

CA UIM

Probe Guide for Healthcheck healthcheck 1.04



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Documentation Changes

This table describes the version history for this document.

Version	Date	What's New?
1.0	03/2015	First version of this document
1.1	04/2015	Minor updates to doc.

Chapter 1: Overview

The healthcheck probe is used to generate UIM health information for use in health checks and support scenarios.

The reports created are:

- Alarm Summary
- Data Engine Stats
- Devices With No Data
- Discovery Duplicates
- Hub Topology
- New Hub Topology
- Hub Throughput Stats
- Hub Subscriber Stats
- Hub Tunnel Stats
- NAS Summary
- Probe Deployment Stats
- User List

These reports provide information that can be useful to your internal support staff or can be provided to CA support staff to help understand/troubleshoot issues you may be experiencing.

Limitations

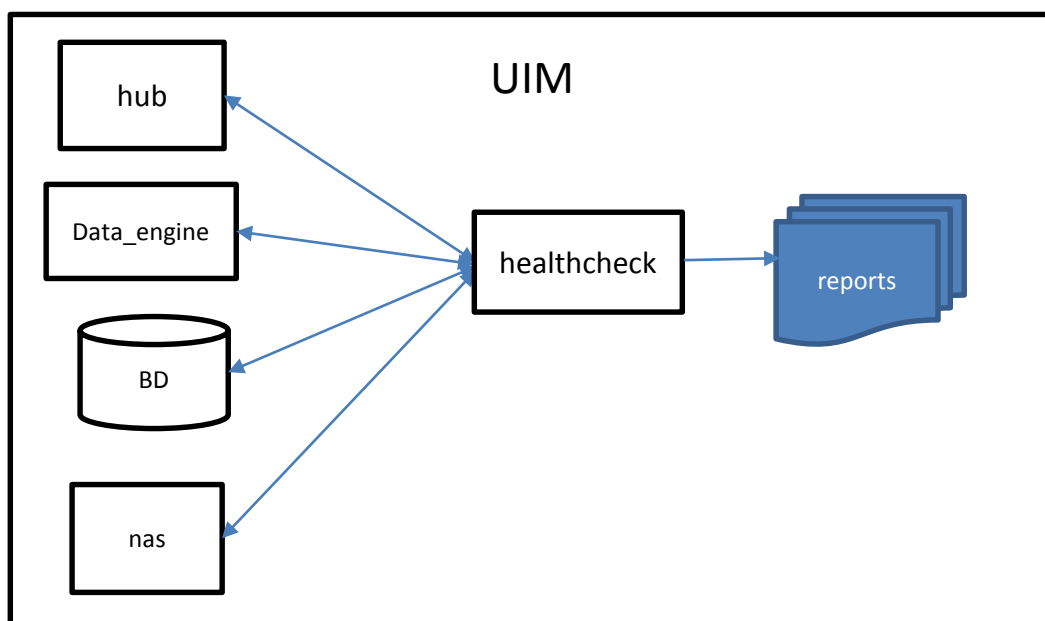
This probe only collects data on request and the request is in the form of a probe callback. So you can use the probe utility to request the creation of the reports or you could write a program to call this for you (this does not exist today).

This probe requires direct access to the Nimsoft database so make sure the system you are deploying it to can communicate with the database.

This probe cannot run on a passive robot as it issues callback requests to the hub as well as other probes and this is not allowed on a passive robot. It must be installed directly on the primary hub.

Architecture

Is written in java and runs as a probe but does nothing until the callback `run_health_check` is executed.



