the value selected for a parameter has a condition that requires another parameter to be configured, a warning message indicates the missing information that is required. For example, when you configure a new or existing user with MD5 or SHA as the value for the Authentication Protocol parameter, a password must be configured. If you do not configure a password, a warning message is displayed.

The warning message indicates the information that is required. In this case, click OK to close the dialog box, and configure the New Authentication Password and Confirm New Auth Password parameters.

8.1.4 Unable to complete requested action

Warning messages are used to indicate that a specific action cannot be completed. These warnings may occur when you try to create a new object or modify an existing object that results in an

unsupported configuration. For example, the message “Can't bind LSP to a non-mpls service tunnel” indicates that you cannot bind an LSP to a service tunnel that is not configured with the MPLS protocol.

These errors can be difficult to resolve and may require that you retrace your steps to determine the cause of the warning. Check the documentation to ensure that you are following procedures correctly.

8.1.5 Commitment of changes from a form and its sub-forms

From a configuration form, you can open sub-forms that require completion before you continue with the parent form. For example, when you create a VLL service, the Create Service Site form opens during one of the configuration steps. After you configure parameters in this sub-form and click on the Finish button, a warning message is displayed.

Changes entered in the sub-form are not committed until you click OK or Apply on the parent form. When you click OK or Apply on the parent form, a final confirmation is displayed.

When you click Yes for the last confirmation, the changes to the parent or sub-forms are committed.

8.1.6 Service disruption warning

A service disruption dialog box is displayed when you perform an action that may be service-affecting. For example, if you attempt to shut down a daughter card, a warning message is displayed.

As indicated by the warning message, the action you are about to perform may cause a disruption to customer service because of a potential dependency that another object or service has on the current object. Click View Dependencies to indicate the number of services that may be affected by the action.

Verify that the requested action is appropriate. Click on the checkbox beside the statement “I understand the implications of this action” to continue with the action.

8.1.7 Duplicate configuration form conflicts

There are multiple ways to access a configuration form for the same object. For example, you can view the configuration form for a port by choosing Manage→Equipment, or you can access the port by clicking on the port object in the expanded navigation tree. When you try to perform both accesses, a warning message is displayed.

When this warning message is displayed, another form is open for the same object. When two forms are open concurrently for the same object, there may be unexpected results because changes committed from one form are not reflected in the other form.

8.2 To respond to a GUI warning message

8.2.1 Steps

1

Perform an action.

A warning message dialog box opens. For example, when you configure a site password policy, at least one authentication order must be specified as the default in order to configure the authentication order parameters. If at least one authentication order is not configured, a warning message is displayed.

2

After you read the warning message, click OK. The warning message dialog box closes.

3

Correct the problem based on the information provided.

4

If you cannot correct the problem and continue to get the same warning message:

- a. Check the documentation to ensure that you are following the steps correctly.
- b. Verify that you are trying to perform an action that is supported.
- c. Review the general troubleshooting information in [2.2.4 "Checklist for identifying problems" \(p. 17\)](#).
- d. If you cannot resolve the problem, collect the logs identified in [11.2 "To collect 5620 SAM log files" \(p. 103\)](#) before you contact your technical support representative.

END OF STEPS

9 Troubleshooting with Problems Encountered forms

9.1 Overview

9.1.1 The Problems Encountered form

The Problems Encountered form reports error conditions on the client software for which there are no associated warning messages or when the client software cannot identify the problem.

The table below describes the tasks associated with troubleshooting the 5620 SAM using the Problems Encountered form.

Table 9-1 Problems Encountered form tasks

| Problem | Solution |
|--|--|
| To view additional problem information | 9.2 "To view additional problem information" (p. 93) |
| To collect problem information for technical support | 9.3 "To collect problem information for technical support" (p. 94) |

Table 9-2 Problems Encountered form field descriptions

| Field name | Description |
|-----------------|---|
| Class | Specifies the object type that is the source of the problem |
| Operation | Specifies the type of operation that was attempted when the problem occurred. |
| Affected Object | Specifies the name of the affected object. Typically, if a Problems Encountered form appears when you are trying to create a object, this field contains N/A because the object has not been created. |
| Description | Specifies a short description of the problem, which may help you determine the cause of the problem and how to correct the problem. For additional information, click on the Properties button. The information may not be enough for you to correct the problem. The information can be used by your technical support representative to help resolve the problem. |

9.2 To view additional problem information

9.2.1 Steps

- 1 _____
Choose an entry in the Problems Encountered form and click Properties.
- 2 _____
Try to correct the problem based on the information provided. If you cannot correct the problem, complete the procedure and perform [9.3 "To collect problem information for technical support" \(p. 94\)](#).

-
- 3 _____
Close the details form.
- 4 _____
If there is more than one problem, repeat [Step 1](#) to [Step 3](#) .
- 5 _____
Close the form.
- END OF STEPS _____

9.3 To collect problem information for technical support

9.3.1 Purpose

The following procedure describes what to do before you contact your technical support representative when you cannot resolve a problem on the Problems Encountered form.

9.3.2 Steps

- 1 _____
Review the problem information in the Problems Encountered form, as described in [9.2 “To view additional problem information” \(p. 93\)](#) .
- 2 _____
Record the actions performed up to the point when the Problems Encountered form appeared. For example, if you were trying to create a VLL service, record the details about the service that you were trying to create.
- 3 _____
Record the appropriate problem information, as described in [Chapter 2, “5620 SAM troubleshooting”](#) .
- 4 _____
Collect logs for your support representative, as described in [11.2 “To collect 5620 SAM log files” \(p. 103\)](#) .
- END OF STEPS _____

10 Troubleshooting using the 5620 SAM user activity log

10.1 Overview

10.1.1 Logging user activity

The 5620 SAM user activity log allows an operator to view information about the actions performed by each 5620 SAM GUI and OSS user.

i **Note:** A 5620 SAM operator with an Administrator scope of command role can view all user activity log records except records associated with LI management. Viewing LI management records requires the Lawful Intercept Management role.

You can use the User Activity form to do the following:

- List and view information about recent user activities.
- List and view information about recent user sessions and the actions performed during each session.
- Navigate directly to the object of a user action.
- View 5620 SAM client session information that includes connection, disconnection, and authentication failure events.
- View 5620 SAM server session information, that includes startup, shutdown, and access violation events.

i **Note:** The 5620 SAM also raises an alarm for a security-related event such as an authentication failure or access violation.

You can navigate directly from an object properties form to a filtered list of the activities associated with the object. See the *5620 SAM User Guide* for more information about the user activity log and using the User Activity form.

The table below lists the troubleshooting procedures associated with the user activity log.

Table 10-1 Troubleshooting with the client activity log

| Problem | Solution |
|---|--|
| To identify the user activity for a network object | 10.2 "To identify the user activity for a network object" (p. 96) |
| To identify the user activity for a 5620 SAM object | 10.3 "To identify the user activity for a 5620 SAM object" (p. 97) |
| To navigate to the object of a user action | 10.4 "To navigate to the object of a user action" (p. 97) |
| To view the user activity records of an object | 10.5 "To view the user activity records of an object" (p. 98) |

Table 10-1 Troubleshooting with the client activity log (continued)

| Problem | Solution |
|---|--|
| To view the user activity performed during a user session | 10.6 "To view the user activity performed during a user session" (p. 98) |

i **Note:** The User Activity form and related list forms do not refresh dynamically. To view the latest log entries in a list form, you must click Search.

Each log entry has a request ID. There can be multiple log entries associated with a single request ID. For example, the creation of a discovery rule that has multiple rule elements creates one log entry for each rule element. You can use the request ID to sort and correlate the multiple log entries associated with a single client operation.

10.2 To identify the user activity for a network object

10.2.1 Steps

- 1 _____
Open the User Activity form.
- 2 _____
Click on the Activity tab.
- 3 _____
Specify the filter criteria for the object and click Search. A list of user activity entries is displayed.
- 4 _____
View the State column values for the activities associated with the object. A value of Failure or Timeout means that the action did not modify the object. A value of Success represents the successful deployment of the configuration action.
- 5 _____
To view a suspect entry, such as a failed or incorrect configuration attempt, select the required entry and click Properties. The Activity form opens.
- 6 _____
Use the activity information from one or more entries to determine whether a sequence of user actions is the source of the problem.
- 7 _____
Close the forms.

END OF STEPS _____

10.3 To identify the user activity for a 5620 SAM object

10.3.1 Steps

- 1 _____
Open the User Activity form.
- 2 _____
Click on the Activity tab.
- 3 _____
Specify a Site Name of NONE as the filter criterion and click Search. A list of user activity entries is displayed.
- 4 _____
Sort the entries to locate the affected 5620 SAM object.
- 5 _____
View the State column values for the activities associated with the object. A value of Failure or Timeout means that the action did not modify the object. A value of Success means that the object modification succeeded.
- 6 _____
To view an entry, select the required entry and click Properties. The Activity form opens.
- 7 _____
Use the activity information from one or more entries to determine whether a sequence of user actions is the source of the problem.
- 8 _____
Close the forms.

END OF STEPS _____

10.4 To navigate to the object of a user action

10.4.1 Steps

- 1 _____
Open the User Activity form.
- 2 _____
Click on the Activity tab.

3 _____
Specify the filter criteria, if required, and click Search. A list of user activity entries is displayed.

4 _____
Select an entry and click Properties. The Activity form opens.

5 _____
Click View Object. The object properties form opens.

6 _____
Close the forms.

END OF STEPS _____

10.5 To view the user activity records of an object

10.5.1 Steps

1 _____
Open the required object properties form.

2 _____
Click User Activity, or, if the button is not displayed, click More Actions and choose User Activity. The User Activity form opens and displays a filtered list of user activity records associated with the object.

3 _____
To view an entry, select the entry and click Properties. The Activity form opens.

4 _____
Close the forms.

END OF STEPS _____

10.6 To view the user activity performed during a user session

10.6.1 Steps

1 _____
Open the User Activity form.

2 _____
Specify the filter criteria, if required, and click Search. A list of user session entries is displayed.

3 _____
Select an entry and click Properties. The Session form opens.

4 _____
Click on the Activity tab.

5 _____
Specify the filter criteria, if required, and click Search. A list of the actions performed by the user during the session is displayed.

6 _____
To view an entry, select the entry and click Properties. The Activity form opens.

7 _____
Close the forms.

END OF STEPS _____

Part IV: Troubleshooting the 5620 SAM platform

Overview

Purpose

This part provides information about troubleshooting the 5620 SAM platform, database, server, or clients.

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11 Troubleshooting the 5620 SAM platform

11.1 Overview

11.1.1 Platform troubleshooting problems or tasks

Table 11-1 5620 SAM platform problems or tasks

| Problem | Solution |
|---|---|
| 11.2 "To collect 5620 SAM log files" (p. 103) | 11.2 "To collect 5620 SAM log files" (p. 103) |
| 11.3 "Problem: Poor performance on a RHEL station" (p. 106) | 11.3 "Problem: Poor performance on a RHEL station" (p. 106) |
| 11.4 "Problem: Device discovery fails because of exceeded ARP cache" (p. 108) | 11.4 "Problem: Device discovery fails because of exceeded ARP cache" (p. 108) |

11.2 To collect 5620 SAM log files

11.2.1 Purpose

Perform this procedure to collect the relevant log files for troubleshooting a 5620 SAM database, server, single-user client or client delegate server station.



Note: When a 5620 SAM log file reaches a predetermined size, the 5620 SAM closes, compresses, and renames the file to include a timestamp and sequence number in the following format:

```
EmsServer.yyyy-mm-dd_hh-mm-ss.n.log
```

During a system restart, 5620 SAM log files are backed up to directories that are named using a timestamp. A component that runs for a long time can generate multiple log files. Before you restart a 5620 SAM component, ensure that there is sufficient disk space to store the backup log files.

11.2.2 Steps

1

To collect the logs for a problem specifically related to installation, perform the following steps.

1. Navigate to the installation directory, which is one of the following:

- 5620 SAM database—/opt/5620sam/samdb/install
- main server—/opt/5620sam/server
- auxiliary server—/opt/5620sam/auxserver
- single-user client— typically /opt/5620sam/client on RHEL, and C:\5620sam\client on Windows

-
- client delegate server—typically `/opt/5620sam/client` on RHEL, and `C:\5620sam\client` on Windows
2. Collect the following files:
 - `5620_SAM_component.install.time.stderr.txt`
 - `5620_SAM_component.install.time.stdout.txt`
 - `5620_SAM_component_InstallLog.log`where
component is the 5620 SAM component, such as Database_Configurator, Server, or Client
time is the installation start time
 3. Go to [Step 7](#) .

2

If required, collect the 5620 SAM database logs.

