NORTEL NETWORKS

Preside Multiservice Data Manager

MDMWeb

User Guide

241-6001-030

Preside Multiservice Data Manager
MDMWeb
User Guide

Publication: 241-6001-030
Document status: Standard
Document version: 14.3RSUP
Document date: December 2003

Publication history

December 2003

14.3RSUP Standard
Commercial availability

Contents

Chapter 9
Troubled components   **95**

Chapter 10
MDMWeb error messages   **99**

Appendix A
Engineering Information   **107**

Index   **109**

About this document

This document describes the graphical user interface and tasks of the MDMWeb software.

The following topics are discussed in this section:

- "Who should read this document and why" (page 11)

- "What you need to know" (page 11)

- "How this guide is organized" (page 12)

- "What's new in this document" (page 12)

- "Text conventions" (page 13)

- "Mouse button functions" (page 14)

- "Related documents" (page 14)

Who should read this document and why

This document is intended for those who use the Nortel Networks MDMWeb software application. This guide describes MDMWeb software capabilities and details the MDMWeb graphical user interface.

What you need to know

This document assumes knowledge in the following areas:

- Preside Multiservice Data Manager (MDM)

- Sun Solaris operating system

- the MDMWeb client operating system, for example Windows 2000 or Windows NT

- Java scripts and applications

How this guide is organized

The information in this guide is organized as follows:

- "Introduction" (page 15) provides an overview of MDMWeb software and its capabilities.

- "MDMWeb desktops" (page 21) provides a description of the available MDMWeb desktops.

- "Getting started with MDMWeb client" (page 27) describes the MDMWeb graphical user interface and how to start the MDMWeb client.

- "MDMWeb alarm display" (page 45) describes the MDMWeb alarm display application.

- "MDMWeb command console" (page 61) describes the MDMWeb command console application.

- "MDMWeb network status" (page 71) describes the MDMWeb network status application.

- "MDMWeb network browser" (page 77) describes the MDMWeb network browser.

- "MDMWeb component information viewer" (page 81) describes the MDMWeb component information viewer application.

- "MDMWeb error messages" (page 99) provides a list of MDMWeb error messages and their remedial actions.

What's new in this document

The following feature was added to this document:

- "MDM Shelf View Enhancements" (page 12)

MDM Shelf View Enhancements

All references to ccagent in this document have been replaced with psvagent. Psvagent has chaned to a full-time server and incorporates ccagent functionality.

Text conventions

This document uses the following text conventions:

- `nonproportional spaced plain type`

  Nonproportional spaced plain type represents system generated text or text that appears on your screen.

- nonproportional spaced bold type

  Nonproportional spaced bold type represents words that you should type or that you should select on the screen.

- *italics*

  Statements that appear in italics in a procedure explain the results of a particular step and appear immediately following the step.

  Words that appear in italics in text are for naming.

- `[optional_parameter]`

  Words in square brackets represent optional parameters. The command can be entered with or without the words in the square brackets.

- `<general_term>`

  Words in angle brackets represent variables which are to be replaced with specific values.

- UPPERCASE, lowercase

  In Preside Multiservice Data Manager (MDM), uppercase and lowercase letters that appear in UNIX commands and parameters must be matched exactly. The system matches upper and lowercase characters differently.

- |

  This symbol separates items from which you may select one; for example, ON|OFF indicates that you may specify ON or OFF. If you do not make a choice, a default ON is assumed.

- ...

  Three dots in a command indicate that the parameter may be repeated more than once in succession.

The term absolute pathname refers to the full specification of a path starting from the root directory. Absolute pathnames always begin with the slash (/) symbol. A relative pathname takes the current directory as its starting point, and starts with any alphanumeric character (other than /)

Mouse button functions

This documentation assumes default mouse button settings. The default functionality and relative position of these buttons are as follows:

- select, or left, mouse button
  Use this button for such tasks as selecting items that will be subject to further action.

- modify, or middle, mouse button
  Use this button for such tasks as drag and drop operations.

- menu, or right, mouse button
  Use this button for such tasks as opening pop-up menus.

Related documents

See the following documents for related information:

- 241-6001-011 *Preside MDM Fault Management User Guide*

- 241-6001-117 *Preside MDMWeb Installation Guide*

Chapter 1
Introduction

This section provides an overview of the MDMWeb software application and includes the following topics:

- "What is MDMWeb?" (page 15)

- "Benefits" (page 16)

- "MDMWeb applications" (page 17)

- "MDMWeb access options" (page 18)

- "Intranet access options" (page 19)

- "Network partitioning" (page 20)

What is MDMWeb?

MDMWeb is an add-on software application to the Nortel Networks Preside Multiservice Data Manager (MDM) package. MDMWeb consists of various applications that let you perform fault management using a common desktop environment. You run MDMWeb as a stand-alone application.

MDMWeb supports any network element that is supported by Preside MDM, including Passport, Data Packet Network (DPN), and Simple Network Management Protocol (SNMP) devices.

MDMWeb has a client/server architecture. The client supports multiple platforms that include Solaris, Windows 2000, Windows NT, and Windows XP; the server supports the Solaris platform.

Benefits

MDMWeb offers the advantages of Preside Multiservice Data Manager (MDM) fault management plus the following:

- increased network flexibility
  The MDMWeb client runs on multiple platforms including Solaris, Windows 2000, Windows NT, and Windows XP. As a result, there is greater flexibility for deploying network management stations throughout your organization.

- increased network access
  MDMWeb lets you perform network management from remote locations, for example from a remote office or from home.

- MDM architecture
  MDMWeb is built on top of MDM, providing the same reliability, scalability, and performance as MDM.

- MDM device support
  MDMWeb supports any network element that is supported by MDM.

- flexible deployment options
  MDMWeb runs from a common desktop environment as a standalone application.

- remote dial-in capability
  MDMWeb clients can operate within a customer intranet that is LAN-based, WAN-based, or both. Consequently, you can launch client applications in a network that spans different sites or regions using a remote dial-in facility.

- intranet access
  MDMWeb clients can operate into a customer intranet, if the appropriate intranet access is available.

- network partitioning
  MDMWeb provides the ability to partition the network so that specific network segments are available to specific users. Partitioning does not require an MDM workstation for each partition. Rather, you can partition the network using a single workstation.

- customize tools
  MDMWeb clients can integrate non-MDMWeb tools into the MDMWeb desktop.

- alarm history information
  MDMWeb gives you increased alarm history information if you choose to access alarm information through the real time alarm collection tool (RTAC).

- launching MDMWeb applications from an invisible desktop
  MDMWeb applications can be launched from outside MDMWeb's desktops. This enables MDMWeb applications to be integrated into the MDM toolset or into another management platform.

- reduced number of fixed ports
  The MDMWeb agent mnsdagent is the only agent that requires a fixed port. The ports for the other agents are assigned dynamically.

- agent configuration
  MDMWeb agents can be configured using MDM's software configuration tool.

MDMWeb applications

MDMWeb software includes various applications for fault management and an application for browsing Nortel Networks Technical Publications (NTPs). The applications are as follows:

- login
  automatically starts when you log into MDMWeb. Its purpose is to authenticate the login user ID and password

- system log display
  captures trace, information, and error messages

- alarm display
  displays alarms in the network, either in active alarm mode or in alarm log mode

- command console
  establishes a group connection and directly accesses the network device to allow command input

- connection management
  lets you connect to or disconnect from groups within the network

- network status
  provides a high-level view of the network status including component states

- network browser
  displays network element states and allows you to navigate the network hierarchy

- component information viewer
  provides state and alarm information for a specified component

- troubled components
  displays devices and subcomponents in a troubled state

- server status display
  displays information on the various Preside MDM servers, including their current state

- prefix editor
  creates a prefix list for use by the Command Console application

- online documentation
  provides browsing capabilities for online documentation

MDMWeb access options

How you access and use MDMWeb depends on the following:

- the selected MDMWeb client platform

- the selected MDMWeb deployment option

MDMWeb client platforms

Although the MDMWeb server runs on a Solaris platform, the MDMWeb client runs on multiple platforms. This lets you access MDMWeb from platforms that include Solaris, Windows 2000, Windows NT, and Windows XP.

MDMWeb deployment options

Some of the available MDMWeb client platforms offer a choice of deployment options. Your installation may deploy MDMWeb as a client application. The MDMWeb client application is a Java-based, standalone application.

MDMWeb access possibilities

The following list details the possible combinations of platforms and deployment options that MDMWeb supports:

*   Solaris with a client application

*   Windows 2000 with a client application

*   Windows NT with a client application

*   Windows XP with a client application

"Starting the MDMWeb client" (page 28) provides access information for each entry in the preceding list. Refer to the startup information that is relevant to the configuration at your site.

Intranet access options

You can start MDMWeb clients by using an intranet. If the LAN-based or WAN-based intranet spans different regions and sites, use remote acess applications into the intranet to connect the client applications to the MDMWeb server.