The healthcheck probe issues callbacks to various probes and queries the database to gather the information for the reports:

hub:

- list_subscribers
- get_perf_data
- gethubs
- tunnel_get_info
- user_list

data_engine:

- get_definition_report

nas

- get_info
- get_ao_status

database queries

- **DATABASE SIZE** - SELECT database_name = DB_NAME(database_id),
log_size_mb = CAST(SUM(CASE WHEN type_desc = 'LOG' THEN size END) * 8. /
1024 AS DECIMAL(8,2)), row_size_mb = CAST(SUM(CASE WHEN type_desc =
'ROWS' THEN size END) * 8. / 1024 AS DECIMAL(8,2)), total_size_mb =
CAST(SUM(size) * 8. / 1024 AS DECIMAL(8,2)) FROM sys.master_files
WITH(NOWAIT) WHERE database_id = DB_ID() GROUP BY database_id

- **ACCOUNT LIST** - SELECT a.name, a.description as account_description, c.login_name, c.description as contact_description, c.acl FROM CM_CONTACT c INNER JOIN CM_ACCOUNT a ON c.account_id=a.account_id
- **PROBE COUNT** - select distinct probe_name, COUNT(*) as probe_count from cm_nimbus_probe where active = 1 group by probe_name
- **DISCOVERY DUPLICATES** - select DISTINCT(o.name), o.ip, o.origin, oc.dupeCount from cm_computer_system o inner join (SELECT name, COUNT(*) AS dupeCount FROM CM_COMPUTER_SYSTEM GROUP BY name HAVING COUNT(*) > 1) oc on o.name = oc.name
- **DEVICES WITH NO DATA** - select distinct(source), robot, probe, origin, qos, r_table from S_QOS_DATA where table_id in (select table_id from " + it.next() + " group by table_id having datediff(day, max(sampletime), getdate()) > 14)

This section contains the following topics:

[About This Guide](#) (see page 8)

[Related Documentation](#) (see page 8)

[Release Summary](#) (see page 8)

[Files](#) (page 8)

[Preconfiguration Requirements](#) (see page 9)

About This Guide

This guide is for the CA UIM Administrator to help understand the configuration of the healthcheck probe.

Related Documentation

For related information that may be of interest, see the following material:

Related Documentation

Documentation for other versions of the healthcheck probe

The Release Notes for the healthcheck probe

[User documentation for the Admin Console](#)

Monitor Metrics Reference Information for CA UIM Probes

(http://docs.nimsoft.com/prodhelp/en_US/Probes/ProbeReference/index.htm)

Release Summary

Please refer to the [UIM Compatibility Support Matrix](#) for the latest information on supported platforms. See also the [Support Matrix for UIM Probes](#) for additional specific information on the healthcheck probe.

Files

The healthcheck has the following files:

Name	Size	Description
healthcheck.log	1Mb	This is the probe log file and will grow to the size of 1Mb then gets rolled to the _healthcheck.log file.
_healthcheck.log	1Mb	This is the rolled version of the healthcheck .log file.
healthcheck.cfg	<1kb	Probe configuration file.

healthcheck.cfx	<1kb	The package configuration file that the healthcheck.cfg file is created from.
assets/	<1kb	Html files for formatting the reports
lib/	<5Mb	Probe executable files
reports/	<10Mb	This is where the report files are created
reports/css	580kb	Report format files
reports/fonts	152kb	Report font files
reports/images	76kb	Report image files
reports/js	680kb	Report Jscript files

Preconfiguration Requirements

This section contains the preconfiguration requirements for the UIM healthcheck probe.

Supported Platforms

The healthcheck probe is supported on the same set of operating systems and databases as the UIM Server solution. Please refer to the:

- [UIM Compatibility Support Matrix](#) for the latest information on supported platforms.

System Requirements

The healthcheck probe should be installed on systems with the following minimum resources:

- Memory: 2-4GB of RAM. Probe's OOB configuration requires 256MB of RAM'
- CPU: 3GHz dual-core processor, 32-bit or 64-bit

Software Requirements

The healthcheck probe requires the following software environment:

- UIM Server 7.5 or later
- UIM Robot 7.00 or later

Probe Deployment Information

There are three ways to distribute archive packages. You can distribute the package within the web-based Admin Console (for supported probes), from within Infrastructure

Manager, or use the standalone UIM Distribution application. See [Probe Deployment](#) for more information on deploying probes.

Chapter 2: Configuration Details

The probe will start when installed but does nothing until the `run_health_check` callback is executed.