1. Log on to the 5620 SAM database station as the Oracle management user.
2. Collect the following files:
 - `/opt/5620sam/samdb/install/config/dbconfig.properties`
 - all files in `/opt/5620sam/samdb/install/admin/diag/rdbms/instance_name/instance_name/alert`
 - all files in `/opt/5620sam/samdb/install/admin/diag/rdbms/instance_name/instance_name/trace`
 - all files in `/opt/5620sam/samdb/install/admin/diag/proxy`
 - all files with a `.log` extension in the following directories:
 - `/opt/5620sam/samdb/install`
 - `/opt/5620sam/samdb/install/config`where *instance_name* is the database instance name, typically `samdb` in a standalone deployment, or `samdb1` or `samdb2` in a redundant deployment

3

If required, collect the main or auxiliary server logs; the log files have a `.log` extension and are in the following directories:

- main server—`/opt/5620sam/server/nms/log`
- auxiliary server—`/opt/5620sam/auxserver/nms/log`

4

If required, collect the RHEL single-user client or client delegate server log files:

- `install_dir/nms/config/nms-client.xml`
- all files and subdirectories in the `install_dir/nms/log/client` directory

where *install_dir* is the client software installation location, typically `/opt/5620sam/client`

5

If required, collect the Windows single-user client or client delegate server log files:

- *install_dir*\nms\config\nms-client.xml
- all files and subdirectories in the *install_dir*\nms\log\client directory

where *install_dir* is the client software installation location, typically C:\5620sam\client

6

If required, use a script to collect a comprehensive set of log files.

1. Log in to the station as the root user.
2. Open a console window.
3. Enter one of the following:

- On a main server station:

```
# /opt/5620sam/server/nms/bin/getDebugFiles.bash output_dir days ↵
```

- On an auxiliary server station:

```
# /opt/5620sam/auxserver/nms/bin/getDebugFiles.bash output_
dir days ↵
```

- On a 5620 SAM database station:

```
# /opt/5620sam/samdb/install/getSAMDebugFiles.bash output_dir days
↵
```

- On an auxiliary database station:

```
# /opt/5620sam/samauxdb/bin/getDebugFiles.bash output_dir days ↵
```

where

output_dir is a local directory that is to contain the output files

days is the optional number of days for which to collect log files

Note:

You cannot specify /tmp, or any directory below /tmp, as the output directory.

4. Collect the output files:

Note:

On a station that hosts a collocated 5620 SAM database and main server, all files are present. On a station in a distributed deployment, only two files are present.

- *hostname_date.WsInfoFiles.checksum.tar.gz*
Contains station-specific information such as the hardware and network configuration
- *hostname_date.ServerLogFiles.checksum.tar.gz*
Contains server and JBoss logs, and configuration information
- *hostname_date.DBLogFiles.checksum.tar.gz*
Contains 5620 SAM database logs and configuration information

7

Store the files in a secure location to ensure that the files are not overwritten. For example, if two 5620 SAM clients have problems, rename the files to identify each client and to prevent the overwrite of one file with another of the same name.

8

Send the files to technical support, as required.

END OF STEPS

11.3 Problem: Poor performance on a RHEL station

11.3.1 Checking CPU performance

When a RHEL station is taking too long to perform a task, you can check the CPU status to ensure that one process is not using most of the CPU resources, and then use commands to review the CPU usage.

Perform this procedure when CPU usage remains high and performance degrades.

You can also perform other procedures to monitor performance: If you are performing a large listing operation using the 5620 SAM client GUI or OSS, check the LAN throughput using the netstat command, as described in [15.4 "Problem: Delayed server response to client activity" \(p. 164\)](#).

11.3.2 Steps

1

Log on to the station as the root user.

2

Open a console window.

3

Perform the following steps to check for processes that are consuming excessive CPU cycles:

1. To list the top CPU processes using the UNIX utility prstat, type:

```
# top ↵
```

Depending on your system configuration, approximately the top 20 processes are displayed.

2. Review the output.

The top 5620 SAM process in the CPU column should be the Java process. However, the Java process should not consume too much CPU time. Some Oracle processes may also consume CPU time, depending on the database load.

3. Press CTRL-C to stop the command.

4

Perform the following steps to view a CPU activity summary.

1. Enter the following command:

```
# mpstat time ↵
```

where *time* is the interval, in seconds, between CPU polls; a value between 10 and 60 is recommended

2. Review the command output.

```
mpstat output example
CPU    %usr  %nice  %sys  %iowait  %irq  %soft  %steal  %
guest  %idle
all    0.25  0.00   0.17   0.00   0.00   0.00   0.00   0.
00    99.58
all    0.50  0.00   0.08   0.08   0.00   0.00   0.00   0.
00    99.33
all    0.17  0.00   0.08   0.00   0.00   0.00   0.00   0.
00    99.75
all    0.25  0.00   0.17   0.08   0.00   0.00   0.00   0.
00    99.50
```

mpstat field descriptions

| Field | Description (events per second unless noted) |
|---------|--|
| CPU | Processor number; the keyword all indicates that statistics are calculated as averages among all processors |
| %usr | Percentage of CPU utilization at the user application level |
| %nice | Percentage of CPU utilization at the user level with nice priority |
| %sys | Percentage of CPU utilization at the system level; does not include time spent servicing hardware and software interrupts |
| %iowait | Percentage of CPU idle time during which the system had an outstanding disk I/O request |
| %irq | Percentage of CPU time spent servicing hardware interrupts |
| %soft | Percentage of CPU time spent servicing software interrupts |
| %steal | Percentage of time spent in involuntary wait by the virtual CPU or CPUs during hypervisor servicing of another virtual processor |
| %guest | Percentage of CPU time spent running a virtual processor |
| %idle | Percentage of CPU idle time without an outstanding disk I/O request |

Review the %usr, %sys and %idle statistics, which together indicate the level of CPU saturation. A Java application that fully uses the CPUs typically falls within 80 to 90 percent of the %usr value, and 20 to 10 percent of the %sys value. A smaller percentage for the %sys value indicates that more time is being spent running user code, which generally results in better execution of the application.

3. Press CTRL-C to stop the command.

5

If processes are competing for CPU resources, perform the following steps to isolate the information about a single process.

1. Check the state of CPUs by typing:

```
ps -aux ↵
```

A list of processes is displayed.

2. Review the command output.

For CPU troubleshooting, the important data is listed in the %CPU row. If a process is taking 90% or more of the CPU resources, there may be a problem with the process.

Contact your account or technical support representative for more information.

3. Press CTRL-C to stop the command.

6

Contact technical support and provide the data obtained in the previous procedure steps.

END OF STEPS

11.4 Problem: Device discovery fails because of exceeded ARP cache

11.4.1 ARP cache and /var/log/messages

When a 5620 SAM system manages a large number of NEs in a broadcast domain, the ARP cache on a main server station may fill and prevent the discovery of additional devices. When this happens, the /var/log/messages file contains entries like the following:

```
Jan 21 09:37:40 hostname kernel: Neighbour table overflow
```

```
Jan 21 09:37:40 hostname kernel: Neighbour table overflow
```

```
Jan 21 09:37:40 hostname kernel: Neighbour table overflow
```

```
Jan 21 09:38:00 hostname kernel: __ratelimit:190 callbacks suppressed
```

Perform this procedure when one of the following occurs:

- The /var/log/messages file contains more than 1024 entries like the example entries above.
- You need to increase the ARP cache size to accommodate the network.

The default ARP cache threshold values are the following:

- Threshold 1—128
- Threshold 2—512
- Threshold 3—1024

11.4.2 Steps

1

Log in to the main server station as the root user.

2

Open a console window.

3

Perform one of the following to increase the ARP cache thresholds.

a. To temporarily increase the thresholds, type the following:

```
# echo 8096 > /proc/sys/net/ipv4/neigh/default/gc_thresh1 ↵  
# echo 25600 > /proc/sys/net/ipv4/neigh/default/gc_thresh2 ↵  
# echo 32384 > /proc/sys/net/ipv4/neigh/default/gc_thresh3 ↵
```

b. To permanently override the default thresholds, perform the following steps.

1. Open the /etc/sysctl.conf file using a plain-text editor such as vi.

2. Locate the following comment line:

```
#===== 5620 SAM: Info begins =====
```

3. Add the following after the comment line:

```
net.ipv4.neigh.default.gc_thresh1 = 8096  
net.ipv4.neigh.default.gc_thresh2 = 25600  
net.ipv4.neigh.default.gc_thresh3 = 32384
```

4. Save and close the file.

5. Enter the following:

```
# sysctl -p ↵
```

4

Close the console window.

END OF STEPS

12 Troubleshooting using the LogViewer

12.1 LogViewer overview

12.1.1 Managing log files

The LogViewer is a system monitoring and troubleshooting utility that parses, formats, and displays the contents of log files.

You can use LogViewer to perform the following:

- View and filter real-time log updates.
- View, filter, and sort the entries in a static log view.
- Open compressed or uncompressed log files.
- Compare active logs in real time.
- Automatically send a notification when a specified type of entry is logged.

LogViewer is available on 5620 SAM main or auxiliary server stations, and on single-user client and client delegate server stations as separate GUI and CLI utilities. The GUI has more functions than the CLI, which is designed for use on a character-based console over a low-bandwidth connection such as a Telnet session.

LogViewer can interpret various log formats. The log files must be local server or database logs.

The following table lists the LogViewer functions and has links to the associated procedures.

Table 12-1 LogViewer functions

| Function | See |
|---|---|
| To display logs using the LogViewer GUI | 12.4 "To display logs using the LogViewer GUI" (p. 114) |
| To configure the LogViewer using the GUI | 12.5 "To configure the LogViewer using the GUI" (p. 119) |
| To search log files in a path | 12.6 "To search log files in a path" (p. 122) |
| To show or hide buttons from the LogViewer main tool bar | 12.7 "To show or hide buttons from the LogViewer main tool bar" (p. 123) |
| To set highlight colors and fonts for LogViewer components and levels | 12.8 "To set highlight colors and fonts for LogViewer components and levels" (p. 123) |
| To automatically show or hide log messages | 12.9 "To automatically show or hide log messages" (p. 124) |
| To manage filters using the GUI Filter Manager | 12.10 "To manage filters using the GUI Filter Manager" (p. 125) |
| To specify a plug-in using the LogViewer GUI | 12.11 "To specify a plug-in using the LogViewer GUI" (p. 127) |
| To display logs using the LogViewer CLI | 12.12 "To display logs using the LogViewer CLI" (p. 129) |
| To configure the LogViewer CLI | 12.13 "To configure the LogViewer CLI" (p. 133) |
| To specify plug-ins using the CLI | 12.14 "To specify plug-ins using the CLI" (p. 135) |

12.1.2 Configuration

The LogViewer GUI and CLI utilities share a set of configuration options; an option change by one utility affects the other utility. Some options apply only to the GUI.

You can customize LogViewer by creating and saving log filters and log profiles that are available to all GUI and CLI users, and can save the GUI configuration, or workspace, to have LogViewer display the currently open logs the next time it starts. LogViewer does not save the current filter and display configuration for a log when you close the log unless you export the configuration to a log profile.

Your operating configuration of LogViewer is stored in the user directory. Any filters, fonts, colors, or other preferences you have set such as location, size and splitter location, are used the next time you start the utility.

For multiple instances of LogViewer running on the same server, you can set the system environment variable LOGV_HOME to make all instances use the same properties file. In this way, properties such as filters, window location, and window size are common to all instances.

12.1.3 Filters

You can use the LogViewer CLI or GUI to create multiple filters that define the log entries that are displayed in a log view. A filter uses Java regular expressions as match criteria to specify which entries to display and optionally uses colors to identify the filtered entries.

12.1.4 Plug-ins


LogViewer supports the use of plug-ins to provide additional functionality. You can specify a plug-in for use with a specific log, or assign a default plug-in configuration that applies to the subsequently opened logs.

LogViewer has default plug-ins that can send notifications, such as e-mail messages and GUI pop-ups, when a new log entry matches a set of filter criteria. The LogViewer e-mail plug-in uses SMTP as the transport.

12.2 LogViewer GUI and Quick Links panel

12.2.1 Accessing log entries

The LogViewer GUI opens to display a Quick Links panel that has shortcuts to the logs that are present on the local file system. When you click on a log shortcut, LogViewer opens a tab that displays the most recent log entries.

 **Note:** If you hover your mouse cursor over a GUI tab, toolbar button, or field, a description or configuration instruction specific to that object appears.

12.2.2 LogViewer GUI and log tabs

Each log that you open using the LogViewer GUI is displayed on a separate tab whose label contains the name of the log profile and an icon that indicates the log type. The log entries are

highlighted using the colors configured for the log debug levels. A log tab that displays dynamic log updates also has a tool bar for common operations.

The lower panel of a log tab contains the following sub-tabs:

- Preview—displays the unparsed log-file text for the currently selected log entries
- Filter—lists and permits management of the currently active filters for the log
- Status—displays status information about the current log
- Plugin—displays information about the plug-ins associated with the log
- Legend—displays a legend that correlates log file names to the numbers in the File column on a log tab that contains multiple open logs, for example, merged logs; is not shown for log comparisons

The LogViewer GUI allows you to drag and drop a log file into the GUI window. If you drop a file onto an open log tab, LogViewer provides options such as merging or comparing the log with another.

You can open a tab to list static log entries, such as the contents of an archived log or a snapshot of entries from an active log, and can pause the updates to active logs. The GUI also includes a text-search function.

GUI-based log filtering

The GUI provides a Filter Manager applet that lists the filters defined using the CLI or GUI and allows filter creation, modification, and deletion. A GUI operator can also use Filter Manager to test the regular expressions as filter match criteria.

To rapidly isolate a specific log entry or type of entry, you can create a temporary filter, or quick filter, by entering a regular expression in the field below a column header on a log tab. You can convert a quick filter to a saved filter for later use. A drop-down menu above the Level column allows the immediate filtering of log entries based on the debug level.

You can also create and use simple filters. These filters do not require the use of regular expressions, but instead, perform a case insensitive “contains” filtration of a string you specify. The use of simple filters must be enabled using the Preferences→Options menu option.