The figure "Intranet access to MDMWeb" (page 20) shows access to MDMWeb using the intranet.

Figure 1
Intranet access to MDMWeb
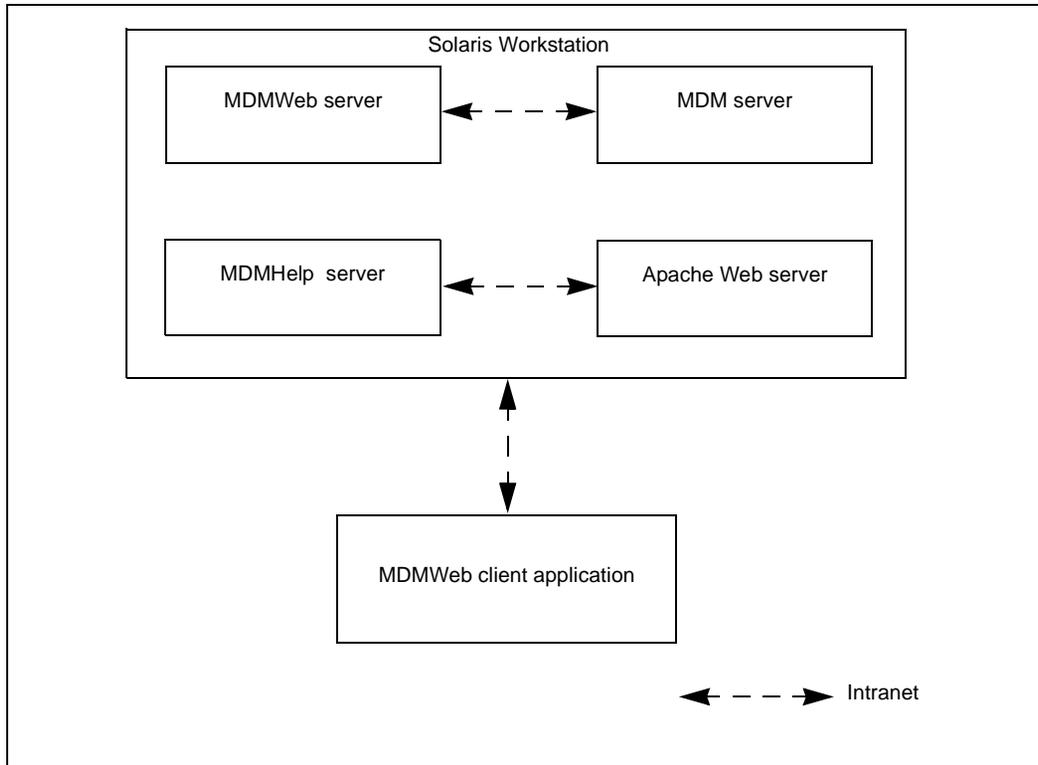
Network partitioning

MDMWeb provides an optional feature that lets you partition the network. Partitioning a network makes access to specific network segments available to specific users. Consequently, users can focus on specific network segments rather than the entire network. For example, partitioning a large network by region lets users readily view management information for their specific region rather than the entire network. For details about partitioning, see 241-6001-117 *Preside MDMWeb Installation Guide*.

Chapter 2
MDMWeb desktops

This section provides a description of the MDMWeb desktop interface and contains the following topics:

- "MDMWeb client desktop interfaces" (page 21)

- "Customizing the desktop" (page 24)

MDMWeb client desktop interfaces

MDMWeb provides three client desktop interfaces:

- an integrated desktop

- a collection desktop

- an invisible desktop

An integrated desktop opens all MDMWeb applications within a single window. A collection desktop opens each MDMWeb application in its own window. An invisible desktop provides a socket which listens to incoming commands and executes them as though they had been executed from the desktop. The invisible desktop can only be used by Solaris client applications. There is no graphical user interface (GUI).

The figure "Integrated desktop" (page 22) shows an integrated desktop with the network browser, alarm display, and network status applications open. All applications display in a single, or integrated, window.

Figure 2
Integrated desktop
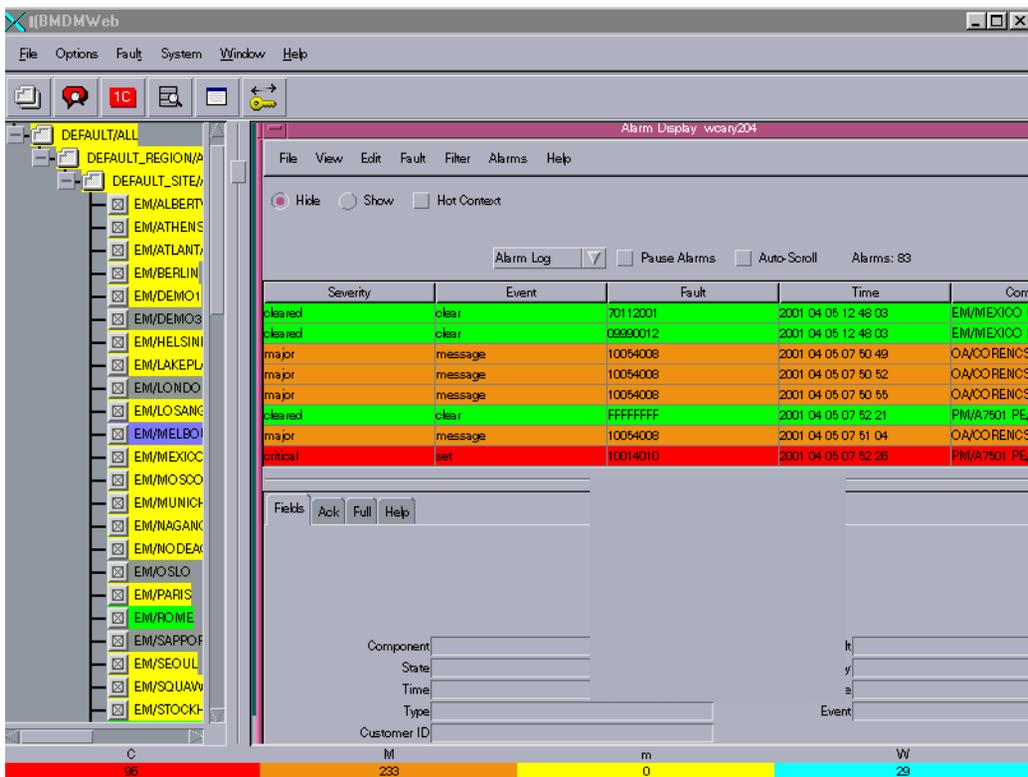
The figure "Collection desktop" (page 23) shows a collection desktop with the network browser, alarm display, and network status applications open. Each application has its own window.

Figure 3
Collection desktop

Invisible desktop commands

The script sendwebcmd is used to contact the invisible desktop and send it a command. You can use this script with Solaris client applications only. The script takes on parameters of the various commands that can be sent to the invisible desktop. These commands include:

- LAUNCH <application name> launches an application that is defined in the APP <application> sections in the MDMWeb Solaris client's resource file /opt/Nortel/MDMWeb/cfg/WebNMSRes.txt.

- SETCONTEXT <context> sets the invisible desktop's current context, where <context> is the Hot Context. For more information, see "Hot context" (page 43)

- SETCOLORSCHEME <scheme> sets the invisible desktop's color scheme, as defined in the COLORSCHEME <scheme> sections in the MDMWeb Solaris client's resource file.

- CHANGELOOKANDFEEL switches between Java's metal look and feel and the native look and feel. Java's metal look and feel looks the same across different platforms. Java's native look and feel differs across platforms.

- SHOWFULL HELP launches help, and displays the full set of NTPs.

- CASCADEWINDOWS cascades the windows displayed by the desktop.

- EXIT exits the desktop.

Customizing the desktop

You can customize the MDMWeb client desktop by changing the resource parameters in the client resource file or by selecting options provided in the MDMWeb window menu. For more information, see the following:

- "Resource file" (page 24)

- "MDMWeb window" (page 25)

Resource file

The resource file defines the resources for the following items:

- applications to load

- images to use

- server machine

- MDMHelp server

- desktop colors (RGB values)

To customize the MDMWeb desktop using the resource file, change the default settings for items in the preceding list.

The names and paths of resource files are dependent upon the platform you use. Choose the resource file that is appropriate to the platform and installation option you are using.

- for a Solaris client application, edit the resource file <install path>/MDMWeb/cfg/WebNMSRes.txt

- for a Windows client application, edit the resource file <install path>/MDMWeb/cfg/WMSWinRes.txt

MDMWeb window

The **Options** menu in the MDMWeb window lets you change the default color scheme and the look and feel of the interface.

The color scheme represents alarm severity and component states. MDMWeb is delivered with two predefined color schemes—Preside Multiservice Data Manager (MDM) and standard. For more information about color schemes, see "Options" (page 33). You can select one of these color schemes, or you can define your own using the resource file. For more information about customizing the resource file, see "Resource file" (page 24).