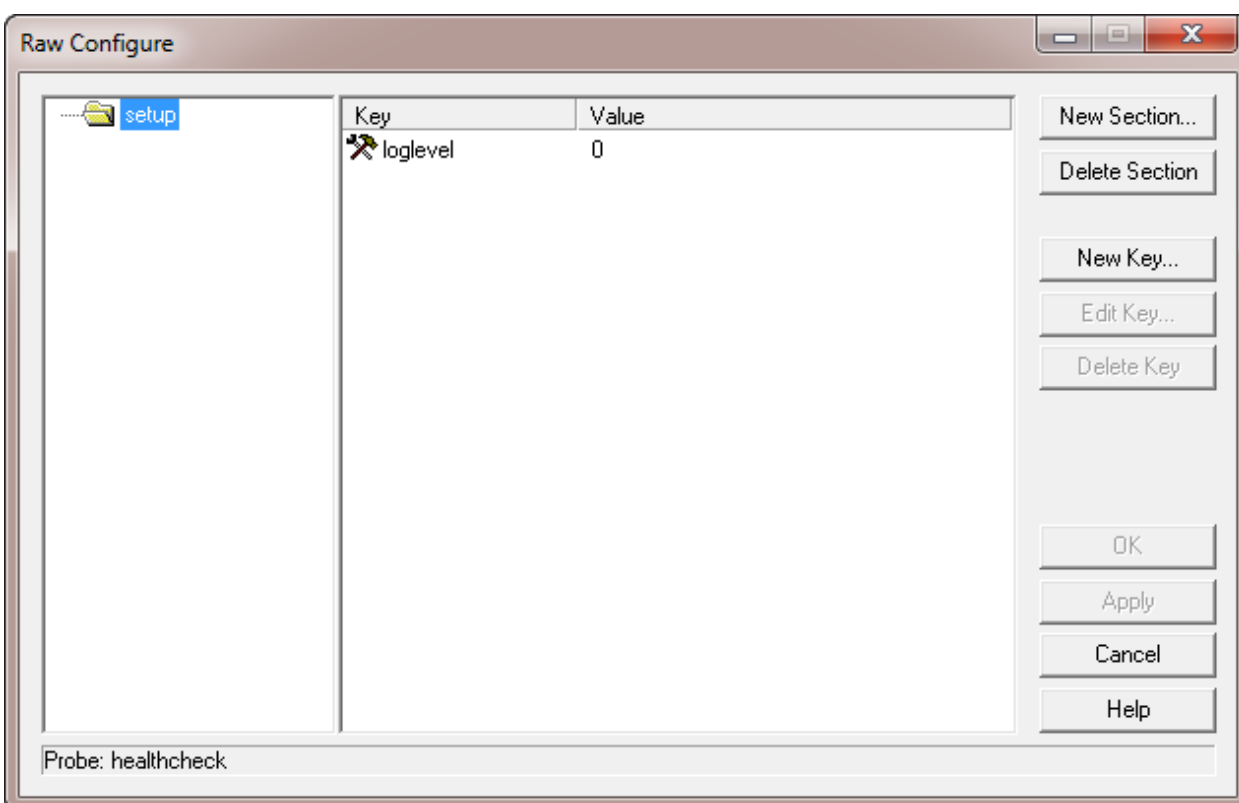
Probe GUI

Configuration of the probe is through Raw Configure only. There is only the setup section, which is outlined here.

Probe Configuration

The healthcheck has only a setup section to determine the loglevel.

Setup section

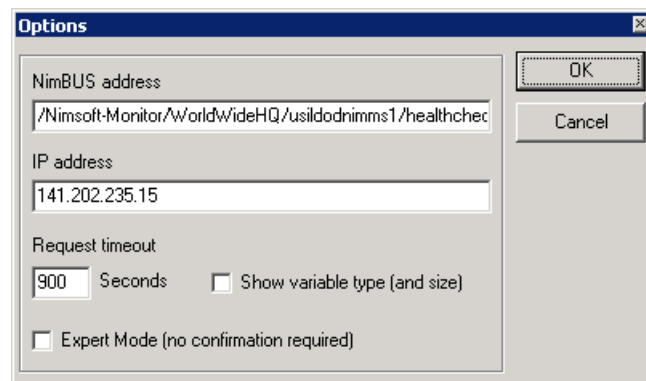


Key	Values	Explanation
loglevel	0-5	Level of detail for log messages. Level 3 will show detailed information about messages be read, processed and published.