A color that is specified as the highlight color for a filter is saved with the filter and applies to all logs that use the filter.

12.3 5620 LogViewer CLI

12.3.1 Accessing log entries using the CLI

The CLI-based LogViewer works like the UNIX tail command when in display mode. The command mode has a multiple-level menu that you can display at any time. You can specify a command or log file using the minimum number of unique characters in the name, and can quickly toggle between the command and display modes. LogViewer buffers new log entries while in command mode and displays them when it returns to display mode.

The LogViewer CLI assigns a different color to each logging level, for example, WARN or INFO, using standard ANSI color attributes that can be specified as CLI startup options or configured through the GUI. The CLI also supports the use of filters, plugins, and quick links.

12.4 To display logs using the LogViewer GUI

12.4.1 Purpose

Perform this procedure to start the LogViewer GUI utility and view one or more logs. Move the mouse cursor over a GUI object to view a description of the object, for example, a tool bar button.

12.4.2 Steps

- 1 _____
Log in to a station as the samadmin user.
- 2 _____
Open a console window.
- 3 _____
Enter the following:

```
bash$ /opt/5620sam/server/nms/bin/logviewerui.bash ↵
```

The LogViewer GUI opens with the Quick Links panel or the log tabs in the saved workspace displayed.
- 4 _____
To open a log file, perform one of the following:
 - a. If the Quick Links panel is displayed, click on a link to view the associated log file.
 - b. Choose Quick Links→*log_name* from the LogViewer main menu.
 - c. To open a recently viewed log, choose File→Recent Logs→*log_file_name* from the LogViewer main menu.
 - d. To browse for a log file, perform the following steps:
 1. Choose File→Local Log File from the LogViewer main menu or click Open log in the main tool bar. The Local Log File form opens.
 2. Use the form to navigate to the log-file location.
 3. Select a log file and click Add between the form panels. The log is listed in the panel on the right.
Note:
The log file can be in compressed or uncompressed format.

-
6. Configure the Auto-Tail parameter to specify whether the log tab dynamically displays the log updates.
 7. Click OK. The Local Log File form closes.
 - e. Drag and drop a log file into a section of the LogViewer main window that does not contain a log tab.
 - f. Drag and drop a log file onto a log tab in the LogViewer main window. The Add File form opens.

Perform the following steps:

1. Choose one of the following options:
 - New View—specifies that the log is displayed on a new log tab
 - Replace Existing File—specifies that the log tab displays the new log instead of the current log
 - Add to View—specifies that the entries in the new log and the entries in the current log are merged into one list on the same log tab
 - Add to Compare View—specifies that the new log is to be displayed on the same log tab as the current log in a separate panel for comparison
2. Click OK. The new log is displayed as specified.

A log tab opens to display the most recent entries in a log. If the log is active and the Auto-Tail parameter is enabled, the list scrolls upward to display new log entries as they are generated.

 **Note:** The Auto-Tail parameter for a log is enabled by default.

Common display operations

- 5 _____
To specify which columns are displayed on a log tab, right-click on a column header, and select or deselect the column names in the contextual menu, as required.
- 6 _____
To reposition a column, drag the column title bar to the desired position, or right-click on the column header and choose Move Left or Move Right.
- 7 _____
To view the raw log-file text of one or more entries, select the entries. The entry text is displayed on the Preview sub-tab.
- 8 _____
To restrict the list of displayed entries to a specific debug level, choose a debug level from the drop-down menu under the Level column header.

9

To find log entries that contain a specific text string:

1. Choose Edit→Find from the LogViewer main menu. The Find form opens.
2. Specify a text string to search for using the text field and search options on the form.

Note:

The LogViewer Find function does not support the use of regular expressions. To perform a search using a regular expression, use the Find In Path function, as described in [12.6 “To search log files in a path” \(p. 122\)](#).

3. Click Find, as required, to find the next list entry that contains the text string.
4. To find all list entries that contain the text string, click Find All. The Find form closes and a new log tab opens to display the result of the search.
5. Close the Find form if it is open.

Note:

After you close the Find form, you can use the F3 key or the Find next button on the main tool bar to perform repeated find operations for the same text string on the same log tab.

10

To remove one or more log entries from the current view, perform one of the following.

- a. To clear all listed log entries, choose Log→Clear All Events from the LogViewer main menu, or click Clear all in the main tool bar.
- b. To clear the currently selected log entries, choose Log→Clear Selected Events from the LogViewer main menu, or click Clear Selected in the main tool bar.
- c. To clear all log entries that match the currently selected cell, select a cell and choose Log→Hide All Like Selected from the LogViewer main menu, or click Hide All Like Selected in the main tool bar.
- d. To show only log entries that match the currently selected cell, select a cell and choose Log→Show All Like Selected from the LogViewer main menu, or click Show All Like Selected in the main tool bar.

11

To apply a quick filter, enter a regular expression as a match criterion in the field below a column header and press ↵. The list is cleared, and only subsequent log entries that match the criterion are displayed; see [12.10 “To manage filters using the GUI Filter Manager” \(p. 125\)](#).

12

Repeat [Step 11](#) to apply an additional quick filter, if required.

13

To apply a saved filter:

1. Choose Log→Add Filter from the LogViewer main menu, or click Add filter in the main tool bar. The Select Filters form opens.
2. Select one or more filters in the list and click OK. The filters are applied to the log view and are listed on the Filters sub-tab of the log tab.

See [12.10 “To manage filters using the GUI Filter Manager” \(p. 125\)](#) for information about creating saved filters.

14

To remove a filter from the log, select the filter in the Filter sub-tab and choose Log→Remove Selected Filters, or click Remove filter in the main tool bar.

15

If the log display is static, such as for an archived log or the result of a Find All operation, go to [Step 22](#).

Dynamic view operations

16

To edit the log display properties, choose Edit→Edit Log from the LogViewer main menu, or click Edit log in the log tab tool bar, and perform the following steps.

1. Configure the Max. Messages parameter to specify the maximum number of entries that are listed on the log tab. LogViewer removes the oldest entries as required to keep the number of entries at or below this value.
2. Configure the Auto-Tail parameter to specify whether the log tab dynamically displays the log updates.
3. Click OK to close the Local Log File form.

17

To pause the display of log-file updates, choose Log→Pause from the LogViewer main menu, or click Pause log updates in the log tab tool bar.

18

To resume the display of log-file updates, choose Log→Initialize Connection from the LogViewer main menu, or click Initialize log updates in the log tab tool bar.

19

By default, a dynamic log view focuses on a new log entry. To focus the display on an earlier log entry and prevent the display from automatically focusing on a new log update, click Follow latest updates in the log tab tool bar. Click on the button again to enable the default behavior.

20

To compare logs in real time:

1. Choose Log→Specify Compare from the LogViewer main menu, or click Add log to compare on the log tab tool bar. The Compare Files form opens.
2. Use the form to navigate to the log-file location.
3. Select a log file and click Add between the form panels. The log is listed in the panel on the right.

Note:

The log file can be in compressed or uncompressed format.

4. If LogViewer cannot determine the type of log that the file contains, for example, if a log file is renamed, it sets the Type to Other. Use the Type drop-down menu to specify the log type, if required.
5. Click OK. The Compare Files form closes, and a second panel opens on the log tab to display the specified log.

The log entry lines are synchronized by timestamp. Dynamic log updates to each log are displayed as they occur. Blank entry lines serve as spacers to preserve the chronological order of the combined log entries.

6. By default, the scroll bars in the two panels are synchronized; when you scroll in the right panel, the display in the left panel scrolls by the same amount. Click Synchronize scroll bars between views in the log tab tool bar to disable or re-enable this behavior, as required.
7. To remove the added log from the comparison, choose Log→Clear Compare from the LogViewer main menu, or click Clear compared logs on the log tab tool bar. The right panel is removed from the log tab form.

21

To capture one or more log entries for display in a static view on a separate tab:


- a. To capture all listed log entries, choose Log→Full Snapshot from the LogViewer main menu, or click Snap all in the main tool bar.
- b. To capture the currently selected log entries, choose Log→Snapshot from the LogViewer main menu, or click Snap selected in the main tool bar.

A new tab opens to display the captured log entries in a static view.

Static view operations

22

To sort a list of log entries in a static view, right-click on a column header and choose Sort Ascending, Sort Descending, or No Sort. The log entries are sorted accordingly.

 **Note:** You cannot sort the log entries in a dynamic view, but you can sort the entries in a snapshot of a dynamic log view.

23 _____
To copy the text of selected log entries to the clipboard, select one or more log entries in a log tab and choose Edit→Copy from the LogViewer main menu, or click Copy in the main tool bar.

24 _____
To save selected log entries to a file, select one or more log entries in a log tab and click Save Selected in the main tool bar.

25 _____
To save the current workspace for subsequent sessions, choose File→Save Workspace from the LogViewer main menu, or click Save configuration in the main tool bar.

26 _____
Choose File→Exit from the LogViewer main menu to close the LogViewer GUI.

END OF STEPS _____

12.5 To configure the LogViewer using the GUI

12.5.1 Purpose

Perform this procedure to use the LogViewer GUI to configure general options for the LogViewer GUI and CLI.

12.5.2 Steps

1 _____
Open the LogViewer GUI.

2 _____
Choose Edit→Options→General from the LogViewer main menu, or click Application options in the main tool bar. The Options form opens.

3 _____
Configure the required parameters:

- Last Directory—Click in the parameter field and use the browser form that opens to specify where to save exported log profiles.
- Base File Messages Directory—Click in the parameter field and use the browser form that opens to specify the base log directory.
- Default Character Set—Edit this parameter to specify the character set that LogViewer uses to display the log-file contents.
- Default Log Pattern—Edit this parameter to specify a regular expression that LogViewer uses to interpret log-file contents.

-
- **Default Date Format**—Enter a colon-separated string to specify the LogViewer date format using y for year digits, M for month digits, d for date digits, H for hour digits, m for minute digits, s for second digits, and S for millisecond digits, for example, yyyy:MM:dd HH:mm:ss:SSS.
 - **Regular Expression Help URL**—Enter a value to specify the location of the Java regular-expression help web page that opens when you click Help while testing a regular expression for a filter.
 - **Web Browser Location**—Enter a value to specify the location of the local file browser used to open the Java regular-expression help web page.
 - **Quick Links Refresh Time (ms)**—Enter a value to specify how often LogViewer refreshes the Quick Links list.
 - **Rollover Remove Size**—Enter a value to specify the number of log entries to remove from the LogViewer display when the maximum number of displayed log entries is reached.
 - **Delay for local file polling (ms)**—Enter a value to specify, in ms, how long LogViewer waits before it checks local log files for updates.
 - **Hide Table Tooltips**—Select this parameter to suppress the display of tool tips when the mouse pointer moves over log entries in a log tab.
 - **Use Simple Filters**—Select this parameter to allow the use of simple filters.
 - **Advanced Quick Filter**—Select this parameter to display the advanced Quick Filter table header on log tabs.
 - **Display Advanced Quick Filter**—Select this parameter to display the advanced Quick Filter table header on the log tab when a log file is opened.
 - **Include Host in Title**—Select this parameter to display the hostname in the log title.
 - **Show Memory Monitor**—Select this parameter to display the memory monitor at the bottom right corner of the LogViewer window.
 - **Memory Monitor Clear Messages**—Select this parameter to allow the memory monitor to attempt recovery by clearing some messages from live event logs when the memory threshold is exceeded.
 - **Clear Log on Rollover**—Select this parameter to clear the events from the logs when a Style View file rolls over or is moved.
 - **Style View**—Select this parameter to display the styled preview pane.
 - **Memory Monitor Threshold (%)**—Enter a value to specify the percentage of available memory that LogViewer uses before it stops displaying log updates.
 - **Max. Recent Files**—Enter a value to specify the number of files that LogViewer keeps in the list of recently opened files.
 - **Max. Profile Files**—Enter a value to specify the number of profile files that LogViewer keeps in the list of recently opened files.
 - **LogViewer Log Level**—Choose a logging level from the drop-down menu to specify the minimum log level of the LogViewer-specific log messages.
 - **Enable Viewer Performance Stats**—Select this parameter to enable the display of LogViewer performance statistics.

-
- Stats Timer (seconds)—Enter a value to specify the number of seconds that LogViewer waits between log statistics updates.

4

Click on the Command Line tab to configure the LogViewer CLI.

5

Configure the following parameter:

- Command line buffer size—Enter a value to specify the number of log messages that LogViewer buffers when the CLI is in command mode.

6

Choose an ANSI display attribute from the drop-down menu beside each of the following parameters to specify how the CLI displays the corresponding text.

- Normal Display—for normal text
- Trace Level Display—for trace-level log entries
- Debug Level Display—for debug-level log entries
- Info Level Display—for info-level log entries
- Warning Level Display—for warning-level log entries
- Error Level Display—for error-level log entries
- Fatal Level Display—for fatal-level log entries
- Filter Display—for filtered log entries

7

Configure the Always Use ANSI Display parameter, as required.

8

Click on the 5620 SAM tab to configure the required parameters that are specific to the 5620 SAM.

9

Configure the required parameters by clicking in the parameter field and using the browser form that opens to specify a directory:

- Database Location—specifies the base 5620 SAM database installation directory
- Oracle Location—specifies the base 5620 SAM Oracle installation directory
- NMS Root—specifies the nms directory under the base 5620 SAM server installation directory

Note:

Your configuration of LogViewer is stored in the user directory. Any filters, fonts, colors, or other preferences you have set are preserved when you install a newer version.