By default the MDMWeb desktop opens with the Java Metal look and feel. You can use this default or you can change the default to display the look and feel of the platform you are using. For example, if you use a Windows platform, you can use the Windows look and feel rather than the Java look and feel.

Chapter 3
Getting started with MDMWeb client

This section provides details on starting the MDMWeb client and contains the following topics:

Your view of the network

If MDMWeb is set up with partitions, the user ID that you use to log on determines whether you can access the entire network or one or more partitions within the network. For details about partitioning, see 241-6001-117 *Preside MDMWeb Installation Guide*.

Starting the MDMWeb client

There are various methods for starting the MDMWeb client. From the
following list, select the procedure that is applicable to your installation:

- "Solaris client application" (page 28)

- "Windows client application" (page 29)

Solaris client application

You can start the MDMWeb Solaris client application with either an
integrated or collection desktop. For details about MDMWeb desktops, see
241-6001-030 *Preside MDMWeb User Guide*. Use one of the following
procedures.

Starting MDMWeb with an integrated desktop

1   Type the following:

   `<install path>/MDMWeb/webnmsi`

   where:

   `<install path>` is the path to the MDMWeb file system identified
   during the MDMWeb client installation.

   Example
   /opt/Nortel/MDMWeb/webnmsi

   The **Login on hostname** window and the **MDMWeb** window open.

2   In the **Login on hostname** window,enter the **hostname**, **User** and
   Password. For details, see "MDMWeb login window" (page 30)

Starting MDMWeb with a collection desktop

1   Type the following:

   `<install path>/MDMWeb/webnmsc`

   where:

   `<install path>` is the path to the MDMWeb file system identified
   during MDMWeb client installation.

   Example
   /opt/Nortel/MDMWeb/webnmsc

   The **Login on hostname** window and **MDMWeb** window open.

2   In the **Login on hostname** window, enter the **User** and **Password**. For details, see "MDMWeb login window" (page 30)

Starting MDMWeb with an invisible desktop

1   Type the following:

`<install path>/MDMWeb/sendwebcmd <command>`

where:

`<install directory>` is the path to the MDMWeb file system identified during MDMWeb client installation.

`<command>` is the command you wish to launch.

Example
/opt/Nortel/MDMWeb/sendwebcmd LAUNCH ALARMBROWSER

2   The command executes.

Note: For more information on commands, see 241-6001-030 *Preside MDMWeb User Guide.*

Windows client application

You can start the MDMWeb Windows client application with either an integrated or collection desktop. For details about MDMWeb desktops, see 241-6001-030 *Preside MDMWeb User Guide*.

Use one of the following procedures to start MDMWeb:

Starting MDMWeb from the Windows Start button

1   MDMWeb installation software automatically adds the MDMWeb collection desktop and integrated desktop icons to the Windows Start menu. You can use them to select the appropriate MDMWeb desktop.

Starting MDMWeb with an integrated desktop

1   Type the following:

`<drive>:\<install path>\MDMWeb\`
`Integrated Desktop.exe`

where:

`<drive>` is the disk or partition where MDMWeb is installed.

<install path> is the path to the MDMWeb file system identified during the MDMWeb client installation.

Example
C:\Program Files\MDMWeb\Integrated Desktop.exe

The **Login on hostname** window and **MDMWeb** window open.

2   In the **Login on hostname** window, enter the **User** and **Password**. For details, see "MDMWeb login window" (page 30).

Starting MDMWeb with a collection desktop

1   Type the following:

<drive>:\install path>\MDMWeb
Collection Desktop.exe

where:

<drive> is the disk or partition where MDMWeb is installed.

<install path> is the path to the MDMWeb file system identified during the MDMWeb client installation.

Example
C:\Program Files\MDMWeb\Collection Desktop.exe

The **Login on hostname** window and **MDMWeb** window open.

2   In the **Login on hostname** window, enter the **User** and **Password**. For details, see "MDMWeb login window" (page 30).

MDMWeb login window

When you start MDMWeb, the MDMWeb login application opens a Login window and the MDMWeb window. Generally, before you can use any MDMWeb application, you must first complete the information required by the **Login on hostname** window. One exception, however, is the **System Log Display** application. MDMWeb lets you open the **System Log Display** application before you log in. This enables you to capture all your MDMWeb activities in a log file, including the login procedure. For details about opening a log file, see "MDMWeb System Log Display window" (page 41).

From the **Login on hostname** window you can either select the default server host or specify another server host. If you specify another server host, it must be a valid MDMWeb server that can be reached by the client. After authentication, the server host selection remains in effect for the session. Therefore, to change a server host you need to restart the MDMWeb client.

When you type entries in the **User** and **Password** fields, MDMWeb authenticates these entries against the permissible user names and passwords configured during the MDMWeb installation. After authentication completes, you can access the various MDMWeb applications.

The figure "MDMWeb login window" (page 31) shows the **Login on hostnam**e window in front of the **MDMWeb** window.

Figure 4
MDMWeb login window
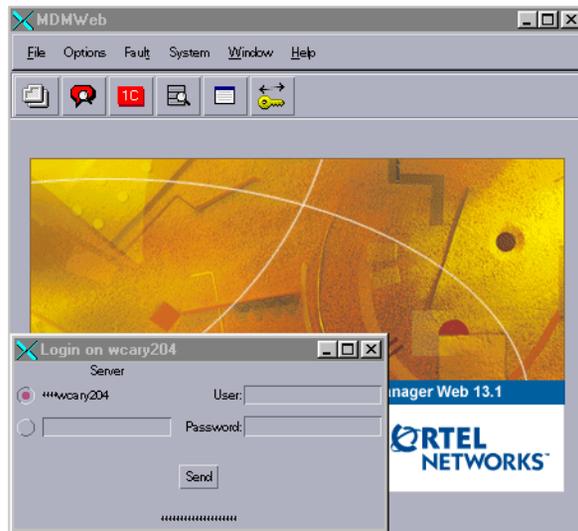
MDMWeb window

The figure "MDMWeb window" (page 32) shows a sample **MDMWeb** window with an integrated desktop.

Figure 5
MDMWeb window
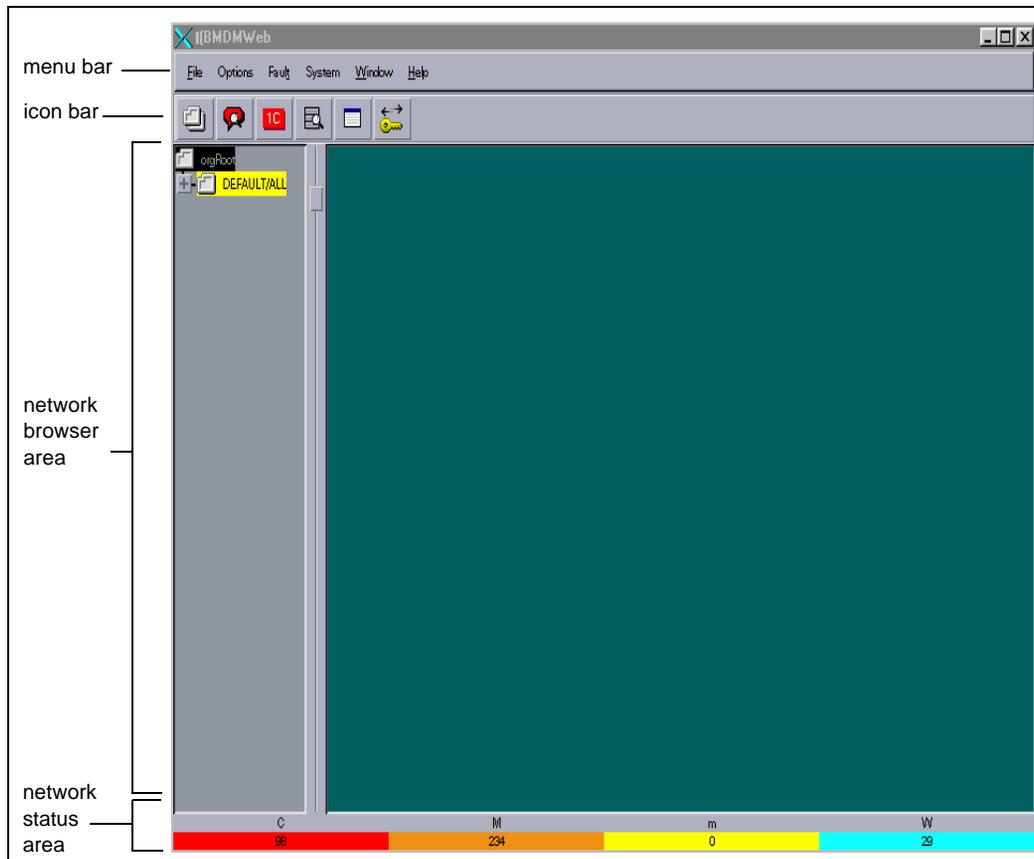
The **MDMWeb** window consists of the following items:

- "Menu bar" (page 33)

- "Icon bar" (page 35)

- "Network browser area" (page 36) (integrated desktop only)

- "Network status area" (page 36) (integrated desktop only)

Menu bar

The MDMWeb window includes the following menus:

- "File" (page 33)

- "Options" (page 33)

- "Fault" (page 34)

- "System" (page 34)

- "Window" (page 35)

- "Help menu" (page 38)

File
The **File** menu contains the following command:

- **Exit** closes the MDMWeb session.