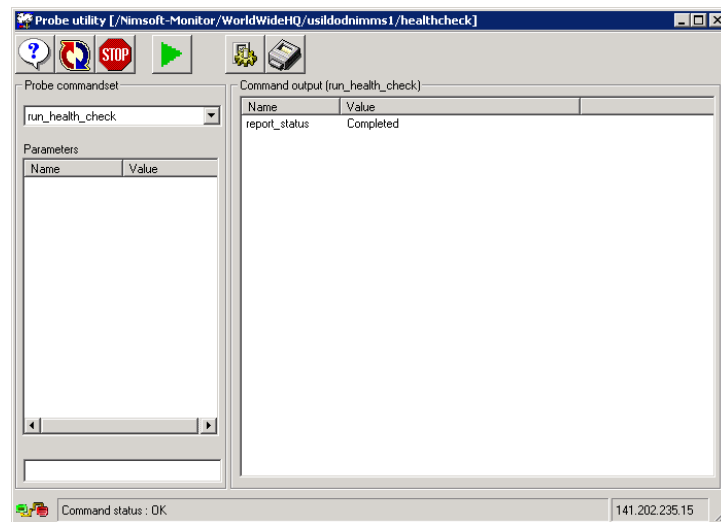
Procedures

Follow this procedure:

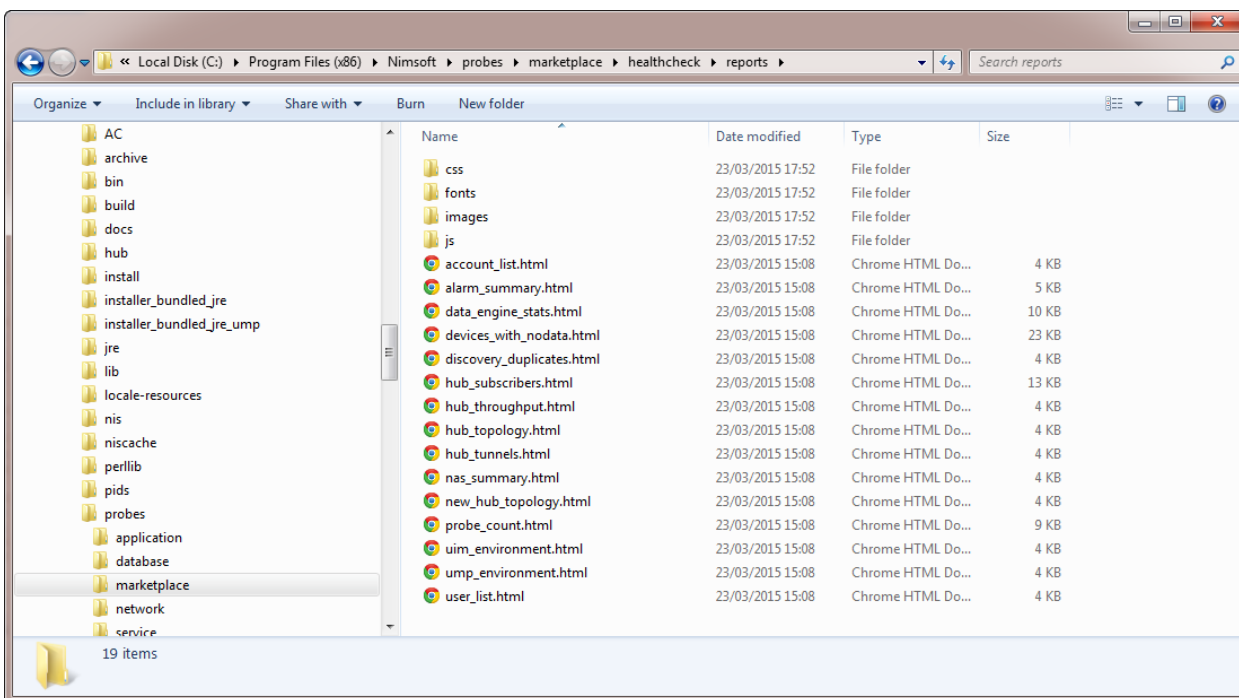
1. install the healthcheck probe on the primary hub
2. activate the healthcheck probe (if not already active)
3. Open the probe utility
 - Infrastructure Manager – press left-control and P to open
 - Admin Console – select Probe Utility from the dropdown
4. Change the Request timeout
 - Click the Options button in the probe utility (gear)
 - Set the request timeout to a higher number (900)