10



CAUTION

Service Disruption

The parameters on the Advanced tab typically require configuration only when LogViewer has performance problems.

Consult technical support before you attempt to modify a parameter on the Advanced tab, as it may affect server performance.

Click on the Advanced tab to configure the required parameters related to LogViewer performance.

END OF STEPS

12.6 To search log files in a path

12.6.1 Purpose

Use this procedure to perform a search on all log files in a specified path using a plain text search or a regular expression.

i **Note:** You can test regular expressions in the Find In Path window by clicking Test beside the expression. Enter sample text in the Example box, and an expression in the Expression box, then click on the green Execute button to test the results of the expression.

12.6.2 Steps

1

Open the LogViewer GUI.

2

Choose Edit→Find In Path from the LogViewer main menu, or click Search all files. The Find In Path window opens.

3

Perform one of the following:


- a. To perform a text search, specify the text string to search for in the Text to find parameter and deselect the Regular expression option.
- b. To perform a search using a regular expression, enter a regular expression in the Text to find parameter and select the Regular expression option.

4

In the Directory parameter, enter the directory path you need to search, or click Browse and select a directory. To search subdirectories, select the Recursive option.

5 _____
To restrict the search to logs with certain filenames, enter a regular expression in the File Mask parameter. To search all logs in the specified path, leave this parameter blank.

6 _____
Click Find. The log entries matching the search parameters are displayed in a new tab.

 **Note:** A new search using the Find In Path function cannot be performed until the search tab is closed.

END OF STEPS _____

12.7 To show or hide buttons from the LogViewer main tool bar

12.7.1 Purpose

Perform this procedure to show or hide specific buttons from the LogViewer main tool bar.

12.7.2 Steps

1 _____
Open the LogViewer GUI.

2 _____
Choose Edit→Preferences→Manage Toolbar from the LogViewer main menu. The Manage Toolbar page opens divided into a Palette and Toolbar section.

3 _____
Use the directional arrows to manage which buttons appear in the main tool bar, and the order in which the buttons appear.

4 _____
Click OK to save your settings.

END OF STEPS _____

12.8 To set highlight colors and fonts for LogViewer components and levels

12.8.1 Purpose

Perform this procedure to set highlight colors and fonts for the various LogViewer components and levels.

12.8.2 Steps

- 1 _____
Open the LogViewer GUI.
- 2 _____
Choose Edit→Preferences→Highlight Colors from the LogViewer main menu. The Highlight Color Selection form opens.
- 3 _____
Set the item for which you want to specify colors and/or fonts by choosing it from the Component/Level drop-down menu.
- 4 _____
For the item that you want to change, choose the foreground or background plane as required, by clicking on the appropriate tab. The foreground is the text contained in a field. The background is the fill color of the field behind the text.
- 5 _____
For foreground text items, set the font type, style, and size, as required.
- 6 _____
For either foreground or background items, set the color as required. You can choose a color from the samples shown on the Swatch tab, or you can specify a color by entering its red, green, and blue values in the RGB tab.
Previews of your choices appear in the sample fields at the bottom of the form.
- 7 _____
Click OK to save your settings.

END OF STEPS _____

12.9 To automatically show or hide log messages

12.9.1 Purpose

Perform this procedure to automatically filter (show or hide) log messages based on the current selected cell in the message table.

12.9.2 Steps

- 1 _____
Open the LogViewer GUI.

2

To automatically show or hide log messages:

1. Select a log entry.
2. To hide log messages based on a selected cell in the message table, perform one of the following:
 - Right-click on the cell and choose Hide All Like Selected.
 - Choose Log→Hide All Like Selected from the LogViewer main menu.
 - Click the Hide All Like Selected button in the main tool bar.LogViewer hides all messages that contain the selected cell. For example, if you have selected the cell in the “Logger” column that contains the word “samConsole”, all messages that have the logger set to “samConsole” are hidden.
3. Perform one of the following to show log messages based on a selected cell in the message table.
 - Right-click on the cell and choose Show All Like Selected.
 - Choose Log→Show All Like Selected from the LogViewer main menu.
 - Click the Show All Like Selected button in the main tool bar.This shows all messages that contain the selected cell. For example, if you have selected the cell in the “Logger” column containing the word “samConsole”, all messages that have the logger set to “samConsole” are displayed.

END OF STEPS

12.10 To manage filters using the GUI Filter Manager

12.10.1 Purpose

Perform this procedure to create, modify, assign or delete a LogViewer filter.

i **Note:** The Filter Manager is opened from within LogViewer, but runs as a separate applet. This enables the dragging and dropping of filters between Filter Manager and the Filters sub-tab of a job tab.

12.10.2 Steps

1

Choose Log→Filter Manager from the LogViewer main menu. The Filter Manager applet opens.

2

To add a regular filter or a simple filter:

1. Click Add or Add Simple, as required. The Add Filter form opens.

-
2. Configure the Name parameter by specifying a unique name for the filter.
 3. Configure the required parameters that correspond to the fields in a log entry by entering regular expressions for regular filters, or just strings for simple filters as a filter criterion for each:
 - Level
 - Message
 - Thread
 - Logger
 - Timestamp
 - Platform
 4. If you are configuring a simple filter, go to [Step 2 11](#) .
 5. Test a regular expression that you enter by clicking Test beside the regular expression. The Regular Expression form opens.
 6. Paste an example log entry that you want to match using the regular expression into the Example field.
 7. Click on the green right-pointing arrow to test the expression. If the expression is invalid, a message is displayed to indicate the error in the expression.
 8. Correct the errors in the expression.
 9. Repeat [Step 2 7](#) and [Step 2 8](#) until no error message is displayed.
 10. Repeat [Step 2 5](#) to [Step 2 9](#) to test additional regular expressions, if required.
 11. Enable the Color parameter and click in the field beside the parameter to specify a highlight color for the matching log entries. A standard color chooser form opens.
 12. Use the form to specify a color and click OK. The color chooser form closes and the Add Filter form reappears.
 13. Click OK. The Add Filter form closes and the Filter Manager form lists the new filter.

3

To create a saved filter based on the current quick filter, perform the following steps:

1. Choose Log→Create from Quick Filter from the LogViewer main menu, or click Create from quick in the main tool bar. The Add Filter form opens and is populated with the quick filter match criteria.
2. Modify the match criteria as required.
3. Click OK to save the filter.

4

To create a saved filter using a log entry as a template:

1. Select a log entry.
2. Choose Log→Create from Selected from the LogViewer main menu, or click Create from entry in the main tool bar. The Add Filter form opens and is populated with the current log-entry field values as match criteria.

-
3. Modify the match criteria as required.
 4. Click OK to save the filter.

5

To move a filter to other instances of the LogViewer:

1. To export a filter, click Export in the main tool bar, or choose Log→Filter Manager from the LogViewer main menu. The Export form opens, and allows you to export a filter to a specified file.
2. To import a filter, click Import in the main tool bar, or choose Log→Filter Manager from the LogViewer main menu. The Import form opens, and allows you to import a filter from a specified file.
3. Click OK to save the filter.

6

To make a copy of a filter, select the filter and click Copy. A copy of the filter is listed on the Filter Manager form.

7

To edit a filter, select the filter and click Edit. Configure the required parameters described in [Step 2](#).

8

To delete a filter, select the filter and click Delete.

END OF STEPS

12.11 To specify a plug-in using the LogViewer GUI

12.11.1 Purpose

Perform this procedure to configure and enable plug-ins for a log file.

12.11.2 Steps

1

Choose File→Local Log File from the LogViewer main menu, or click Open log in the log tab tool bar. The Local Log File form opens.

2

Use the form to navigate to the log-file location.

3

Select a log file and click on the Add object... icon button between the form panels. The log is listed in the panel on the right.



Note: The log file can be in compressed or uncompressed format.

4

Click on the Plugins tab.

5

Choose a plug-in from the Plugin drop-down menu.

6

If you choose the Bring to Front plug-in, perform the following steps:

1. Specify a regular expression as a match criterion in the Message Filter field.
2. Go to [Step 8](#).

7

If you choose the E-Mail plug-in, perform the following steps:

1. Specify a regular expression as a match criterion in the Message Filter field.
2. Configure the required parameters:
 - Message Filter—specifies a regular expression that is used as a filter to identify the log entries that invoke the plug-in
 - Subject—specifies the e-mail message subject line
 - Body Prefix—specifies the text that precedes the log-entry text in an e-mail message
 - Authenticate? —specifies whether or not authentication is enabled
 - User—specifies a user name associated with the plug-in
 - Password—specifies an SMTP password
 - Host—specifies the name of an SMTP e-mail server
 - Use TLS? —specifies whether the mailbox server needs to use Transport Layer Security (TLS) encryption
 - Use SSL? —specifies whether the mailbox server needs to use Secure Sockets Layer (SSL) encryption
 - To—specifies the e-mail address of the recipient
 - From—specifies the sender e-mail address used by the plug-in
 - Minimum E-mail Time (minutes)—specifies the minimum time between messages that the plug-in sends, to prevent e-mail flooding

-
- 8 _____
Click OK. The Local Log File form closes.

END OF STEPS _____

12.12 To display logs using the LogViewer CLI

12.12.1 Purpose

Perform this procedure to start the LogViewer CLI and view one or more logs.

12.12.2 Steps

- 1 _____
Log in to a station as the samadmin user.

- 2 _____
Open a console window.

- 3 _____
Enter the following:

```
bash$ /opt/5620sam/server/nms/bin/logviewer.bash argument options  
parameter ↵
```

where

argument is an argument listed in [Table 12-2, “LogViewer CLI startup arguments” \(p. 128\)](#)

options is one or more of the options listed in [Table 12-3, “LogViewer CLI startup options” \(p. 129\)](#)

parameter is a parameter listed in [Table 12-4, “LogViewer CLI startup parameters” \(p. 130\)](#)

Table 12-2 LogViewer CLI startup arguments

| Argument | Meaning |
|-----------|--|
| --version | Display LogViewer version information. |
| --help | Display LogViewer CLI help text. |

Table 12-3 LogViewer CLI startup options

| Option | Meaning |
|-----------|---|
| -counter | Prepend a counter number to each displayed log entry. |
| -parseAll | Parses and display the entire contents of a file before displaying the real-time updates. |

Table 12-3 LogViewer CLI startup options (continued)

| Option | Meaning |
|------------------------------|---|
| -ansi <i>level attribute</i> | Display events and filters using ANSI-specified colors where <i>level</i> is a logging level, such as debug <i>attribute</i> is an ANSI color attribute, such as 42m to specify the color green |
| -quit | Quit LogViewer after parsing the log files. |

Table 12-4 LogViewer CLI startup parameters

| Parameter | Meaning |
|-----------------------|--|
| -xml <i>file_name</i> | Read information such as log file, plug-in and filter specifications from the XML file specified by <i>file_name</i> . The LogViewer GUI can export this information to an XML file. |
| <i>file name</i> | Display the specified file when LogViewer starts. |

The LogViewer CLI opens in display mode. If a log file is specified as a startup parameter, the most recent entries in the log file are displayed as they are written to the log file. Otherwise, a cursor is displayed.

4

Enter command mode by pressing ↵. The following prompt is displayed:

```
log>
```

This prompt is called the root prompt. The table below describes the options that are available at the root prompt.

Table 12-5 LogViewer CLI root menu options

| Option | Function |
|--|---|
| open | opens a submenu for choosing the logs to view |
| include | opens a submenu for specifying which log files to list in the <i>open</i> submenu |
| filter | opens a submenu for adding, listing or deleting filters |
| plugin | opens a submenu for adding, listing or delete plugins |
| options | opens a submenu for configuring LogViewer CLI and GUI options |
| list | lists the files in the <i>open</i> submenu file list |
| reset | resets the log message counts |
| stats | displays LogViewer statistics for the current log |
| The following options are also available in submenus: | |
| back | goes to the previous menu |
| root | goes to the root menu |

Table 12-5 LogViewer CLI root menu options (continued)

| Option | Function |
|--------|-------------------------|
| quit | quits LogViewer |
| return | returns to display mode |

5

Enter the following:

open ↵

The following prompt is displayed:

```
log-open>
```

6

Press ↵ to display the list of available logs.

7

Perform one of the following:

a. To view a log in the list, enter the name of a log and press ↵.

b. To view a log that is not listed, perform the following steps.

1. Enter the following:

other ↵

The following prompt is displayed:

```
File Name (full path)?
```

2. Enter the absolute or relative path of the log file that you want to open and press ↵.
LogViewer opens the file.

8

Enter the following to enter display mode and view the real-time log updates:

return ↵

LogViewer enters display mode. Log updates are displayed as they occur.

9

To add a filter that restricts the types of log entries that are displayed during the current LogViewer session, perform the following steps:

1. Press ↵ to enter command mode.

2. Enter the following to return to the root menu:

root ↵

The following prompt is displayed:

log>

3. Enter the following:

filter ↵

The following prompt is displayed:

log-filter>

Note:

You can also use commands at this menu level to list and delete filters.

4. Enter the following:

add ↵

The following prompt is displayed:

Filter name:

5. Enter a name for the filter and press ↵.

6. The following prompts are displayed in sequence:

Level:

Logger:

Thread:

Timestamp:

Message:

At each prompt, enter a regular expression to use as a match criterion, if required, and press ↵.

