Monitoring of OpenScape Xpert with OpenScape FM

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This document describes how OpenScape Xpert and MLC can be monitored with OpenScape FM.

Monitoring of OpenScape Xpert

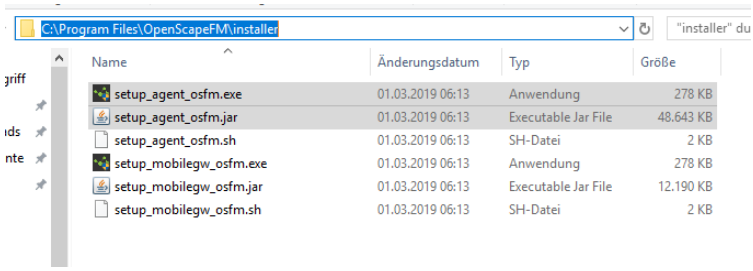
To monitor OpenScape Xpert, an OpenScape FM system management agent has to be installed on the system manager. On this agent, the OpenScape Xpert monitor can be configured. It monitors the status of the turrets and the connections of distributed system managers.

In addition, the standard monitoring template “Basic Monitoring” can be used to monitor general system parameters like CPU/Memory/Disk/Network load.

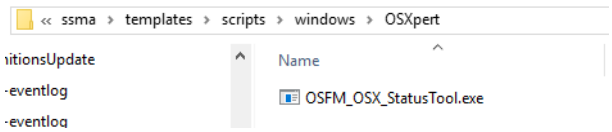
Installation and preparation of the System Management Agent

Before an OS Xpert environment can be monitored, an OS FM system management agent must be installed on the system manager. This can be done as follows:

1. Copy the installation binaries of the agent to the system manager. The installation binaries can be found e.g. in the installation directory of OpenScape FM in the folder “installer”. You need two files: setup_agent_osfm.exe and setup_agent_osfm.jar:

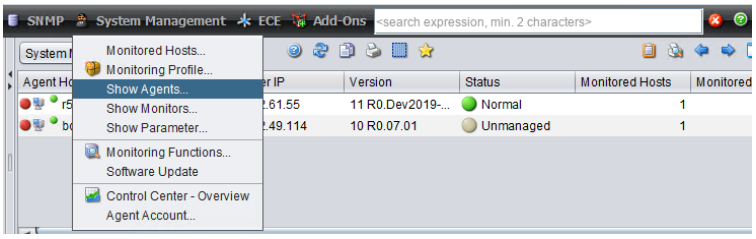


2. After copying the files to the system manager, start the installation by executing setup_agent_osfm.exe and follow the instructions on the screen.
3. To monitor an OS Xpert environment, the system management agent needs a special command line tool provided by OS Xpert. It is part of the OS Xpert software package and can be found in the folder Tools\OpenScapeFaultManagementTool. Copy all files contained in this directory into the system management agent installation folder `ssma\templates\scripts\windows\OSXpert` and replace existing files.



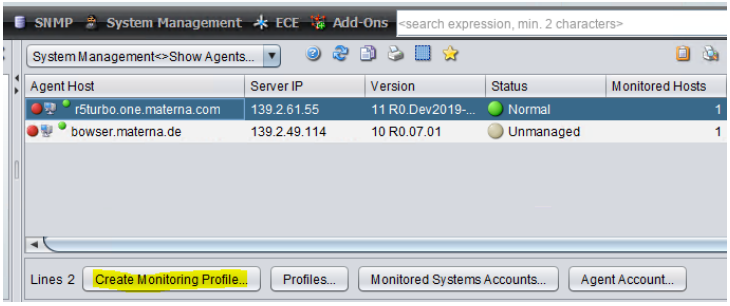
   Note that there may be more files in this directory than shown in the screen shot. It is *not necessary* to restart the agent after copying the files.

After the OpenScape FM system management agent was installed and prepared on the system manager, the monitor can be configured in the OpenScape FM Java client. Click on the main menu item “System Management/Show Agents” and locate the agent of the system manager.