5. Run the **run_health_check** callback by pressing the green arrow



6. The Command output window of the probe utility should return **Completed**.
7. Check the *probes/marketplace/healthcheck/reports* folder for the reports



Health Check

Account List

Alarm Summary

Data Engine Stats

Devices With No Data

Discovery Duplicates

Hub Topology

New Hub Topology

Hub Throughput Stats

Hub Subscriber Stats

Hub Tunnel Stats

NAS Summary

Probe Deployment Stats

User List

Database Size Statistics

Show 10 entries

Search:

Database Name	Log Size	Row Size	Total Size
CA_UIM	163.69 MB	170.06 MB	333.75 MB

Showing 1 to 1 of 1 entries

Previous 1 Next

QOS Table Statistics

Show 10 entries

Search:

QOS	Table	Rows	Size
QOS_COMPUTER_UPTIME	QOS_DATA_0014	40	0 MB
QOS_CPU_MULTI_USAGE	QOS_DATA_0015	120	0 MB
QOS_CPU_USAGE	QOS_DATA_0003	1746	0 MB
QOS_DISK_USAGE	QOS_DATA_0024	2343	0 MB
QOS_DISK_USAGE_PERC	QOS_DATA_0002	2343	0 MB
QOS_FILESIZE	QOS_DATA_0004	122589	9 MB
QOS_MEMORY_PAGING	QOS_DATA_0019	347	0 MB
QOS_MEMORY_PAGING_PGSPS	QOS_DATA_0018	116	0 MB
QOS_MEMORY_PERC_USAGE	QOS_DATA_0017	347	0 MB
QOS_MEMORY_PHYSICAL	QOS_DATA_0020	116	0 MB

Showing 1 to 10 of 29 entries

Previous 1 2 3 Next

Chapter 3: QoS Threshold Metrics

Many UIM probes ship with default QoS threshold values set. The default threshold values provide an idea of the type of values to be entered in the fields and are not necessarily recommended best practice values. To aid in tuning thresholds and reducing false-positive alarms, this section describes the QoS metrics and provides the default QoS thresholds.

healthcheck QoS Metrics

The *healthcheck* probe does not create any QoS metrics.

healthcheck Alert Metrics Default Settings

This section contains the alert metric default settings for the *healthcheck* probe.

The healthcheck does not create any alarm messages.

Chapter 4: Known Issues

This section contains a list of known issues in this release.

There are no known issues with this version of the probe.

Chapter 5: Troubleshooting and FAQs

This section contains troubleshooting information for the *healthcheck* probe.

Probe fails to start

From the probe directory <CA UIM>/Probes/marketplace/healthcheck directory, open a command line shell and run the probe manually:

Windows

```
C:\Program Files (x86)\Nimsoft\probes\marketplace\healthcheck> ..\..\jre\jre7\bin\java.exe -cp "lib\*"
com.nimsoft.field.health_check.HealthCheck
```

Take a note of any errors on the command line.

Unix

```
# ../../jre/jre7/bin/java.exe -cp lib/* com.nimsoft.field.health_check.HealthCheck
```

Take a note of any errors on the command line.