7. The following prompt is displayed:

Display Filter? (Y/N):

Enter y ↵ to apply the filter to the current log display. LogViewer applies the filter.

8. Enter the following to return to display mode:

return ↵

LogViewer enters display mode. The log updates are filtered before they are displayed.

10

To list the available log files, perform the following steps:

1. Press ↵ to enter command mode.

2. Enter the following:

list ↵

LogViewer lists the available log files.

3. Enter the following to return to display mode:

return ↵

11

To display statistics about the current LogViewer session, perform the following steps:

1. Press ↵ to enter command mode.
2. Enter the following:

```
stats ↵
```

LogViewer displays statistics about the current session.

3. Enter the following to return to display mode:

```
return ↵
```

12

To reset the statistics counters for the current LogViewer session, perform the following steps:

1. Press ↵ to enter command mode.
2. Enter the following:

```
reset ↵
```

LogViewer resets the counters.

3. Enter the following to return to display mode:

```
return ↵
```

13

Enter the following to close LogViewer:

```
quit ↵
```

END OF STEPS

12.13 To configure the LogViewer CLI

12.13.1 Purpose

Perform this procedure to use the LogViewer CLI to configure general CLI options.

i **Note:** The options configured in this procedure apply only to the current LogViewer CLI session.

12.13.2 Steps

1

Open the LogViewer CLI.

2

To add a file to the list of files in the *open* menu, perform the following steps:

1. Press ↵ to enter command mode.
2. Enter the following at the root prompt:
include ↵
The following prompt is displayed:
log-include>
3. Enter the following:
add ↵
The following prompt is displayed:
File Name (full path)?
4. Enter the absolute or relative path of the log file that you want to add and press ↵.
LogViewer adds the file to the list in the *open* menu.

Note:

The LogViewer CLI supports file drag-and-drop functionality.

5. Enter the following to return to the root prompt:
root ↵

3

To configure LogViewer file parsing, perform the following steps:

1. Press ↵ to enter command mode.
2. Enter the following at the root prompt:
options ↵
The following prompt is displayed:
log-options>
3. Enter y ↵ to confirm the action.
4. To specify whether LogViewer parses the entire log file, enter the following:
parseAll ↵
A confirmation prompt is displayed.
5. To force LogViewer to reparse the current log file, enter the following:
reparse ↵
6. If you are prompted to enable parsing of the entire log file, enter y ↵.
7. Enter the following to return to the root prompt:
root ↵

END OF STEPS

12.14 To specify plug-ins using the CLI

12.14.1 Purpose

Perform this procedure to specify a plug-in for the current LogViewer CLI session.

12.14.2 Steps

1 _____
Open the LogViewer CLI.

2 _____
Press ↵ to enter command mode.

3 _____
Enter the following at the root prompt:
plugin ↵
The following prompt is displayed:


```
log-plugin>
```

4 _____
Enter the following:
add ↵
LogViewer displays a list of the available plug-ins and the following prompt:

```
Which plugin would you like to specify? (name)
```

5 _____
Enter the name of a plug-in from the list and press ↵.

6 _____
You may be prompted for plug-in configuration information. Supply the information, as required.

 **Note:** The currently available plug-ins and the associated configuration options are described in [12.11 “To specify a plug-in using the LogViewer GUI” \(p. 127\)](#).

END OF STEPS _____

13 Troubleshooting the 5620 SAM database

13.1 Database troubleshooting overview

13.1.1 Problems associated with the 5620 SAM database

Table 13-1 5620 SAM database problems

| Problem | Solution |
|---|---|
| Problem: 5620 SAM database corruption or failure | 13.2 "Problem: 5620 SAM database corruption or failure" (p. 138) |
| Problem: The database is running out of disk space | 13.3 "Problem: The database is running out of disk space" (p. 139) |
| Problem: Frequent database backups create performance issues | 13.4 "Problem: Frequent database backups create performance issues" (p. 139) |
| Problem: A 5620 SAM database restore fails and generates a No backup sets error | 13.5 "Problem: A 5620 SAM database restore fails and generates a No backup sets error" (p. 140) |
| Problem: 5620 SAM database redundancy failure | 13.6 "Problem: 5620 SAM database redundancy failure" (p. 141) |
| Problem: Primary or standby 5620 SAM database is down | 13.7 "Problem: Primary or standby 5620 SAM database is down" (p. 141) |
| Problem: Need to verify that Oracle database and listener services are started | 13.8 "Problem: Need to verify that Oracle database and listener services are started" (p. 142) |
| Problem: Need to determine status or version of 5620 SAM database or Oracle proxy | 13.9 "Problem: Need to determine status or version of 5620 SAM database or Oracle proxy" (p. 142) |

13.1.2 Database status

The 5620 SAM monitors the primary and standby database status and displays a colored status based on the primary and standby database connection and availability states. The following describes the conditions that determine database status color. These conditions also cause the 5620 SAM to raise database alarms.

Clear

The database status panel changes to clear status (gray) when the database connection, proxy, and applicable standby entities are up and all database error conditions are cleared.

Yellow

The following conditions cause the panel to change to yellow status:

- A database switchover or failover is complete.
- The database connection is partially down.
- The primary database is up and the standby database is down.
- A problem is detected with synchronization or archiving.

Red

The following conditions cause the panel to change to red status:

- A database switchover or failover is starting.
- The database connection is down.
- The primary database is down.

13.2 Problem: 5620 SAM database corruption or failure

13.2.1 Solution

You can restore a 5620 SAM database using a backup copy.

i **Note:** Before you perform a database restore operation, you must shut down the databases and main servers in the 5620 SAM system. Contact technical support before you attempt to perform a database restore.

In a redundant 5620 SAM system, you must perform one or both of the following to regain database function and redundancy:

- Restore the primary 5620 SAM database.
- Reinstantiate the standby 5620 SAM database.

Both operations are required after a primary database failure. After a standby database failure, no restore operation is required, but you must reinstantiate the standby database to restore redundancy. You can use the 5620 SAM client GUI or a CLI script to reinstantiate a database.

i **Note:** In a redundant 5620 SAM system, you can restore a database backup only on a primary database station. To restore a database backup on a station other than the primary station, you must do the following on the station before you attempt the restore:

- Uninstall the 5620 SAM database, if it is installed.
- Install a primary 5620 SAM database on the station.

In a redundant 5620 SAM system, you can reinstantiate a database only on a standby database station. To reinstantiate a database on a station other than the standby station, you must do the following on the station before you attempt the reinstatement:

- Uninstall the 5620 SAM database, if it is installed.
- Install a standby 5620 SAM database on the station.

See the *5620 SAM System Administrator Guide* for information about restoring a 5620 SAM database. See the 5620 SAM system redundancy chapter of the *5620 SAM User Guide* for information about 5620 SAM database reinstatement.

13.3 Problem: The database is running out of disk space

13.3.1 Database disk space

Sufficient database disk space is essential for efficient 5620 SAM database operation. You can also check whether your database backup schedule is adequate. Underscheduling backups while the database is in ARCHIVELOG mode creates numerous log files.

13.3.2 Steps

- 1 _____
Verify that the database platform is adequately sized. See the *5620 SAM Planning Guide* or consult technical support.
- 2 _____
Verify that the thresholds for disk space and archive logs are sufficient for your network, and determine how the disk space is being used. Contact your technical support representative for more information.
- 3 _____
Check the root database backup directory or partition to ensure that:
 - the size of the assigned disk space or slice is sufficient
 - the disk directory or slice is sufficient to hold the configured number of database backups
- 4 _____
If the disk directory has many archived log files due to underscheduling of database backups, contact your technical-support representative for information about deleting archived log files.
- 5 _____
Back up the 5620 SAM database, as described in the *5620 SAM System Administrator Guide*.


END OF STEPS _____

13.4 Problem: Frequent database backups create performance issues

13.4.1 Overscheduling database backups

Overscheduling the number of database backups can affect database performance by consuming excessive system resources.

13.4.2 Steps

- 1 _____
Choose Administration→Database from the 5620 SAM main menu. The Database Manager form appears.
- 2 _____
Click on the Backup tab.
- 3 _____
Check the Backup Interval and Interval Unit parameters. For example, setting the Backup Interval parameter to 6 and setting the Interval Unit parameter to hour means a backup is performed every 6 hours, or four times a day. Such frequent backups can cause performance issues.
-  **Note:** Nokia recommends scheduling database backups to occur once daily.
- 4 _____
Modify other parameters as required to improve performance.
- 5 _____
Save your changes and close the Database Manager form.

END OF STEPS _____

13.5 Problem: A 5620 SAM database restore fails and generates a No backup sets error

13.5.1 Solution



WARNING

Equipment Damage

Performing 5620 SAM database modifications using Oracle database tools can cause irreparable harm to the 5620 SAM database and the network management data, and can void your warranty or support agreement.

Contact your technical support representative for assistance with database troubleshooting.

Database backup sets expire based on a retention period. After the retention period passes, the database backup sets are set to expired. You cannot restore databases from expired backup sets. Contact your technical support representative for assistance with a 5620 SAM database restore failure.

13.6 Problem: 5620 SAM database redundancy failure

13.6.1 Steps



WARNING

Equipment Damage

Performing 5620 SAM database modifications using Oracle database tools can cause irreparable harm to the 5620 SAM database and the network management data, and can void your warranty or support agreement.

Contact your technical support representative for assistance with database troubleshooting.

1

Ensure that the database redundancy configuration is correct, as specified in the *5620 SAM | 5650 CPAM Installation and Upgrade Guide*:

- The primary and standby database directory structures and disk partition configurations are identical.
- The same OS version and patch level, and the same 5620 SAM software release and patch level, are installed on the primary and standby database stations.

2

Ensure that there are no network communication problems between the primary and standby database stations; see [Chapter 7, “Troubleshooting network management LAN issues”](#).

END OF STEPS

13.7 Problem: Primary or standby 5620 SAM database is down

13.7.1 Primary or standby database is down

The status bar of the 5620 SAM client GUI indicates that the primary or standby database is down.

13.7.2 Steps



WARNING

Equipment Damage

Performing 5620 SAM database modifications using Oracle database tools can cause irreparable harm to the 5620 SAM database and the network management data, and can void your warranty or support agreement.

Contact your technical support representative for assistance with database troubleshooting.

Problem: Need to verify that Oracle database and listener services are started

1 _____
 Verify the correct IP address and instance name of the database. From the 5620 SAM main menu, select Administration→Database to open the Database Manager. Verify the information in the Instance Name and DB Server fields.

2 _____
 Verify the network connectivity between the 5620 SAM primary server and the primary or standby database by ensuring that the primary server and the primary or standby database can ping each other; see [Chapter 7, “Troubleshooting network management LAN issues”](#).

END OF STEPS _____

13.8 Problem: Need to verify that Oracle database and listener services are started

13.8.1 Purpose

Perform the following procedure to determine the status of the Oracle database and listener services, each of which starts automatically during 5620 SAM database station initialization.

13.8.2 Steps

1 _____
 Open a 5620 SAM GUI client.

2 _____
 View the status bar at the bottom of the GUI. The background of the 5620 SAM database section of the status bar is yellow or red when there is a problem with a service. The status bar text indicates the database service status.

END OF STEPS _____

13.9 Problem: Need to determine status or version of 5620 SAM database or Oracle proxy

13.9.1 Purpose

Perform the following procedure to determine the status of the 5620 SAM database or Oracle proxy, each of which starts automatically during 5620 SAM database station initialization.

13.9.2 Steps

1 _____
 Log in as the Oracle management user on the database station.

2 _____
 Open a console window.

3 _____
 Navigate to the /opt/5620sam/samdb/install/config/samdb directory

4 _____
 Enter the following command.
 bash\$ **./oracleproxy.sh option** ↵
 where *option* is one of the options in the table below.

Table 13-2 oracleproxy.* flag options

| Flag option | Description |
|----------------------------|--|
| start | Starts the Oracle proxy |
| <i>no option</i> , or help | Lists the available options |
| proxy_version | Displays Oracle proxy version information |
| proxy_status | Displays Oracle proxy status information |
| db_version | Displays 5620 SAM database version information |
| db_status | Displays 5620 SAM database status information |

5 _____
 Review the command output.
 The following sample shows the output of the proxy_status option.

```
Proxy is UP
```

The following sample shows the output of the db_version option.

```
5620 SAM Version R.r Rn - Built on Wed Mar 27 03:14:15 EST 20XX
```

6 _____
 Close the console window.

END OF STEPS _____

Problem: Need to determine status or version of 5620 SAM database or Oracle proxy

14 Troubleshooting 5620 SAM server issues

14.1 Overview

14.1.1 Problems associated with the 5620 SAM server

i **Note:** 5620 SAM server statistics collection is a useful troubleshooting tool for memory, alarm, and SNMP issues on a 5620 SAM main or auxiliary server. See the *5620 SAM Statistics Management Guide* for more information.

When no NE is associated with a 5620 SAM alarm, the alarm Site ID and Site Name properties are populated with the IP address and hostname, respectively, of the 5620 SAM main or auxiliary server that raised the alarm.