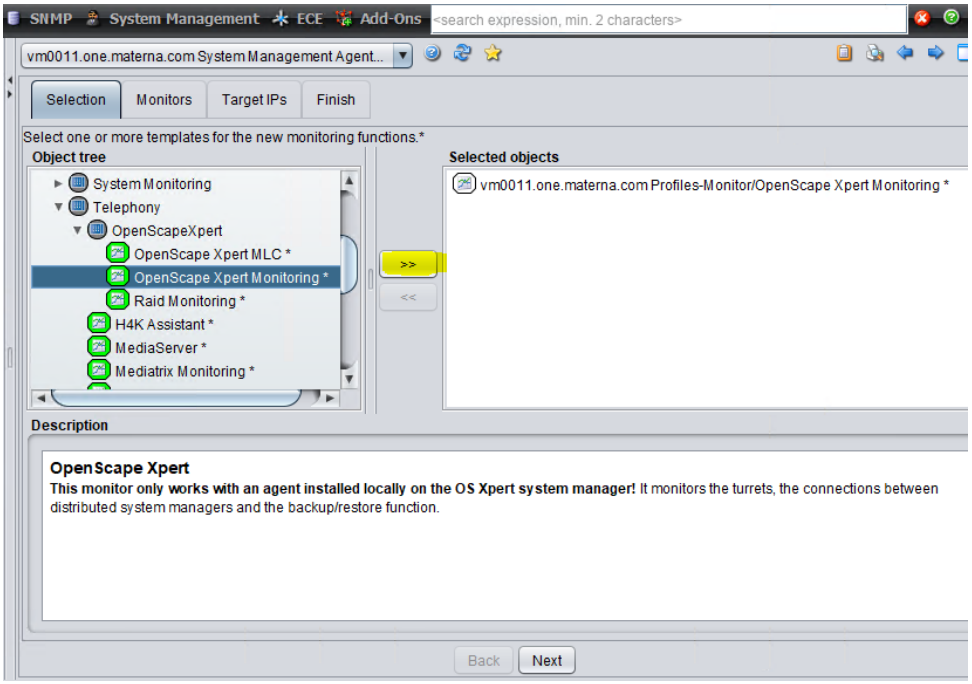
If it does not appear in the list, you have to add the IP node first via the main menu item “IP Manager/New/Node” where you can enter the IP address of the system manager. If you get a message that it already exists, locate it e.g. via the full text search located in the upper right corner and invoke “Host/Discovery” from the popup menu of the corresponding IP node.

Select the agent of the system manager in the list and click the button “Create Monitoring Profile”:



The OS Xpert monitoring templates can be found below “Telephony”.

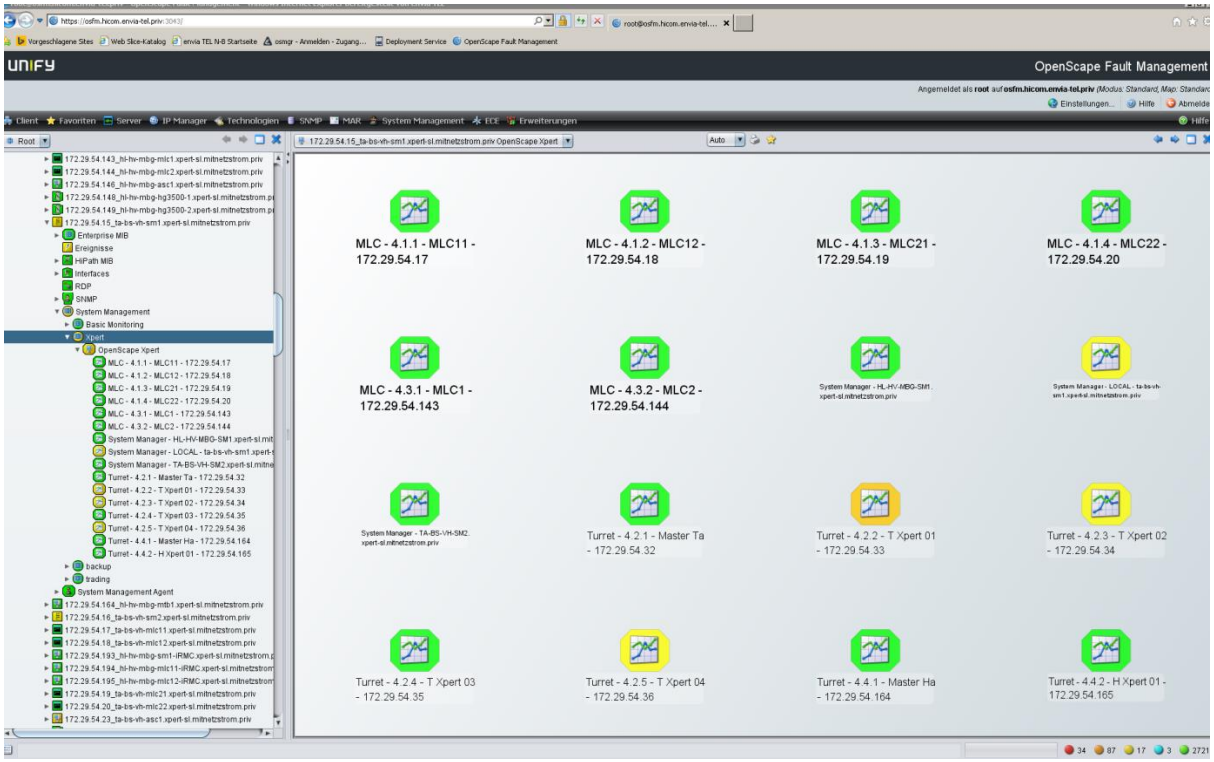
For the OS Xpert system manager, the template “OpenScape Xpert Monitoring” has to be selected and moved to the list of selected objects:



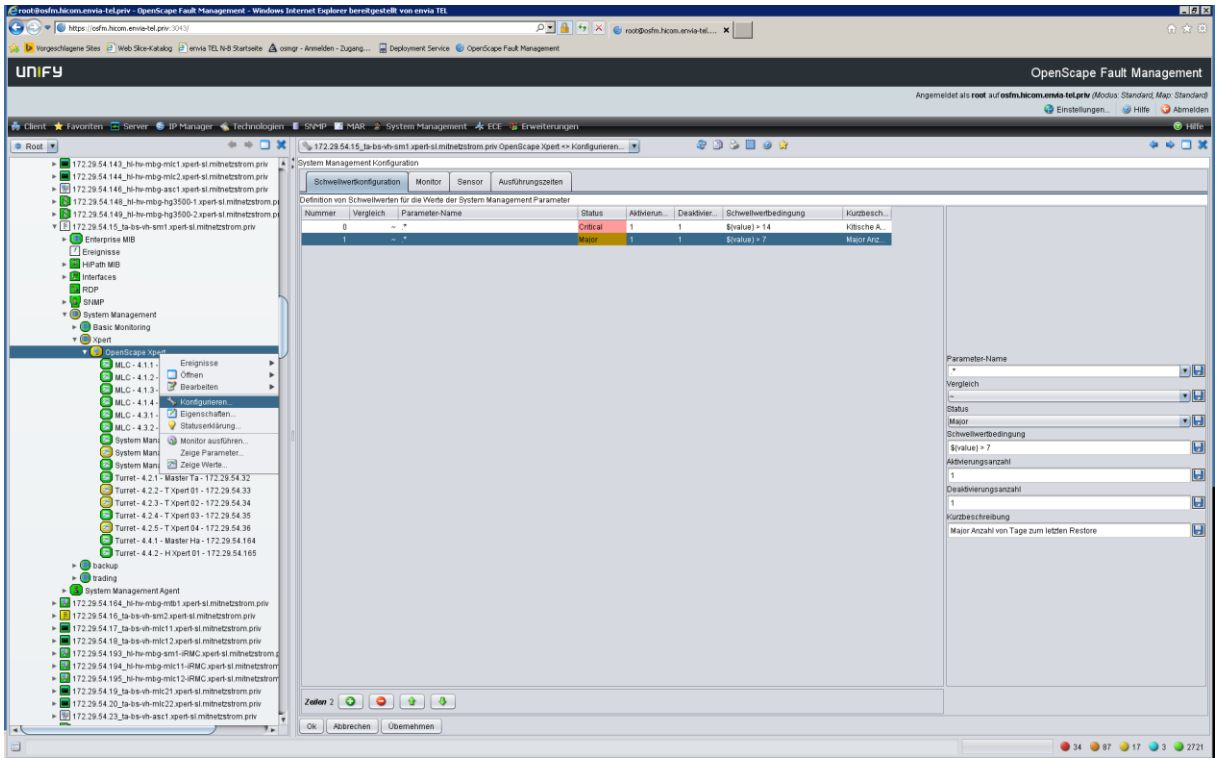
Additional configuration like the configuration of target IPs is not necessary – just step through the configuration wizard and click on “Save & Activate” on the last page.

If you also want to monitor system parameters like CPU/disk/memory/network, the template “Basic Monitoring” below “System Monitoring” and can be activated in the same way.