Options
The **Options** menu contains the following commands:

- **Change Look & Feel** By default, the MDMWeb desktop opens with the Java Metal look and feel. If you prefer, you can change this default to the look and feel of the platform you are using. Selecting the **Change Look & Feel** command toggles between the two choices for look and feel.

- **Color Scheme** lets you select one of the two color schemes for state and alarm information:

  — MDM color scheme

  — Standard color scheme

The MDM and standard color schemes are shown in the table "State color representations for MDM and standard" (page 34). If you want to customize the color scheme beyond what is available from the **Options** menu, you must make these changes in the client resource file. For more information on customizing the resource file, see 241-6001-030 *Preside MDMWeb User Guide*.

Table 1
State color representations for MDM and standard

MDM color scheme		Standard color scheme	
Color	**State**	**Color**	**State**
red	critical	red	critical
orange	major	red	major
yellow	minor	orange	minor
blue	warning	yellow	warning

Fault

The **Fault** menu contains the following commands:

- **Network Browser** starts the network browser application.

- **Alarm Display** starts the alarm display application.

- **Network Status** starts the network status application.

- **Troubled Components** helps you determine which devices and subcomponents are experiencing problems.

- **Component Information Viewer** starts the component information viewer application.

System

The **System** menu contains the following submenus:

- **Administration**

- **Utilities**

- **Custom**

The **Administration** submenu contains the following commands:

- **Server Status Display** provides you with a view of the status of the agents running on the server machine. You can determine why an MDMWeb application is not working. For more information, see "Server status display" (page 36).

- **System Log Display** starts the MDMWeb log application and opens the System Log Display window. You can log trace, information, and error messages. For details, see "MDMWeb System Log Display window" (page 41).

- **Connection Management** starts the connection management application..

- **Prefix Editor** opens the command console prefix editor.

The **Utilities** submenu contains the following command:

- **Command Console** starts the command console application.

The **Custom** submenu item only appears if you have integrated your own tools within MDMWeb. The commands that you define are displayed in the **Custom** menu.

To integrate your own tools, you must modify the resource file. For more information, see 241-6001-117 *Preside MDMWeb Installation Guide*.

Window
The **Window** menu contains the following command:

- **Cascade** aligns the open application windows so that they cascade down from the top left corner.

Help
The **Help** menu contains the following commands:

- **About MDMWeb** displays information about the MDMWeb application.

- **Online Documentation** displays information about the help application for online documentation.

Icon bar
The icon bar in the MDMWeb window contains icons that launch other MDMWeb applications including the following:

- network browser

- alarm display

- network status

- component information viewer

- command console

- connection management

The figure "MDMWeb window icon bar" (page 36) shows the MDMWeb window icon bar and the application that each icon represents.

Figure 6
MDMWeb window icon bar
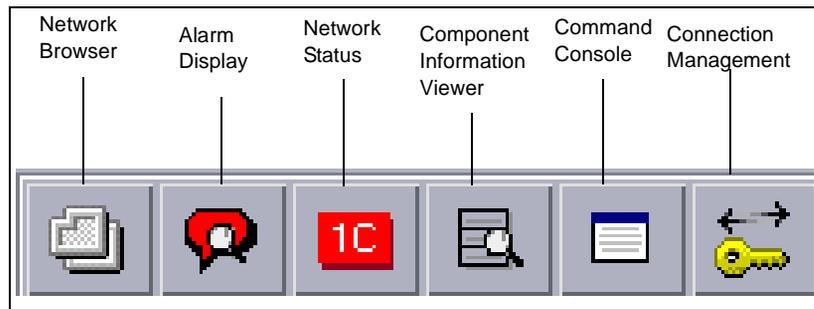
Network browser area

If you start MDMWeb with the integrated desktop option, the network browser application automatically opens in the **MDMWeb** window. If you start MDMWeb with the collection desktop option, the network browser does not automatically open.

Network status area

If you start MDMWeb with the integrated desktop option, the network status application automatically opens in the **MDMWeb** window. If you start MDMWeb with the collection desktop option, the network status does not automatically open..

Server status display

The server status display application helps you determine why an MDMWeb application is not working. You can look at the server list and determine whether the application is not working because the agent is not running. The server status application is similar to the Preside Multiservice Data Manager

(MDM) Server Administration tool, but MDMWeb does not allow you to start and stop servers. For details about the server status display, see "Server Status Display window" (page 37).

Server Status Display window

From the **System** menu, select **Administration** -> **Server Status Display** to display the **Server Status Display** window.

The figure "Server Status Display window" (page 37) shows a sample of the **Server Status Display** window.

Figure 7
Server Status Display window

detailed server information area
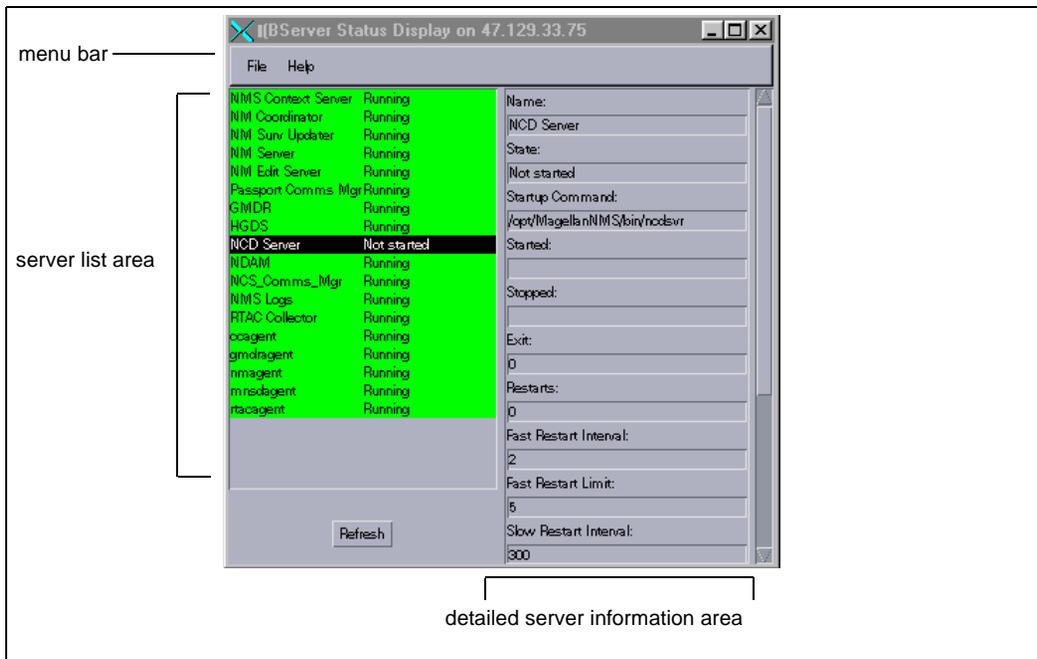
The **Server Status Display** window contains a **Refresh** button that reloads server and status information. The information is static, so you must click **Refresh** when you want new information to load.

The **Server Status Display** window consists of the following items:

- "Menu bar" (page 38)

- "Server list area" (page 38)

- "Detailed server information area" (page 39)

Menu bar

The **Server Status Display** window menu bar includes the following items:

- "File menu" (page 38)

- "Help menu" (page 38)

File menu
The **File** menu provides the following commands:

- **Refresh** reloads the server information. You must select this menu item when you want new information to load.

- **Close** closes the Server Status Display application.

Help menu
The **Help** menu provides the following commands:

- **On Server Status Display** displays help on the Server Status Display application.

- **Online Documentation** launches help and displays the Preside Multiservice Data Manager (MDM) NTPs.

Server list area

The server list area contains a list of the servers being monitored by the Preside Multiservice Data Manager (MDM) server daemon (SVMDMN). The listing contains the name of the server and its current status reflected by color.

Server states
A server's state is displayed in the server lists area. Its state is also reflected by a color that equates to its state.

The table "Server states" (page 39) describes the server states and their corresponding colors.