Table 14-1 5620 SAM server problems

| Problem | Solution |
|---|---|
| Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status | 14.2 "Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status" (p. 146) |
| Problem: 5620 SAM server and database not communicating | 14.3 "Problem: 5620 SAM server and database not communicating" (p. 150) |
| Problem: A 5620 SAM server starts up, and then quickly shuts down | 14.4 "Problem: A 5620 SAM server starts up, and then quickly shuts down" (p. 151) |
| Problem: Client not receiving server heartbeat messages | 14.5 "Problem: Client not receiving server heartbeat messages" (p. 151) |
| Problem: Main server unreachable from RHEL client station | 14.6 "Problem: Main server unreachable from RHEL client station" (p. 151) |
| Problem: Excessive 5620 SAM server-to-client response time | 14.7 "Problem: Excessive 5620 SAM server-to-client response time" (p. 152) |
| Problem: Unable to receive alarms on the 5620 SAM, or alarm performance is degraded | 14.8 "Problem: Unable to receive alarms on the 5620 SAM, or alarm performance is degraded" (p. 154) |
| Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving | 14.9 "Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving" (p. 155) |
| Problem: Cannot manage new devices | 14.10 "Cannot manage new devices" (p. 155) |
| Problem: Cannot discover more than one device, or device resynchronization fails | 14.11 "Problem: Cannot discover more than one device, or device resynchronization fails" (p. 156) |
| Problem: Slow or failed resynchronization with network devices | 14.12 "Problem: Slow or failed resynchronization with network devices" (p. 157) |
| Procedure: Statistics are rolling over too quickly | 14.13 "Problem: Statistics are rolling over too quickly" (p. 159) |
| Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM | 14.14 "Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM" (p. 159) |

14.2 Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status

14.2.1 Server status indicators

The 5620 SAM main or auxiliary server startup script provides server status indicators that include the following:

- how long the server has been running
- the used and available memory
- the 5620 SAM database connectivity status
- 5620 SAM license capacity

14.2.2 Steps

1 _____

Log in to the 5620 SAM server as the samadmin user.

2 _____

Open a console window.

3 _____

To check the status of a 5620 SAM main server, perform the following steps.

1. Enter the following:

```
/opt/5620sam/server/nms/bin/nmsserver.bash appserver_status ↵
```

The general server status is displayed.

2. Enter the following at the CLI prompt:

```
/opt/5620sam/server/nms/bin/nmsserver.bash nms_status ↵
```

Detailed 5620 SAM server information is displayed.

3. To obtain more specific server status information, run the nmsserver script in step 3 using the appropriate option from the following table in place of the nms_status or appserver_status option.

5620 SAM main-server startup script options

| Option | Description |
|--------|---|
| start | Starts the 5620 SAM main server in a non-interactive mode |
| stop | Stops the 5620 SAM main server |
| debug | Starts the 5620 SAM server in an interactive mode. Note: The server shuts down if the console is closed or if CTRL-C is pressed. |

| Option | Description |
|-------------------|---|
| appserver_status | Returns information about the status of the 5620 SAM main server (both active and standby servers when the 5620 SAM is configured for redundancy) |
| appserver_version | Returns 5620 SAM software release information that includes the start time of the current 5620 SAM main server instance |
| nms_status | Returns the following information: <ul style="list-style-type: none"> • 5620 SAM standalone, primary, or standby server start time and running time • total used and available memory • 5620 SAM database connectivity status • redundancy configuration and status • 5620 SAM license information • JVM memory-usage information • alarm forwarding information • basic auxiliary server information • number and status of current process threads |
| -v nms_status | Verbose version of the nms_status option that returns the following additional information: <ul style="list-style-type: none"> • ID and status of the current process threads • general JMS server information • currently connected JMS subscribers, by topic |
| -s nms_status | Short version of the nms_status option that returns the following information: <ul style="list-style-type: none"> • system information • IP address • 5620 SAM database information • installation information |
| nms_info | Returns the following information from the 5620 SAM database: <ul style="list-style-type: none"> • number of managed devices by device type; for example, 7750 SR • number of MDA ports by type • number of equipped ports by type • number of services by type; for example, IES or VLL • number of access interfaces, connection termination points, and channels, by type • number of alarms, listed in order of severity • lists of enabled statistics, file, and accounting policies, including the counts and the polling frequency for different types of objects |
| nms_version | Returns 5620 SAM software release information |
| jvm_version | Returns version information about the currently running Java Virtual Machine environment |

Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status

| Option | Description |
|--|--|
| script_env | Returns main server script environment information |
| read_config | Rereads the nms-server.xml server configuration file while the server is running in order to put configuration file updates into effect |
| force_restart | Forces the 5620 SAM main server to restart |
| force_stop | Forces the 5620 SAM main server to stop |
| passwd <username> <current> <new> where username is the 5620 SAM database username, for example, samuser current is the current password new is the new password | Changes the 5620 SAM database user password |
| read_metrics_config | Reads the server metrics configuration file |
| import_license | Imports a new license zip file for the server |
| threaddump | Prints a thread dump for every SAM java process running on the station |
| webstart | Starts the web server |
| webstop | Stops the web server |
| webstatus | Prints web server status |
| webforce_restart | Forces the web server to restart |
| webforce_stop | Forces the web server to stop and not restart |
| jmsstart | Starts the JMS server in interactive mode |
| jmsstop | Stops the JMS server |
| jmsstatus | Returns information that includes the following: <ul style="list-style-type: none"> • general JMS server information • currently connected JMS subscribers, by topic |
| jmsread_config | Rereads the JMS server configuration file while the JMS server is running |
| jmsforce_restart | Forces the JMS server to restart |
| jmsforce_stop | Forces the JMS server to stop |
| jmsjvm_version | Returns version information about the currently running Java Virtual Machine environment |
| jmsappserver_status | Returns the JMS server status |
| jmsscript_env | Returns the JMS script environment |
| no keyword, help, or ? | Lists the available command options |

4

To check the status of a 5620 SAM auxiliary server, perform the following steps.

1. Enter the following at the CLI prompt:

```
/opt/5620sam/auxserver/nms/bin/auxnmserver.bash aux_status ↵
```

The general server status is displayed.

2. Enter the following at the CLI prompt:

```
/opt/5620sam/auxserver/nms/bin/auxnmserver.bash auxappserver_status ↵
```

Detailed 5620 SAM server information is displayed.

3. To obtain more specific server status information, run the nmserver script using the appropriate option from the following table in place of the aux_status or appserver_status option.

5620 SAM auxiliary-server startup script options

| Option | Description |
|---------------------------|--|
| auxappserver_status | Returns information about the operational status of the auxiliary server |
| auxdebug | Starts the auxiliary server in interactive mode |
| auxforce_restart | Forces the auxiliary server to restart |
| auxforce_stop | Forces the auxiliary server to stop |
| auxjvm_version | Returns the auxiliary server JVM version |
| auxread_config | Directs the auxiliary server to read and apply the settings in the general configuration file |
| auxread_metrics_config | Directs the auxiliary server to read and apply the settings in the metrics configuration file |
| auxscript_env | Returns auxiliary server script environment information |
| auxstart | Starts the 5620 SAM auxiliary server |
| auxstatus | Returns information about the auxiliary server that includes the following: <ul style="list-style-type: none"> • IP address • port number • 5620 SAM database connections • installed server software release ID |
| auxstop | Stops the 5620 SAM auxiliary server |
| aux_version | Returns auxiliary server software release information |
| auxthreaddump | Returns a thread dump for every auxiliary server process currently running on the station |
| auxhelp, no keyword, or ? | Lists the available command options |

-
- 5 _____
Review and record the displayed information for technical support, if required.
 - 6 _____
Close the console window.
 - 7 _____
View the 5620 SAM server logs for error messages using the LogViewer utility, as described in [Chapter 12, “Troubleshooting using the LogViewer”](#).
 - 8 _____
Report the error messages that you find to a technical support representative.
- END OF STEPS _____

14.3 Problem: 5620 SAM server and database not communicating

14.3.1 Purpose

Perform this procedure when a 5620 SAM server cannot connect to a 5620 SAM database.

14.3.2 Steps

- 1 _____
Verify network connectivity between both the primary and standby servers and the primary and standby 5620 SAM databases by ensuring that both the primary and standby servers and the primary database can ping each other. See [Chapter 7, “Troubleshooting network management LAN issues”](#).
- 2 _____
Ensure that the ports specified at installation time are available and not being blocked by firewalls; see [Chapter 7, “Troubleshooting network management LAN issues”](#).
- 3 _____
Perform the following troubleshooting activities for the primary 5620 SAM database, as described in [13.7 “Problem: Primary or standby 5620 SAM database is down” \(p. 141\)](#).
 - Verify the 5620 SAM database IP address and instance name.
 - Verify that the database instance is running.
 - Verify that the database is running in the correct mode.

END OF STEPS _____

14.4 Problem: A 5620 SAM server starts up, and then quickly shuts down

14.4.1 Solution

When a server starts then stops, collect the logs identified in [11.2 “To collect 5620 SAM log files” \(p. 103\)](#) and contact your technical support representative.

14.5 Problem: Client not receiving server heartbeat messages

14.5.1 Purpose

Perform this procedure when a 5620 SAM client is not receiving heartbeat messages.

14.5.2 Steps

- 1 _____
Verify network connectivity between both the primary and standby servers and the clients by ensuring that both the primary and standby servers and the clients can ping each other. See [Chapter 7, “Troubleshooting network management LAN issues”](#).
- 2 _____
Verify that the 5620 SAM server and client clocks are synchronized. To set the date and time for 5620 SAM server and client clocks, see the *5620 SAM System Administrator Guide*.

END OF STEPS _____

14.6 Problem: Main server unreachable from RHEL client station

14.6.1 Purpose

Perform this procedure to check the IP connectivity between a 5620 SAM client and main server using ping commands. When the ping commands indicate that IP communication is active but there are still IP reachability issues, the problem could be poor LAN performance.

14.6.2 Steps

- 1 _____
Perform a ping test to measure reachability, as described in [7.3 “Problem: Lost connectivity to one or more network management domain stations” \(p. 84\)](#).
- 2 _____
If you cannot ping the main server from a RHEL single-user client or client delegate server station, ensure that the server hostname is in the `/etc/hosts` file on the client station.
 1. Log on to the client station as the root user.

2. Enter the following:

```
# cd /etc ↵
```
3. Open the hosts file with a plain-text editor such as vi.
4. Edit the file, as required, to contain the following:

```
server_IP server_hostname
```

where
server_IP is the IP address of the main server
server_hostname is the hostname of the main server
5. Save the changes and close the file.

END OF STEPS

14.7 Problem: Excessive 5620 SAM server-to-client response time

14.7.1 Increasing available server network management resources

As the number of managed devices grows and as more GUI or OSS clients are brought online, the processing load on the 5620 SAM system increases. For optimum 5620 SAM performance, you must ensure that the 5620 SAM configuration meets the requirements in the *5620 SAM Planning Guide* as your network expands.

You can do the following to increase the available 5620 SAM server network management resources:

- Deploy the 5620 SAM system in a distributed configuration.
- Deploy the 5620 SAM system in a redundant configuration.
- Deploy 5620 SAM auxiliary servers.
- Reallocate the 5620 SAM server resources that are assigned to groups of managed devices.

See the *5620 SAM User Guide*, *5620 SAM System Architecture Guide*, and the *5620 SAM | 5650 CPAM Installation and Upgrade Guide* for information about a particular option. Contact technical support for reconfiguration assistance.

Perform this procedure to check the following:

- 5620 SAM auxiliary server status
System performance may degrade if the number of available Preferred and Reserved auxiliary servers drops below the number of configured Preferred auxiliary servers.
- 5620 SAM main server status
Alarms raised against the 5620 SAM main server may provide information about the performance degradation.

14.7.2 Steps



CAUTION

Service Disruption

*Only Nokia support staff are qualified to assess and reconfigure a 5620 SAM deployment.
Contact your technical support representative for assistance.*

1 _____

Open a 5620 SAM client GUI.

2 _____

Choose Administration→System Information. The System Information form opens.

3 _____

Click on the Faults tab to view auxiliary server and general 5620 SAM system alarm information, if required.

4 _____

If your 5620 SAM deployment includes one or more auxiliary servers, perform the following steps to check the status of each auxiliary server.

1. Click on the Auxiliary Servers tab.
2. Review the list of auxiliary servers.
3. Select an auxiliary server in the list and click Properties. The properties form for the auxiliary server is displayed.
4. Review the information, which includes:
 - the auxiliary server IP address
 - the auxiliary server hostname
 - the auxiliary server port number
 - the auxiliary server type (Reserved or Preferred)
 - the auxiliary server status (Unknown, Down, Up, or Unused)
5. If the auxiliary server status is Down, perform [14.2 “Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status” \(p. 146\)](#) on the auxiliary server.
6. If the auxiliary server status is Unknown, perform [14.12 “Problem: Slow or failed resynchronization with network devices” \(p. 157\)](#) to check the connectivity between the managed network and the main and auxiliary servers.

5 _____

Close the System Information form.

END OF STEPS _____

14.8 Problem: Unable to receive alarms on the 5620 SAM, or alarm performance is degraded

14.8.1 General information

By default, the system begins purging alarms when the outstanding alarm count reaches 50 000, unless historical alarm record logging and purging alarm policies are configured to keep the outstanding alarm count below that level.

14.8.2 Steps



CAUTION

Service Disruption

Exceeding the alarm limit configured in the `nms-server.xml` file may cause system performance problems.

Contact your technical support representative for assistance.

1 _____

Check the status bar of the 5620 SAM client GUI status bar for indications that the maximum number of alarms for the system is reached.

2 _____

If required, clear outstanding alarms or delete them to the alarm history record log, as described in the *5620 SAM User Guide*.