In the FM client, the OSXpert monitoring looks like this:



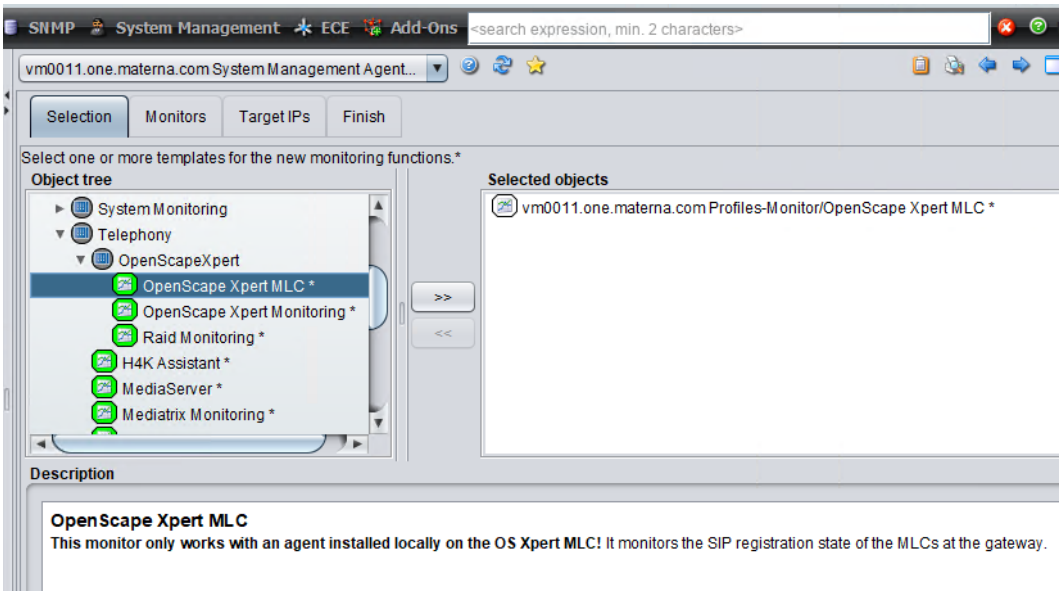
The monitoring of the backup and restore functionality is configured via thresholds according to the customer requirements. This is done via “Configure” on the related monitor object in the FM client and selection of the “Thresholds” tab. The default threshold configuration ${value} > 14 days since last restore (critical alarm).and ${value} > 7 days since last restore (major alarm).

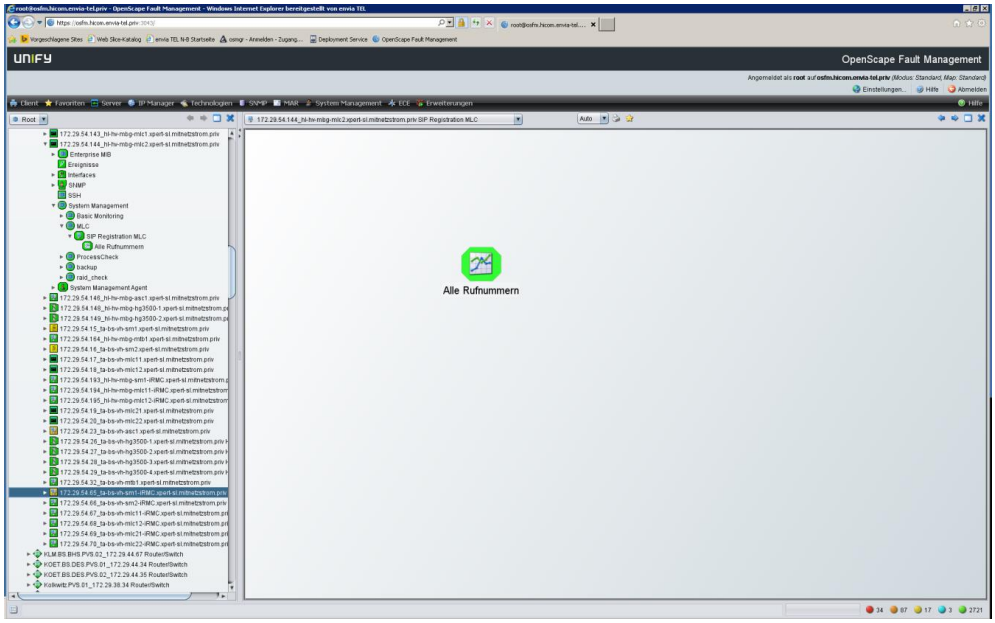


Monitoring of MLC SIP registration

To monitor the MLC SIP registration, an OpenScape FM system management agent has to be installed on the MLC. After installation of the agent, the new monitoring function can be added as described above via “System Management/Show Agents”. The monitor is called “OpenScape Xpert MLC” and can be found below “Telephony”. It monitors the MLC log file for successful or failed SIP registrations.