Table 2
Server states

State	Color scheme name	Default color	Description
Not Started	SERVER_NOT_STARTED	grey	The server has not been started since the SVMDN last started monitoring servers, or since the server was added to the list of servers to manage.
Running	SERVER_RUNNING	green	The server is running.
Exited	SERVER_EXITED	yellow	The server has stopped for some reason, and is waiting to be restarted.
Quit	SERVER_QUIT	red	The server has been stopped.
Failed	SERVER_FAILED	orange	The server has run out of restarts.

Detailed server information area

The detailed server information area contains information on one specific server. When you select a server from the server list area, the detailed server information area is displayed.

Server fields

The table "Server fields" (page 39) describes the fields that are displayed in the detailed server information area.

Table 3
Server fields

Field	Description
Name	The name of the server.
State	The server's current state.
Startup Command	The command executed to start the server.
Started	The date and time the server was last started. This field may be blank.
(Sheet 1 of 2)	

Table 3 (continued)
Server fields

Field	Description
Stopped	The date and time the server was last stopped or exited. This field may be blank.
Exit	The return code from the server's last exit. This field may be blank.
Restarts	The number of times the server has stopped and been restarted.
Fast Restart Interval	The length of time between fast restarts. A server is in fast restart mode when it first starts exiting.
Fast Restart Limit	The number of fast restarts allowed before the server moves to slow restart mode.
Slow Restart Interval	The length of time between slow restarts. A server is in slow restart mode if it is unable to restart after the number of attempts specified by the fast restart interval.
Slow Restart Limit	The number of slow restarts allowed before the server stops trying to restart.
Stability Period	The length of time a server that slow restart mode must run before being moved back to fast restart mode.
Start At Reboot	If the workstation is rebooted, the server be restarted.
Kill Signal	The signal that is sent to the server to stop it from running.
Permanent Entry	This field is either true or false. If true, this server cannot be removed from the server list.
(Sheet 2 of 2)	

MDMWeb System Log Display application

The MDMWeb System Log Display application lets you capture and display trace, information, and error messages generated by the MDMWeb client. For details about the System Log Display window, see "MDMWeb System Log Display window" (page 41).

MDMWeb System Log Display window

From the **System** menu, select **Administration** -> **System Log Display** to access the **System Log Display** window.

The figure "System Log Display window" (page 41) shows a sample window.

Figure 8
System Log Display window

The **System Log Display** window consists of the following items:

- "Menu bar" (page 41)

- "Log information check boxes" (page 42)

- "Log history area" (page 42)

Menu bar

The **System Log Display** window menu bar includes the following item:

- "File menu" (page 42)

File menu

The **File** menu provides the following commands:

- **Save** saves the contents of the log to a file. When you select this command, a Java Save dialog opens and prompts you for information on where to save the log file.

- **Log to file** opens or closes a log session. To open a log session and capture trace, information, or error messages, select the **Log to file** check box. When you select this command, a **Java Open** dialog opens and prompts you for information on where to store the log file. After the file opens, messages begin accumulating. To close the log session, clear the **Log to file** check box.

- **Print** prints the contents of the log. When you select this command, a **Java Print** dialog opens and prompts you for information about the print destination for the log file.

- **Close** closes the MDMWeb System Log Display application.

Log information check boxes

The **System Log Display** window contains check boxes that you use to select the type of information to log. When you select a check box, the log file begins collecting the requested information. You can log the following types of information:

- **Trace** collects debug information.

- **Info** collects significant events such as connecting to, or disconnecting from, a server.

- **Error** collects messages about processes that fail to execute.

Log history area

The log history area collects information based on the selected log information check boxes and displays this information the log history area.

MDMWeb connection management application

You access the connection management application from

- the **Security** menu in the command console window

- the **security** tab in the diagnostics section of the component information viewer

- the **System** -> **Administration** menu in the MDMWeb menu

The **Connection Management** window lets you connect to, or disconnect from, groups in the network.

Hot context

Some MDMWeb applications support hot context. Hot context is a feature that lets you transfer component ID information among applications that support filters. You can turn the hot context feature on or off, as you need.

You set context when you select a component ID or an alarm containing a component ID. Therefore, context is set when you select any of the following:

- a component in the network browser

- a component in the component information viewer

- an alarm in the component information viewer

- an alarm in the alarm display

The component ID in context then acts as an initial filter when subsequently opening other applications or as an override to any existing filters in applications already open. Although you can set context from the network browser, component information viewer, and alarm display, only the alarm display and component information viewer receive items from context.

Chapter 4
MDMWeb alarm display

This section describes the MDMWeb alarm display application and contains the following topics:

- "Alarm display overview" (page 45)

- "Alarm display window" (page 46)

- "Using filters" (page 56)

Alarm display overview

The MDMWeb alarm display application lets you view alarms in the network. You can display a list of alarms in log mode or active mode and you can use filter controls to filter the alarm list. You can also select an alarm and display it in full format to see more detailed information. Additionally, you can view alarm help for information about remedial action.

For details on the Preside Multiservice Data Manager (MDM) alarm display, see 241-6001-011 *Preside MDM Fault Management User Guide*. For a comparison of alarm display features in both MDM and MDMWeb, see the table "Comparison of MDM and MDMWeb alarm display features" (page 46).

Table 4
**Comparison of MDM and MDMWeb alarm display features**

Feature	MDM alarm display	MDMWeb alarm display
Menu bar	Yes	Yes
Pause/Resume	Yes	Yes
Format	Yes	Yes
Print	Yes	Yes
Save to a file	Yes	Yes
Filter control - severity	Yes	Yes
Filter control - fault code	Yes	Yes
Filter control - component ID	Yes	Yes
Filter Control - customer IDs & Ack user ID & Ack state	Yes	Customer ID
Filter action - accept/reject alarms	Yes	Yes
Filter - wild cards	Yes	Yes
Save/restore filters	Yes	Yes
Switch to active alarms/alarm log	Yes	Yes
Filter on/off	Yes	Yes

Alarm display window

You access the alarm display application from the **Fault** menu in the **MDMWeb** window.

The figure "MDMWeb alarm display window" (page 47) shows an example of an alarm display window.

Figure 9
MDMWeb alarm display window
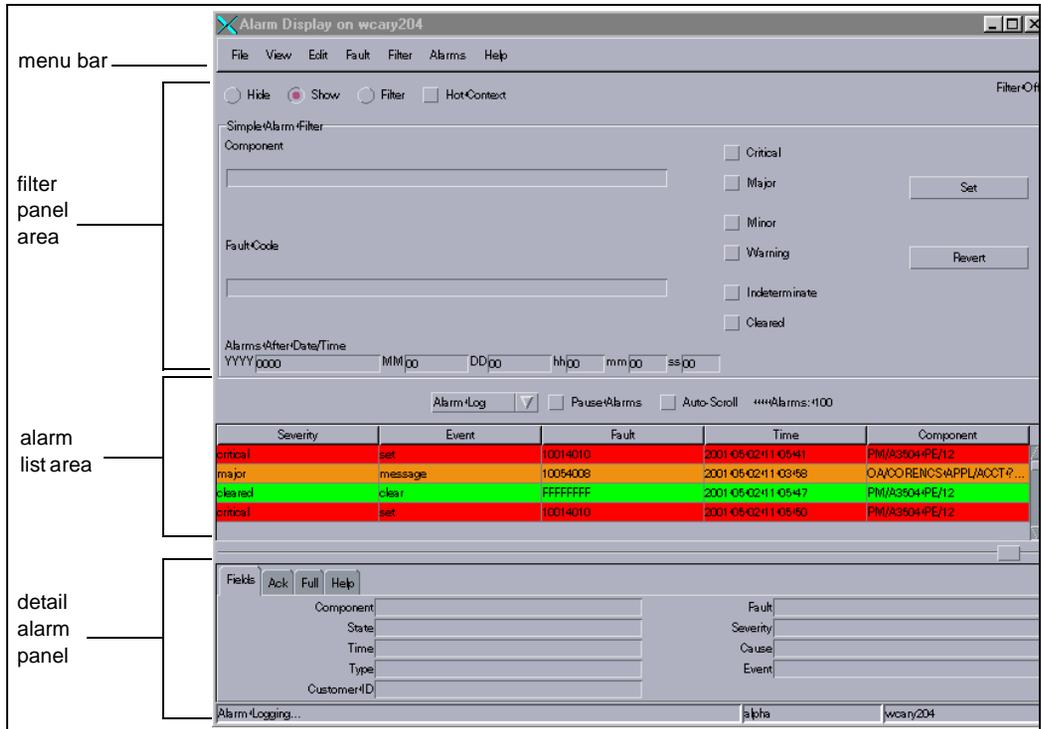
The alarm display window consists of the following areas:

- "Menu bar" (page 47)

- "Filter panel area" (page 53)

- "Alarm list area" (page 53)

- "Detail alarm panel" (page 55)

Menu bar

The alarm display provides the following menus:

- "File" (page 48)

- "View" (page 49)

- "Edit" (page 49)

- "Fault" (page 50)

- "Filter" (page 50)

- "Alarms" (page 50)

- "Help" (page 53)

File
The **File** menu contains the following commands:

- **Save As** opens a Java Save dialog and lets you save the alarm display information to a specified file.