3 _____

If the 5620 SAM system includes one or more auxiliary servers, perform [14.7 “Problem: Excessive 5620 SAM server-to-client response time” \(p. 152\)](#) to ensure that system performance is not degraded because of auxiliary-server unavailability.

4 _____

Contact your technical support representative for more information.

END OF STEPS _____


14.9 Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving

14.9.1 Configuration for SNMP trap notifications

When you install the 5620 SAM, you specify the port on which SNMP traps arrive.

In addition, the following configuration is required for SNMP trap notifications to work:

- Enable the SNMP parameters on the devices before managing them.
- Ensure that a unique trapLogId is specified for each router to communicate with the 5620 SAM.

 **Note:** You must have sufficient user permissions, for example, admin permissions, to configure SNMP on a device.

14.9.2 Steps

- 1 _____
See the commissioning chapter of the *5620 SAM User Guide* for more information about configuring devices for 5620 SAM management.
- 2 _____
Configure SNMP on the device using CLI.

END OF STEPS _____

14.10 Cannot manage new devices

14.10.1 New devices cannot be managed

The possible causes are:

- The number of managed devices or MDAs exceeds the licensed quantity.
- Large packet sizes from the managed devices are being dropped by intermediate routers because the packets exceed the device MTU, causing resynchronizations to fail.

Additional devices cannot be managed, but can be discovered, when the licensed MDA limit is exceeded.

14.10.2 Steps

 **CAUTION**
Service Disruption

Do not modify other nms-server.xml parameters. Modifying the file can seriously affect network management and performance of the 5620 SAM.

Consult technical support before you attempt to modify parameters.

1

Check the license key status.

1. The 5620 SAM generates an alarm when a license limit is exceeded or nearly exceeded. View the 5620 SAM alarm list in the client GUI, or use an OSS client to monitor the JMS alarm event stream for license alarms.
2. Choose Help→5620 SAM License Information from the 5620 SAM main menu. The 5620 SAM License (Edit) form opens.
3. Click on the Devices and Quantities Licensed tab.
4. View the information to ensure that the required Remaining quantity is not equal to zero.

Note:

If you have a new license that supports a greater number of managed objects, you can dynamically update the license without restarting the main server. See the *5620 SAM User Guide* for information about updating a 5620 SAM license.

5. Close the 5620 SAM License (Edit) form.

2

Ensure that the new devices are configured to send SNMP packets of up to 9216 bytes. Check the MTU size, as described in [7.5 “Problem: Packet size and fragmentation issues” \(p. 86\)](#).

END OF STEPS

14.11 Problem: Cannot discover more than one device, or device resynchronization fails

14.11.1 General information

Consider the following:


- When using SNMPv3 encryption, the engine ID of the managed device must be unique. As well, SNMP issues may result in Polling Problem alarms. Otherwise, the following issues may occur:
 - unreliable or slow discovery of network devices
 - resynchronization during scheduled polling fails
 - slow communication and synchronization times
 - polling fails completely
- When 5620 SAM resynchronizes some functions on an NE, for example, BGP configurations for the 7750 SR, the SNMP packets may be broken into two or more smaller packets, when the maximum PDU size of 9216 bytes is exceeded.
- Each MIB entry policy has its own polling interval. When there is insufficient time in a polling interval for a resynchronization to occur, the interval may need to be changed to ensure proper resynchronization.

14.11.2 Steps

1 _____
For resynchronization issues that may be caused due to insufficient MIB polling intervals.

2 _____
Choose Administration→Mediation from the 5620 SAM main menu. The Mediation (Edit) form opens with the General tab selected.

3 _____
Ensure that the Polling Admin State is Up.

 **Note:** Polling and scanning use system resources, and can increase the amount of management traffic. Consider your network needs and network management domain capabilities before setting these parameters.

4 _____
Check the MIB polling intervals for different managed devices, as required, by clicking on the MIB Entry Policies tab.

A list of MIBs appears, organized by managed device type.

1. Select a MIB in the list and click Properties.
2. Configure the Polling Interval parameter to ensure that sufficient time is configured for the polling to occur.
3. Configure the Administrative State of polling for the MIB entry, if required.
4. Click OK to save the changes and close the form, or click Cancel to close the form without saving changes, as required.

END OF STEPS _____

14.12 Problem: Slow or failed resynchronization with network devices

14.12.1 General information

When 5620 SAM performance is slow, especially when performing network device resynchronizations, SNMP and IP performance along the in-band or out-of-band interfaces between the network device and the 5620 SAM server may be the problem.

Check the following:

- configuration of the LAN switch port and the 5620 SAM station port match
- configuration of the LAN switch port and the network device management ports match
- mediation policy SNMP timeout and retry values are sufficient to allow the transfer of data between network devices and the 5620 SAM

14.12.2 Steps

1

Ensure that port configurations are compatible for the 5620 SAM server, the network device management ports, and the LAN switch. This is normally done by configuring auto-negotiation between the platforms, but your network may require more specific configuration.

2

Check whether all data is being transferred between the network device in-band management port and the 5620 SAM server.

1. Open a Telnet or SSH session to the device from the 5620 SAM.
2. Check statistics on the in-band management port of the device:

```
# monitor port 1/2/3
```

Check the output for the following.

- errors that may indicate a communication problem with the a LAN switch.
- Over each time interval, is the number of input and output packets constant? This may indicate intermittent traffic.
- Are there more input packets or octets being transferred than output packets or octets? This may indicate a unidirectional traffic problem.

The types of error messages displayed determine the action to take.

- For failure errors, consider increasing the SNMP timeout value
- For collision errors, consider increasing the SNMP retry value

3. Check the mediation policy for the device using the 5620 SAM client GUI. Check the SNMP timeout and retry value for the mediation policy.

If the output of step 2 indicates failures, consider increasing the default SNMP timeout value and perform step 2 again.

When the output of step 2 indicates frequent collisions, consider increasing the default SNMP number of retries value, then retest to see if resynchronizations are more reliable. Increasing the number of retries increases the likelihood that an SNMP packet is not dropped due to collisions.

You can check SNMP timeout and retry values from the Administration→Mediation menu. Click on the Mediation Security tab.

CAUTION:

When LAN performance is poor, increasing timeout values may mask an underlying problem. Increasing the SNMP timeout value in an environment where collisions are frequent reduces performance. Timeout values should be based on typical network response times

Check LAN communication issues, as specified in [Chapter 7, “Troubleshooting network management LAN issues”](#). If problems persist, collect the logs as specified in [11.2 “To collect 5620 SAM log files” \(p. 103\)](#) and contact your technical support representative.

END OF STEPS

14.13 Problem: Statistics are rolling over too quickly

14.13.1 Problem

Statistics database tables roll over, or lose statistics during an interval, if the tables fill before all statistics are collected or the next collection interval starts.

Solution

To ensure sufficient statistics collection, consider the following:

- the statistics table size, depending on the configuration specified in the *5620 SAM | 5650 CPAM Installation and Upgrade Guide*
- the number of statistics collected, the number of objects with statistics collection enabled, and the frequency of statistics collection, as specified in the *5620 SAM User Guide*
- the OSS requests data from the statistics tables less frequently than the configured rollover interval
- FTP must be enabled on the managed device in order for the 5620 SAM to retrieve statistics.

Nokia recommends that statistics collection planning includes the following considerations to prevent the loss of statistics data.

- measure the rate of statistics collection over a sufficient time interval
- determine the appropriate collection interval and statistics database table size based on individual network configurations
- ensure that the polling interval is sufficient for polled statistics

14.14 Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM

14.14.1 Purpose

Use this procedure to check that the 5620 NM AS tool is properly configured to receive 5620 SAM alarms.

14.14.2 Steps

- 1 _____
Ensure that the integration software is properly configured, as described in the *5620 SAM | 5650 CPAM Installation and Upgrade Guide*.
- 2 _____
Configure the param.cfg file on the 5620 NM to ensure that alarms are forwarded from the 5620 SAM to the 5620 NM AS tool:
- 3 _____
Open a command tool on the 5620 NM.

Problem: Unable to receive alarms on the 5620 NM from the 5620 SAM

4 _____

Navigate to the AS IM directory on the 5620 NM by typing:

```
/opt/netmgt/ALMAP/as/data/ascurim_0 ↵
```

5 _____

Open the param.cfg file.

6 _____

Set the NSP_USE_NSP parameter to True.

7 _____

Ensure that the following param.cfg file parameters are configured to True:

- DROP_FREE_ALARMS
- CORBA_SERVER_DISCOVERY
- UNMANAGE_ON_TERMINATION

8 _____

Save the changes and close the file.

END OF STEPS _____

15 Troubleshooting 5620 SAM clients

15.1 GUI and OSS client troubleshooting overview

15.1.1 5620 SAM GUI and OSS client problems

Table 15-1 5620 SAM GUI and OSS client problems

| Problem | Solution |
|--|---|
| Troubleshooting common client problems | |
| Problem: Cannot start 5620 SAM client, or error message during client startup | 15.2 "Problem: Cannot start 5620 SAM client, or error message during client startup" (p. 162) |
| Problem: 5620 SAM client unable to communicate with 5620 SAM server | 15.3 "Problem: 5620 SAM client unable to communicate with 5620 SAM server" (p. 163) |
| Problem: Delayed server response to client activity | 15.4 "Problem: Delayed server response to client activity" (p. 164) |
| Problem: Cannot view 5620 SAM alarms using 5620 NM client | 15.5 "Problem: Cannot view 5620 SAM alarms using 5620 NM client" (p. 166) |
| Problem: Cannot place newly discovered device in managed state | 15.6 "Problem: Cannot place newly discovered device in managed state" (p. 167) |
| Problem: I performed an action, such as saving a configuration, but I cannot see any results | 15.7 "Problem: User performs action, such as saving a configuration, but cannot see any results" (p. 167) |
| Problem: Device configuration backup not occurring | 15.8 "Problem: Device configuration backup not occurring" (p. 169) |
| Troubleshooting client GUI issues | |
| Problem: 5620 SAM client GUI shuts down regularly | 15.9 "Problem: 5620 SAM client GUI shuts down regularly" (p. 170) |
| Problem: Configuration change not displayed on 5620 SAM client GUI | 15.10 "Problem: Configuration change not displayed on 5620 SAM client GUI" (p. 171) |
| Problem: List or search function takes too long to complete | 15.11 "Problem: List or search function takes too long to complete" (p. 172) |
| Problem: Cannot select certain menu options or cannot save certain configurations | 15.12 "Problem: Cannot select certain menu options or cannot save certain configurations" (p. 172) |
| Problem: Cannot clear alarms using 5620 SAM client GUI | 15.13 "Problem: Cannot clear alarms using 5620 SAM client GUI" (p. 172) |
| Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI | 15.14 "Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI" (p. 172) |

15.2 Problem: Cannot start 5620 SAM client, or error message during client startup

15.2.1 Prerequisites

Before you proceed, ensure that the following conditions are present:

- the 5620 SAM client and server have the same software versions and compatible patch sets
- the login name and password of the user are correct
- there are no OS errors
- a local firewall is running on the client station

15.2.2 Steps

1

If the 5620 SAM client is installed on RHEL and you receive a “Cannot execute” message when you try to run the client, the client executable file permission may have been reset by an event such as an auto-client update failure. You must ensure that the correct file permissions are assigned.

1. Log in as root, or as the user that installed the client, on the client station.
2. Open a console window.
3. Enter the following:

```
# chmod +x path/nms/bin/nmsclient.bash
```

where *path* is the 5620 SAM client installation location, typically /opt/5620sam/client

2

Review the login messages that are displayed when a client GUI attempts to connect to a server. Messages that state things like the server is starting or the server is not running indicate the type of problem.

3

To check that the login name and the password of the user are correct, modify the login and password as 5620 SAM admin and have the user attempt to log in.

1. Start the 5620 SAM client as the admin user.
2. Choose Administration→Security→5620 SAM User Security from the 5620 SAM main menu. The Security Management (Edit) form appears with the General tab displayed.
3. Click on the Users tab.
4. Select a user and click Properties. The User (Edit) form appears.
5. Enter a new password for the User Password parameter.
6. Confirm the password for the Confirm Password parameter.
7. Click Apply to save the changes.

-
8. Have the user attempt to start a 5620 SAM client and log in.

4

To check that the 5620 SAM server is up and to view additional server configuration information, perform the following steps.

1. Log on to the 5620 SAM server station as the samadmin user.
2. Open a console window.
3. Navigate to the `/opt/5620sam/server/nms/bin` directory.
4. Enter the following:

```
./nmserver.bash appserver_status ↵
```

Server status and configuration information are displayed.

5. To check additional server status conditions, perform [14.2 “Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status”](#) (p. 146).

5

Check the client GUI login error message.

When a firewall is running locally on the client station, a login error message may appear indicating that the server is not available. Ensure that a local firewall is not preventing a connection to the server, and that the 5620 SAM server IP address is in the client host-lookup file.