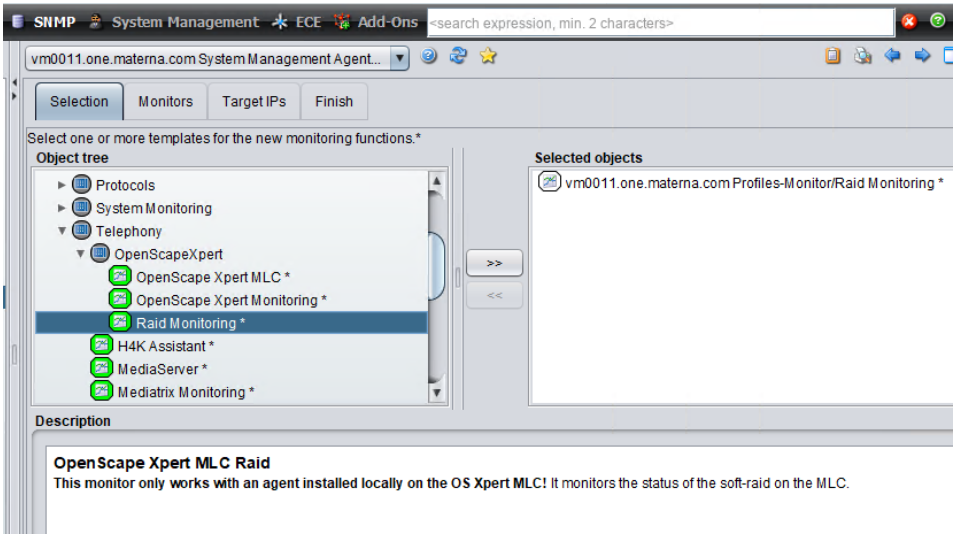
If the MLC is started, all subscriber numbers along with their registration state are displayed. After longer faultless operation, the subscriber numbers can not be extracted from the log file anymore and just the icon “all subscriber numbers” is displayed.