- **Log Alarms To File** opens or closes an alarm log session. To open a log session and capture incoming alarms, select the **Log Alarms To File** check box. When you select this command, a Java Open dialog opens and prompts you for information on where to store the log file. After the log file opens, alarms begin accumulating. To close the log session, clear the **Log Alarms To File** check box.

- **Reset Server Connection** resets the connection to the general management data router (GMDR) server. Use this command if the GMDR server stops responding to the client, for example, if you set a new filter but receive no alarms.

- **Print Alarm Details** prints details on the currently selected alarm and includes the following information:

    — component

    — state

    — time

    — type

    — customer ID

    — fault

    — severity

    — cause

    — event

— comments

— acknowledge state

— acknowledge reason

— acknowledge user ID

• **Print Alarm Summary** prints summary alarm information on each alarm in the alarm list area and includes the following information:

— alarm number

— severity

— component

— event

— date and time

• **Close** closes the alarm display window and exits the application.

View

The **View** menu contains the following command:

• **Show Alarm Bubbles** changes to display format of alarms. By default, the MDMWeb alarm display application displays alarms in Preside Multiservice Data Manager (MDM). If you prefer, you can display the alarms using the standard alarm format. The MDM format provides a background color for each alarm to indicate alarm severity. The standard alarm format uses color-coded alarm bubbles, rather than background colors, to indicate alarm severity. Selecting the Show Alarm Bubbles command toggles between the two alarm display choices.

Edit

The **Edit** menu contains the following command:

• **Copy Alarm** copies the full format of a selected alarm from the alarm list to the system clipboard. You can then paste this information into another application.

Fault

The **Fault** menu contains the following commands:

*   **Launch Network Browser** starts the network browser application. For details, see "MDMWeb network browser" (page 77).

*   **Launch Component Information Viewer** starts the component information viewer application. For details, see "MDMWeb component information viewer" (page 81).

Filter

The **Filter** menu contains the following commands:

*   **Simple Filter** filters alarms based on a single component ID, a single fault code, or both. For more information, see "Simple Filter" (page 57).

*   **Advanced Filter** filters alarms based on multiple component IDs and multiple fault codes. For more information, see "Advanced filter" (page 58).

*   **Save Filter** opens a Java Save dialog and lets you save the currently selected filter to a file.

*   **Load Filter** opens a Java Open dialog and lets you load a previously saved filter file. When you load a simple filter file, the alarm display automatically shows the simple filter. When you load an advanced filter file, the alarm display automatically shows the advanced filter. The filter, however, does not activate until you click **Set**.

Alarms

The **Alarms** menu contains the following commands:

*   **Sort Alarms By Component ID** sorts alarms alphabetically by component ID. The alarm display sorts only those alarms that are present at the time of the sort request. Subsequent alarms appear unsorted at the end of the alarm table.

*   **Sort Alarms By Time** sorts alarms by time. The alarm display sorts only those alarms that are present at the time of the sort request. Subsequent alarms appear unsorted at the end of the alarm table.

- **Acknowledge Alarm** acknowledges an alarm in the alarm list. When you select this command an input dialog opens and prompts you for an acknowledge comment. After you acknowledge an alarm, the application displays a check mark icon in the alarm **Event** field.

- **Unacknowledge Alarm** unacknowledges an alarm in the alarm list. When you select this command an Input dialog opens and prompts you for an unacknowledge comment. After you unacknowledge an alarm, the application displays a crossed out check mark icon in the alarm Event field.

- **Show Critical Alarm Highlights** turns background color (highlights) on or off for critical alarms. To highlight critical alarms, select the **Show Critical Alarm Highlights** check box. In Preside Multiservice Data Manager (MDM) alarm format, rows that contain critical alarms display with highlights. In the standard alarm format, critical alarm bubbles display with highlights. To turn off critical highlights, clear the check box.

- **Show Major Alarm Highlights** turns background color (highlights) on or off for major alarms. To highlight major alarms, select the **Show Major Alarm Highlights** check box. In the MDM alarm format, rows that contain major alarms display with highlights. In the standard alarm format, major alarm bubbles display with highlights. To turn off major highlights, clear the check box.

- **Show Minor Alarm Highlights** turns background color (highlights) on or off for minor alarms. To highlight minor alarms, select the **Show Minor Alarm Highlights** check box. In the MDM alarm format, rows that contain minor alarms display with highlights. In the standard alarm format, minor alarm bubbles display with highlights. To turn off minor highlights, clear the check box.

- **Show Warning Alarm Highlights** turns background color (highlights) on or off for warning alarms. To highlight warning alarms, select the **Show Warning Alarm Highlights** check box. In the MDM alarm format, rows that contain warning alarms display with highlights. In the standard alarm format, warning alarm bubbles display with highlights. To turn off warning highlights, clear the check box.

- **Show Indeterminate Alarm Highlights** turns background color (highlights) on or off for indeterminate alarms. To highlight indeterminate alarms, select the **Show Indeterminate Alarm Highlights** check box. In the MDM alarm format, rows that contain indeterminate alarms display with highlights. In the standard alarm format, indeterminate alarm bubbles display with highlights. To turn off indeterminate highlights, clear the check box.

- **Show Cleared Alarm Highlights** turns background color (highlights) on or off for cleared alarms. To highlight cleared alarms, select the **Show Cleared Alarm Highlights** check box. In the MDM alarm format, rows that contain cleared alarms display with highlights. In the standard alarm format, cleared alarm bubbles display with highlights. To turn off cleared highlights, clear the check box.

- **Critical Bell** turns sound effects on or off for critical alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a critical alarm, select the **Critical Bell** check box. To turn off sounds for critical alarms, clear the check box.

- **Major Bell** turns sound effects on or off for major alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a major alarm, select the **Major Bell** check box. To turn off sounds for major alarms, clear the check box.

- **Minor Bell** turns sound effects on or off for minor alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a minor alarm, select the **Minor Bell** check box. To turn off sounds for minor alarms, clear the check box.

- **Warning Bell** turns sound effects on or off for warning alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a warning alarm, select the **Warning Bell** check box. To turn off sounds for warning alarms, clear the check box.

Help

The **Help** menu contains the following commands:

- **On Alarm Display**displays online information about the alarm display application.

- **Online Documentation** opens the help application for document browsing.

Filter panel area

The Filter panel area is where you can use filters to display different alarm information or set hot context.

By default, the filter panel is hidden. However, the alarm display window contains buttons that let you control the filter panel display. A message in the upper right corner of the filter panel area always indicates whether filtering is on or off. So, even if the filter panel is hidden, you can see whether filtering is in effect or not.

The filter panel area contains the following filter option buttons:

- **Hide** hides the filter panel.

- **Show** displays the filter panel. You can display a simple filter or an advanced filter. For information about the simple filter panel, see "Simple Filter" (page 57). For information about the advanced filter panel, see "Advanced filter" (page 58).

  Note: In the simple and advanced filter panels, wild cards are not permissible in the filter entry fields.

- **Filter** turns on alarm filtering.

- **Hot context** If you select this check box, hot context is turned on. If you do not select this check box, hot context is turned off. For information about hot context, see "Hot context" (page 43).

Alarm list area

The alarm list area consists of a list box and check boxes that let you determine what displays in the alarm list, an alarm count, and a detailed alarm list.

Alarm mode
This list box lets you choose from the following alarm modes.

*   **Active Alarms** display only active alarms.

*   **Alarm Log** displays recent alarms as they are received by Preside Multiservice Data Manager (MDM). This mode includes all alarms including set, clear, and message events

    Note: The message Alarm Logging is displayed in the detail alarm panel section of the Alarm Display when **Alarm Log** is selected. The message indicates that alarms are being loaded.

*   **Alarm History** is similar to **Alarm Log** but also includes past alarms. In some networks, selecting this mode can result in large amounts of alarm data.

    The GMDR server has limited storage for alarm history information. You can obtain alarm history information from the real time alarm collection (RTAC) tool instead of the GMDR server. You need to configure the resource file to obtain alarms from RTAC. For more information, see one of the following:

    — for MDMWeb client on Solaris: See the MDMWeb client procedures for Solaris in 241-6001-117 *Preside MDMWeb Installation Guide*

    — for MDMWeb client on Windows: See the MDMWeb client procedures for Windows in 241-6001-117 *Preside MDMWeb Installation Guide*

RTAC limits the alarm information to the previous 24 hours when:

*   the users do not apply the alarm filter

*   the users use the default value in the Alarms After Date/Time filter field in the Simple filter or use the default value in the Time field in the Advanced filter.

You can override this by specifying dates and times in the alarm display's alarms filters. For more information on filters, see "Using filters" (page 56).

> *Note:* RTAC does not support partitioning. It always provides alarm history for the entire network.