END OF STEPS

15.3 Problem: 5620 SAM client unable to communicate with 5620 SAM server

15.3.1 Prerequisites

Before you proceed, ensure that the following conditions are present:

- The 5620 SAM client points to the correct IP address and port of the server.
- The problem is not a network management domain LAN issue. See [Chapter 7, “Troubleshooting network management LAN issues”](#) for more information.
- Firewalls between the 5620 SAM clients and the server are correctly configured

15.3.2 Steps

1

To check that the 5620 SAM client points to the correct IP address and port of the server, open the `nms-client.xml` file using a text editor. The default file location is `installation_directory/nms/config`.

where `installation_directory` is the directory in which the 5620 SAM client software is installed, for example, `/opt/5620sam/client`

-
- 2 _____
Verify the IP address of the server as specified by the `ejbServerHost` parameter.
 - 3 _____
Verify the server port as specified by the `ejbServerPort` parameter.
 - 4 _____
Modify the IP address and port values, if required.
 - 5 _____
Save the file, if required.
 - 6 _____
Perform [14.2 “Problem: Cannot start a 5620 SAM server, or unsure of 5620 SAM server status” \(p. 146\)](#) to check the server status. A client cannot connect to a 5620 SAM server that is not started.
 - 7 _____
If the server is started, compare the firewall and network configuration guidelines in the *5620 SAM Planning Guide* to with your network configuration to ensure that it complies with the guidelines.
 - 8 _____
Contact your technical support representative if the problem persists.

END OF STEPS _____

15.4 Problem: Delayed server response to client activity

15.4.1 Causes

Possible causes are:

- a congested LAN
- improperly sized platforms

Using the `netstat` command on the client may help troubleshoot network throughput problems. When an Ethernet LAN is highly congested, the actual throughput slows down. This is caused by packets colliding on the LAN as multiple machines begin to transmit at approximately the same time, for example, when multiple GUI or OSS clients are performing tasks simultaneously.

15.4.2 Steps

1

Client GUIs may respond more slowly than normal during resynchronizations of managed devices. Repeat the client GUI action when the resynchronization is complete.

2

Check for LAN throughput issues.

1. Open a shell console window.
2. Enter the following at the console prompt to display local network-interface transmission data over a period of time:

```
# netstat -i s ↵
```

where *s* is the time, in seconds, over which you want to collect data. Nokia recommends that you start with 50 s

3. Review the output. The following is sample netstat output:

```
netstat -i 5
input  le0      output      input (Total)  output
packets errs  packets errs  colls packets errs  packets
errs  colls
6428555 41    541360  80    49998 6454787 41    567592  80
49998
22      0     0      0     0     22      0     0      0     0
71      0     7      0     3     71      0     7      0     3
```

This sample displays the number of input and output packets, errors and collisions on the le0 interface. One column displays the totals for all interfaces. This sample only has one interface, so both sets of columns display the same data.

Calculate the number of collisions as a percentage of the number of output packets. For example, according to the last line of output, there were three collisions and seven output packets resulting in a 42% rate.

This number is high, but the time in which the sampling was obtained (5 s), was low. Change the sample rate to, for example, 50 s for an accurate sampling of the network throughput.

When collisions are between 2% and 5%, congestion on the interface is within the normal operating range.

In a typical network, when collisions are greater than 5%, you may have a serious congestion problem on the interface. Review your LAN topology and design to reduce the number of network bottlenecks.

4. To stop the command, press CTRL-C.

-
- 3 _____
Check that the server and client platforms are appropriately sized. See the *5620 SAM Planning Guide* for more information.

END OF STEPS _____

15.5 Problem: Cannot view 5620 SAM alarms using 5620 NM client

15.5.1 Causes

Possible causes include incorrectly configured param.cfg parameters on the 5620 NM to allow the forwarding of alarms from the 5620 SAM.

15.5.2 Steps

- 1 _____
Open a command tool on the 5620 NM client station.
- 2 _____
Navigate to the AS tool IM directory by typing:
`/opt/netmgt/ALMAP/as/data/ascurim_0 ↵`
- 3 _____
Open the param.cfg file.
- 4 _____
Ensure the NSP_USE_NSP and CORBA_SERVER_DISCOVERY parameters are set to True.
- 5 _____
Save the changes and close the file.
- 6 _____
When the filters for CORBA are set to True, ensure the CORBA filter files are set correctly. Navigate to the AS tool IM configuration directory by typing:
`/opt/netmgt/ALMAP/as/data/ascurim_0/ASIMconfig ↵`
- 7 _____
Ensure the following filters are set in the ASIMconfig or ASIMFilter files:

`CORBA_ROOT_NAME_FILTER="*/*/AlarmSynchronizer*";
CORBA_ROOT_NAME_FILTER="*/*/EventChannelFactory*";
CORBA_ROOT_NAME_FILTER="*/*/X733EventChannel*";`

8

Save the changes and close the file.

END OF STEPS

15.6 Problem: Cannot place newly discovered device in managed state

15.6.1 Solution

If the newly discovered device cannot be placed in a managed state, ensure that the number of managed MDAs do not exceed the 5620 SAM license. Also, check for resynchronization problems between the managed network and the 5620 SAM. See [14.10 “Cannot manage new devices” \(p. 155\)](#).

15.7 Problem: User performs action, such as saving a configuration, but cannot see any results

15.7.1 Causes

Possible causes are:

- Failed SNMP communication between the server and managed device; see [14.9 “Problem: All SNMP traps from managed devices are arriving at one 5620 SAM server, or no SNMP traps are arriving” \(p. 155\)](#).
- Failed deployment of the configuration request.

15.7.2 Steps

1

For the 5620 SAM client, perform the following:

1. Choose Administration→NE Maintenance→Deployment from the 5620 SAM main menu.

The Deployment form opens. Incomplete deployments are listed, and deployer, tag, state and other information is displayed.

The possible states for a deployment are:

- Deployed
- Not Deployed
- Pending
- Failed — Resource Unavailable. Failure occurred because one of the resources required to apply the configuration is not present in the 5620 SAM database
- Failed — Configuration. Failure occurred because the configuration could not be applied to the specified objects
- Failed — Partial. Failure occurred at deployment and some of the configuration can be sent to the network

Problem: User performs action, such as saving a configuration, but cannot see any results

- Failed — Internal Error. Failure occurred due to general error conditions. Code is intended as a catch-all code for all other possible errors
- Cancelled
- Postponed

You can also suspend or resume deployment retries by clicking Suspend Retries or Resume Retries. You can clear a deployment by clicking Clear. When you clear a deployer, no further attempt is made to reconcile the network device status with the 5620 SAM database. Affected objects should be resynchronized.

If a deployment is not sent to a managed device, the intended configuration change is not made on the device.

2. Choose a failed deployment and click Properties to view additional information. The deployment properties form opens.

2

When a deployment fails and you receive a deployment alarm, check the following steps:

1. Using CLI, check on the device whether the deployment change is on the device.
2. If the change is on the device, the deployment alarm was likely raised because the configuration already exists on the device. Clear the failed deployment and resynchronize the device with the 5620 SAM.

If the change is not on the device, collect the information from the deployment properties form and contact your technical support representative.

3

i **Note:** These steps describe how to troubleshoot asynchronous deployment requests only. Nokia recommends that deployment requests be made in asynchronous mode.

For OSS clients, perform the following steps:

1. Browse real-time alarms received via JMS. An alarm denoting a deployment failure contains the following text:

```
Attribute: alarmClassTag Value: generic.DeploymentFailure
```

The alarm also contains additional information, including the object affected by the alarm and the severity of the alarm. See the *5620 SAM XML OSS Interface Developer Guide* for more information.

2. Find the following text in the alarm:

```
Attribute: requestID=requestID
```

The parameter specifies the request id sent with the original request. The request id should be unique per request.

3. Determine the original request using the request id.
4. Troubleshoot the original request. If there are problems with the original request, clear the deployer, fix the request, and send the new request. See the *5620 SAM XML OSS Interface Developer Guide* for more information.

-
5. If there are no problems with the original request, the failure may be caused by a network communication or device failure, or by packet collisions caused by conflicting configurations.

You can:

- resend the request
- troubleshoot your network or device

END OF STEPS

15.8 Problem: Device configuration backup not occurring

15.8.1 Steps

1

Use the 5620 SAM client to check the device database backup settings. Choose Administration→NE Maintenance→Backup/Restore from the 5620 SAM main menu. The Backup/Restore form opens.

2

Click on the Backup/Restore Status tab. The managed devices are listed and backup and restore status information is displayed.

3

Select the device and click Properties. The NE Backup/Restore Status form opens.

4

View the information in the Backup Status panel. A Backup State other than Successful may indicate a communication problem or a backup policy configuration error.

5

Ensure that the device configuration file and the associated index file are saved on the device and available for backup. Click on the Configuration Saves tab, and ensure that the Config Save State indicator reads Success.

See the appropriate device OS documentation for more information.

6

Click on the Backups tab to view a list of backup operations that are currently in progress. A backup operation disappears from the list after it completes.

7

Click on the Faults tab to view additional troubleshooting information.


-
- 8 _____
Close the NE Backup/Restore Status form. The Backup/Restore form is displayed.
- 9 _____
Use the information obtained from the NE Backup/Restore Status form to check the backup policy configuration, if required. Click on the Backup/Restore Policy tab.
- 10 _____
Select the backup policy for the device and click Properties. The Backup Policy (Edit) form opens.
- 11 _____
Ensure that the policy is assigned to the device.
1. Click on the Backup/Restore Policy Assignment tab.
 2. If required, configure a filter and click OK.
 3. Move the device to the Assigned Sites list if it is not there by selecting the site from the Unassigned Sites list and clicking on the right-arrow button.
 4. Click Apply to save changes, as required.
- 12 _____
Click on the General tab.
- 13 _____
Verify the parameter settings and modify, if required.
- 14 _____
Save the changes and close the form.
- END OF STEPS _____

15.9 Problem: 5620 SAM client GUI shuts down regularly

15.9.1 Causes

The 5620 SAM client GUI automatically shuts down under the following conditions:

- no activity on the GUI for a specified amount of time
- no communication between the GUI and the server for a specified amount of time.
- when there is an communication error that causes problems between the server and the client

 **Note:** Changing the OS clock setting on the server station can cause communication problems on the client. If the server clock setting changes significantly, the clients must log off

and the server must be restarted. Nokia recommends that the server OS clock be tied to a synchronous timing source to eliminate time shifts that may lead to polling and communication problems.

15.9.2 Steps

- 1 _____
Disable the GUI activity check, if required. Choose Administration→Security→5620 SAM User Security from the 5620 SAM main menu. The Security Management (Edit) form appears with the General tab selected.
- 2 _____
Set the Client Timeout (minutes) parameter to 0 to disable the GUI inactivity check. Alternately, you can configure a higher value for the parameter, to increase the time that must pass before the client GUI is shut down due to inactivity.
- 3 _____
Click Apply and close the form.

END OF STEPS _____

15.10 Problem: Configuration change not displayed on 5620 SAM client GUI

15.10.1 Solution

The 5620 SAM supports the configuration of complex objects, for example, services, using configuration forms or templates. Additional configuration forms and steps may be contained by main, or parent, configuration form. For example, when you configure a VLL service, a site configuration form is contained within the main configuration form. In turn, an L2 interface configuration form is contained within the site configuration form. Alternatively, when you use service templates, parent templates for site configuration must also be configured.

Objects configured in contained configuration forms are not saved until the parent configuration form is saved. For example, when you configure a VLL service, sites or L2 interfaces that you configure are not saved during service creation until the parent configuration form is saved. You cannot view new objects or new object configurations in other parts of the GUI, such as the navigation tree, until the service is saved. The 5620 SAM displays a dialog box to indicate that configured objects in a configuration form are not saved until the parent configuration forms are saved.

15.11 Problem: List or search function takes too long to complete

15.11.1 Solution

You can perform simple listings or complex searches using the Manage menu on the 5620 SAM main menu to query the database for information about services, customers, and other managed entities.

Depending on the type of information and the number of entries returned, a list or search operation may take considerable time to complete. As a general rule, Nokia recommends that you use filters to restrict the number of items in a list or search operation to 10 000 or fewer.

See the *5620 SAM User Guide* for information about the 5620 SAM client GUI list and search functionality. See the *5620 SAM Planning Guide* for information about 5620 SAM scalability and system capacity guidelines.

15.12 Problem: Cannot select certain menu options or cannot save certain configurations

15.12.1 Solution

The 5620 SAM allows the administrator to restrict access to parts of the GUI, or restrict the ability of a user to configure objects or save configurations. Check with your administrator to determine your permissions and scope of command. As well, the 5620 SAM license must enable the appropriate software module to perform a certain function.

When an administrator changes user or user group permissions from the 5620 SAM security menus, the changes take effect immediately and determine the actions that a user can perform from the client GUI.

See [14.10 “Cannot manage new devices” \(p. 155\)](#) for information about viewing license information to determine which modules are installed.

15.13 Problem: Cannot clear alarms using 5620 SAM client GUI

15.13.1 Solution

If you cannot clear alarms, there may be an underlying database issue. Collect the logs outlined in [11.2 “To collect 5620 SAM log files” \(p. 103\)](#) and contact your technical support representative.

15.14 Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI

15.14.1 Cause

When an NE user account is created, modified, or deleted using the CLI, the 5620 SAM client GUI does not update the user list in the NE User Profiles form. For increased security, the NE does not send a trap for changes made to NE user accounts. You can update the 5620 SAM with the NE user account changes by resynchronizing the NE.

Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI

15.14.2 Steps

1

On the Equipment tree, navigate to the NE. The path is Network→NE.

2

Right-click on the NE and choose Resync.

The Resync menu option specifies that SNMP MIB and CLI information bases are reread to resynchronize them with the 5620 SAM, which also resynchronizes the network management settings with the router. Resynchronization does not impact the contents of the historical statistics database.

END OF STEPS

Problem: The 5620 SAM client GUI does not display NE user accounts created, modified, or deleted using the CLI