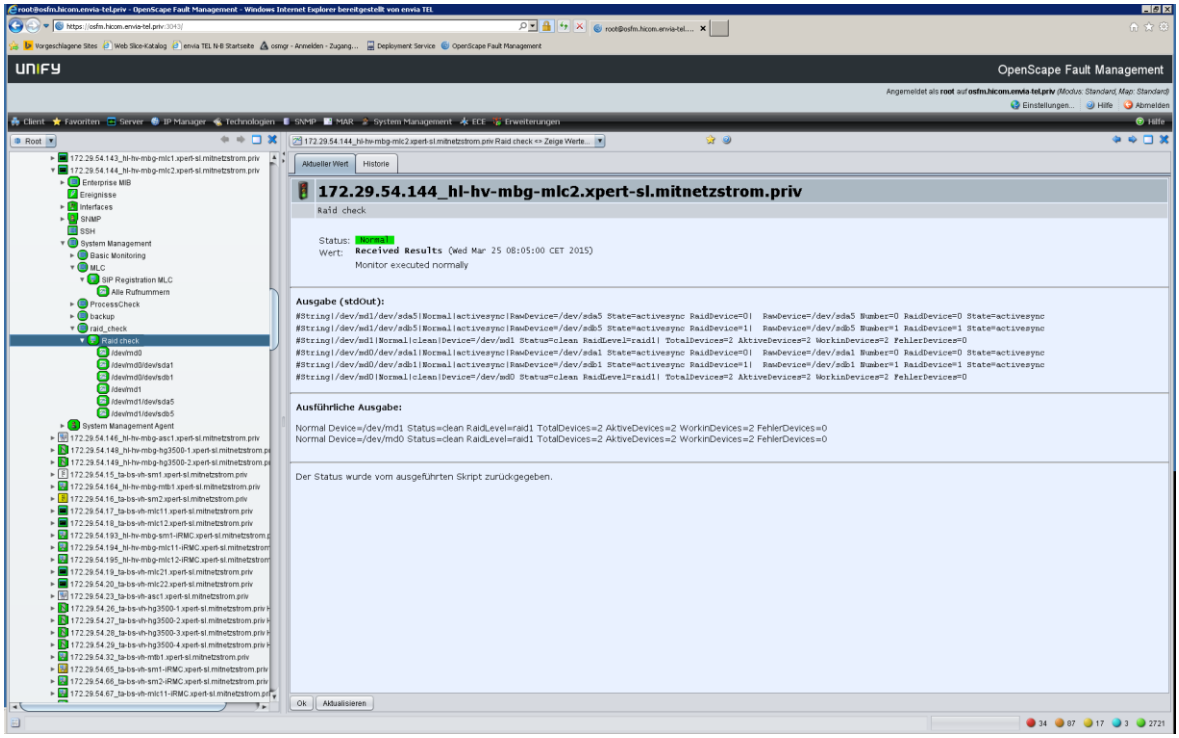


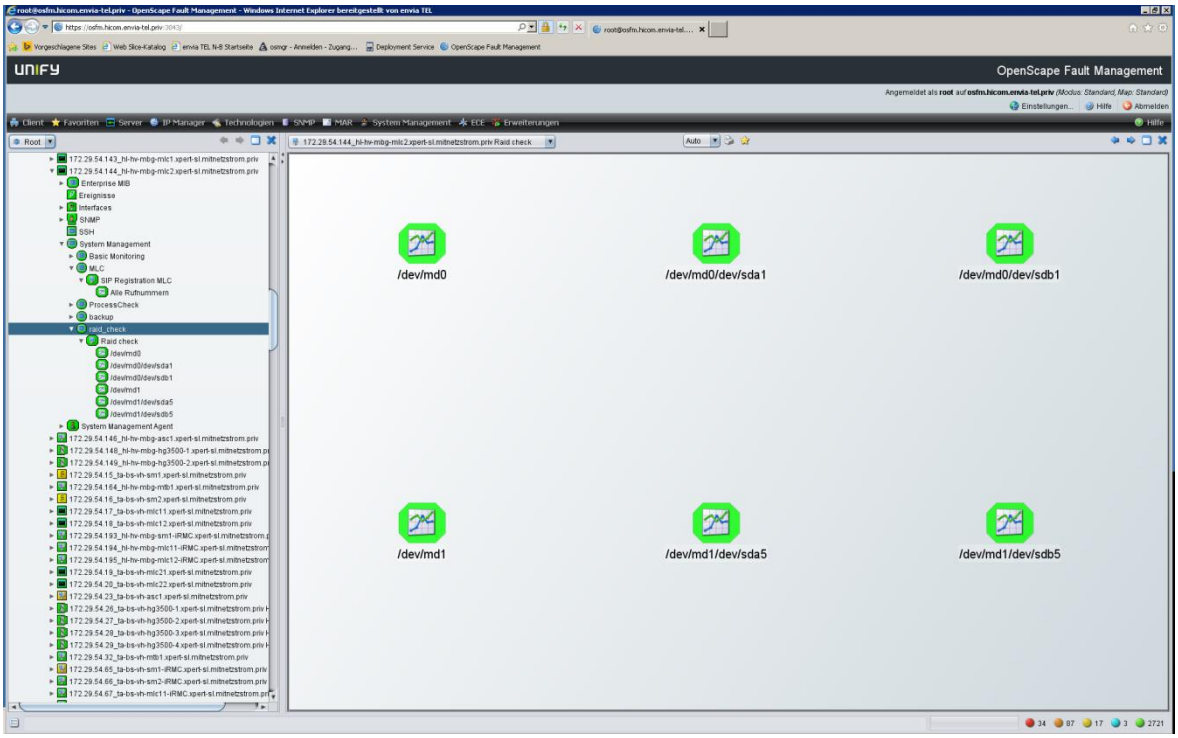
Monitoring of MLC soft raid

To monitor the status of the soft raid, a locally installed OpenScape FM system management agent has to be used on the MLC. To configure the soft raid monitor, select “System management/Show Agents” from the main menu bar. Select the system management agent of the MLC and click the button “Create Monitoring Profile”. The template for the soft raid can be found below “Telephony/OpenScapeXpert” and is called “RaidMonitoring”:



The monitor shows the status of the related linux devices.




OpenScape Fault Management
/dev/md0
/dev/md0/dev/sda1
/dev/md0/dev/sdb1
/dev/md1
/dev/md1/dev/sda5
/dev/md1/dev/sdb5