Pause Alarms

If you select this check box, no subsequent alarms display in the alarm list. If you do not select this check box, the alarm display continues to add alarms to the alarm list.

Auto-scroll

If you select this check box, the alarm display automatically scrolls the alarm list so that the most recent alarm is visible. If you do not select this check box, the alarm list does not automatically scroll.

Alarms

This field displays the total number of alarms in the alarm list, based on any filters in effect.

Alarm list

The alarm list displays the alarms in the network, based on any filters in effect. For each alarm, the list displays information about the severity, event, fault code, time, and component.

Detail alarm panel

The detail alarm panel provides tabs that display additional alarm information:

Fields tab

The **Fields** tab displays information about a selected alarm including, the following:

- component

- state

- time

- type

- customer ID

- fault code

- severity

- cause

- event

Ack tab
The **Ack** tab displays the alarm acknowledgement state, the acknowledgement user ID, and any alarm acknowledgement comments.

Full tab
The **Full** tab displays the selected alarm in full format.

Help tab
The **Help** tab displays help on a selected alarm, including detailed information on the alarm and possible remedial action.

Using filters

Using filters is an effective way to refine the display of alarms. MDMWeb provides two types of filters–simple and advanced. A simple filter applies to a single item, for example a single component or a single fault code. An advanced filter applies to multiple items, for example multiple components or multiple fault codes. For details, see the following:

- "Using wildcards in filters" (page 56)

- "Simple Filter" (page 57)

- "Advanced filter" (page 58)

Using wildcards in filters

The alarm display application supports the use of wildcards. You can use wildcards in the **Component ID** and **Fault Code** fields of the simple and advanced filter panels. Two wildcard characters are available—the asterisk (*) and the questions mark (?).

The * matches any string, including a null string. For example, if you specify a component pattern EM/R* in the **Component ID** field, the alarm display returns alarms for all nodes and their subcomponents that start with EM/R. This might include such nodes as EM/R, EM/R1, EM/RWEST, and EM/R01.

The ? matches a single character. For example, if you specify a component pattern EM/R? in the component ID field, the alarm display returns alarms for all nodes and their subcomponents that begin with EM/R and have one additional character in their name. This might include such nodes as EM/R0, EM/R9, and EM/RW.

Simple Filter

The simple filter panel lets you define a filter based on a single component, a single fault code, the date and time, and alarm severity.

The figure "MDMWeb alarm display with simple filter" (page 57) shows a sample alarm display application with a simple filter in effect.

Figure 10
MDMWeb alarm display with simple filter

The simple filter consists of the following areas:

• **Component** text field

• **Fault Code** text field

• **Alarms After Date/Time** text field (see "Alarm mode" (page 54) for a description of the RTAC behaviour when this filter is applied.)

• a series of alarm severity check boxes

• **Set** button

• **Revert** button

Where appropriate, select items that you require for your filter. The **Set** button activates the filter. The **Revert** button clears any filter changes from the time **Set** was last clicked.

Setting a simple filter
1   Define a simple filter by any of the following actions:

•   entering a component ID in the **Component** field

•   entering a fault code in the **Fault Code** fields

•   entering date and time information in the **Date/Time** fields

•   selecting any of the alarm severity check boxes

2   Activate the filter by clicking **Set**.

Advanced filter
The advanced filter panel lets you define a filter based on a multiple components, multiple fault codes, the date and time, and alarm severity. The customer ID field supports an accept and reject section. If you are picking up your alarm history using RTAC, the advanced filter only supports accept. See "Alarm mode" (page 54) on a decription of the RTAC behavior when applying the Time filter.

The figure "MDMWeb alarm display with advanced filter" (page 59) shows a sample alarm display application with advanced filtering in effect.

Figure 11
MDMWeb alarm display with advanced filter
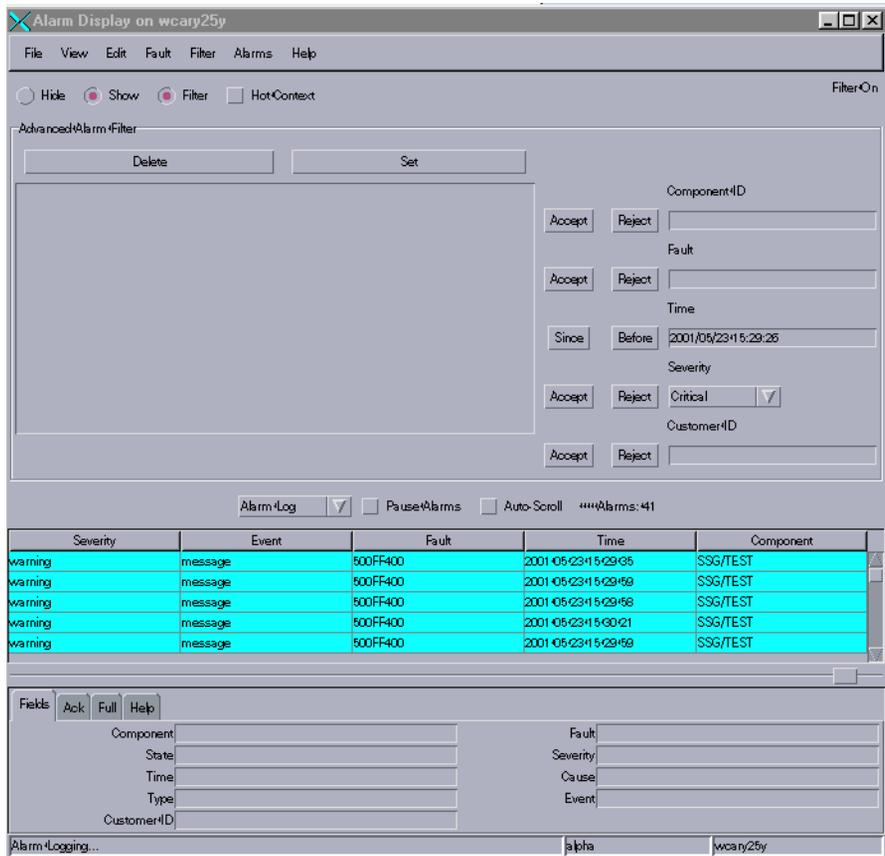
The advanced filter also supports rejections. In general, an alarm filter
displays alarms that pass through the filter. For example, if you set a filter for
critical severity, only critical alarms display in the alarm list. If you reject a
filter for critical severity, all alarms except critical display in the alarm list.

The advanced filter consists of the following areas:

- filter list

- filter list buttons **Delete** and **Set**

- filter buttons **Accept**, **Reject**, **Since**, and **Before**

- **Component ID**, **Fault**, and **Time** text input fields

- **Severity** list box

- **Customer ID**

Setting an advanced filter

1 Define an advanced filter and add that definition to the list of advanced filters by any of the following actions:

- enter a component ID in the **Component ID** fieldand click **Accept** or **Reject**

- enter a fault code in the **Fault** field and click **Accept** or **Reject**

- enter date and time information in the Date/Time fields and click **Since** or **Before**

- select any of the alarm severity check boxes and click **Accept** or **Reject**

- enter a customer ID in the **Customer ID** field and click **Accept**

2 To activate the advanced filter, click **Set**.

Removing a filter from the advanced filter list

1 Select the appropriate entry from the advanced filter list.

2 Click **Delete**.

3 To activate the change in the filter list, click **Set**.

Chapter 5
MDMWeb command console

This section describes the MDMWeb command console application and contains the following topics:

- "Command console overview" (page 61)

- "Command console window" (page 62)

- "Connection Management window" (page 67)

- "Prefix Editor window" (page 69)

Command console overview

The MDMWeb command console application lets you directly access the switching element and its corresponding command set. It provides an interactive operator command interface for network control.

You can send multiple commands to one or more devices at a time. All commands, including the user, route and prefix are logged to a file. (See "Command area" (page 65) for more information.)

The connection management feature also lets you log on to a specific group of devices or view the list of connected groups.

For details on the Preside Multiservice Data Manager (MDM) command console, see 241-6001-804 *Preside MDM Workstation Utilities User Guide*. For a comparison of command console features in MDM and MDMWeb, see the table "Comparison of MDM and MDMWeb command console features" (page 62).

Table 5
**Comparison of MDM and MDMWeb command console features**

Feature	MDM command console	MDMWeb command console
Menu bar	Yes	Yes
Connection management	Yes	Yes
Save to file	Yes	Yes
Prefix definition	Yes	Yes
Route	Yes	Yes
Command history	Yes	Yes

Command console window

You access the command console from the **System** -> **Utilities** menu in the **MDMWeb** window.

The figure "MDMWeb command console window" (page 63) shows a sample command console session.

Figure 12
MDMWeb command console window
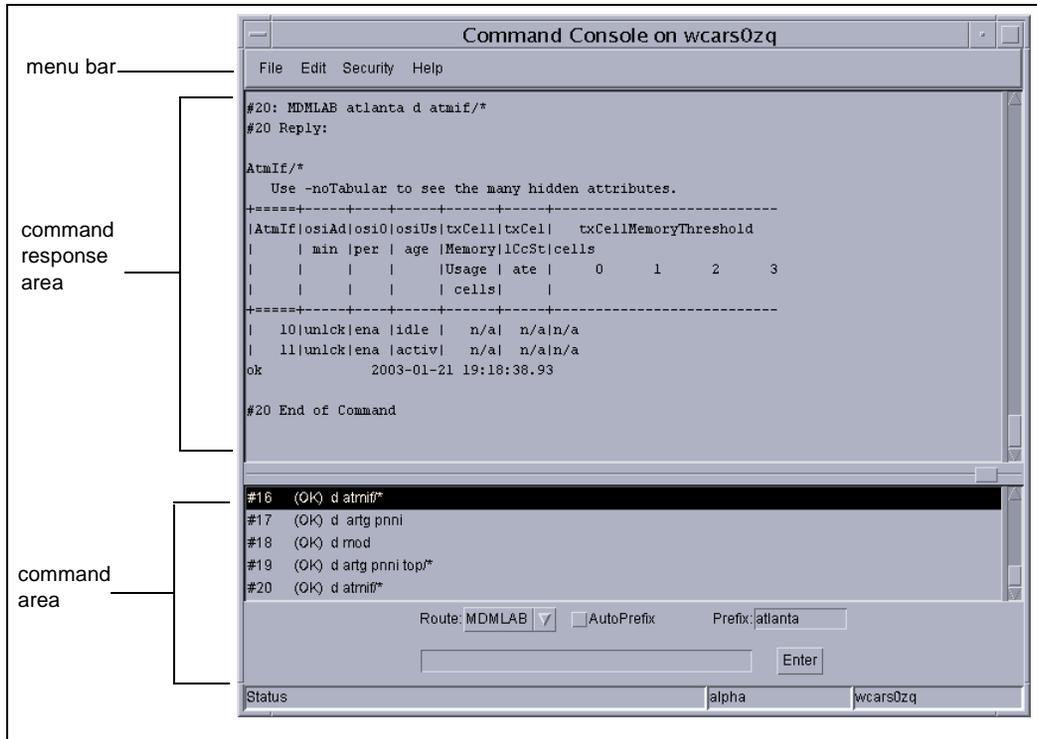
The command console window consists of the following areas:

- "Menu bar" (page 63)

- "Command response area" (page 65)

- "Command area" (page 65)

Menu bar

The command console application provides the following menus:

- "File" (page 64)

- "Edit" (page 64)

- "Security" (page 64)

• "Help" (page 65)

File

The **File** menu contains the following commands:

• **Save as** opens a **Java Save** dialog and lets you save the command console information to a specified file.

• **Load Prefix List** opens a Java Open dialog and lets you specify a prefix file for use in the command console application.

• **Log Session To File** opens a **Java Save** dialog and lets you save the command console log session to a specified file.

This command opens or closes a command console log session. To open a log session and capture console commands and responses, select the **Log Alarms To File** check box. When you select this command, a **Java Open** dialog opens and prompts you for information on where to store the log file. After the log file successfully opens, command console events begin accumulating. To close the log session, clear the **Log Alarms To File** check box.

• **Print** prints the contents of the command response area.

• **Close** closes the command console window and exits the application.

Edit

The **Edit** menu contains the following command:

• **Copy** copies the selected text in the display area to the system clipboard. Alternatively, you can access the **Copy** command from a pop-up menu in the command response area.

Security

The **Security** menu contains the following command:

• **Connection Management** opens the connection management application and lets you connect to or disconnect from network destinations. For details, see "Connection Management window" (page 67).

Help

The **Help** menu contains the following commands:

- **On Command Console** opens the help application and displays online information about the command console.

- **Online Documentation** opens the help application for document browsing.

Command response area

The command response area displays both the operator command and the response to that command. A pop-up menu in this area lets you copy selected text into the system clipboard. Command responses may be interspersed between other responses and be out of order. Each time a piece of response data is displayed, it is preceded by the response's corresponding request.

Command area

The command area consists of a command history list, a series of option boxes, and a command entry area. All commands, including the user, route and prefix are logged to the file cclog.yyyymmdd, where yyyymmdd is the date on the server when the command is executed. The log files are stored in the directory /opt/Nortel/WMS/log.

Command history list

The command history list displays a list of all commands that you enter during a session. Each entry in the list has a number, a command status indicator, and the command. The command status indicators are as follows:

- OK for commands that execute successfully

- ERR for commands that fail to execute

- … for any command that is currently processing, regardless of whether it is the latest command

You can use this list to execute a command again by double clicking an entry in the list.

Route list box

The **Route** option lets you define the destination for your commands. To access an available node, the MDMWeb client session must connect to the destination. See "Security" (page 64), then click the downward pointing arrow in the **Route** box and select an entry from the list.

You can also run MDMWeb server-side scripts from the route list box. The scripts must be stored under /opt/Nortel/WMS/scripts or its sub-directory on the MDMWeb server. To execute a script, select '$' from the route list box, enter the script name on the command line and press Enter. The script's output is displayed in the command response area of the Command Console. An error is generated if you have '|', '..' or ';' in the command. If none of these errors is found, the command is prefixed by the string /opt/Nortel/WMS/scripts.

For example, to execute a server-side script 'whichcurrent' stored under /opt/Nortel/WMS/scripts/network_model directory, you must select '$' from the route list box. Then enter /network_model/whichcurrent on the command line and press Enter.

AutoPrefix check box

If you select this check box, the command console starts automatic prefix mode. In automatic prefix mode, the command console converts a previously executed command into a device-specific command. The command console uses the device for the prefix of the next command. For example, if you execute the command `noder16 lp/*`, the command console enters the prefix `noder16` in the command entry area as part of the next command. If you do not select this command, automatic prefix mode is turned off.

Prefix list box

Depending on the resource file settings, the **Prefix** field appears as a text field where you type an entry or as a combo box where you make a selection from a list of prefixes.

Command entry area

Type operator commands in the command area. The results of the command displaying the command response area.

Enter button

As an alternative to pressing the enter key to enter a command, click **Enter**.

Connection Management window

The connection management application opens the **Connection Management** window. This window lists available groups in the network from which you can connect or disconnect.

You access the connection management window from the **System** -> **Administration** menu in the **MDMWeb** window.

The figure "MDMWeb Connection Management window" (page 67) shows a sample **Group Connection Management** window.

Figure 13
MDMWeb Connection Management window
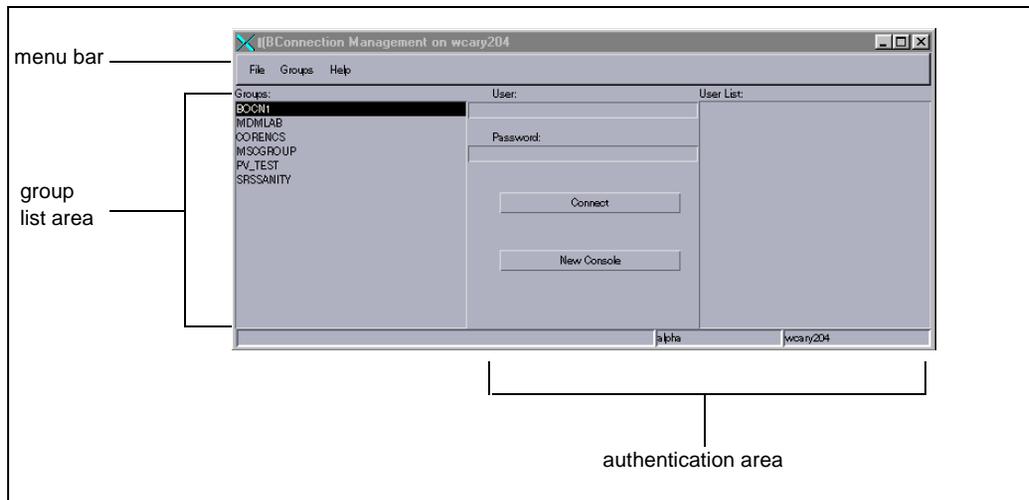
The **Connection Management** window consists of the following areas:

- "Menu bar" (page 67)

- "Groups list area" (page 68)

- "Authentication area" (page 68)

Menu bar

The **Connection Management** application provides the following menus:

- "File" (page 68)

- "Groups" (page 68)

- "Help" (page 68)

File

The **File** menu contains the following command:

- **Close** closes the **Connection Management** window and exits the application.

Groups

The **Groups** menu contains the following command:

- **Reload Group** refreshes the group information from the host group directory server (HGDS).

Help

The **Help** menu contains the following commands:

- **On Group Connection** opens the help application and displays online information about the group connection.

- **Online Documentation** opens the help application for document browsing.

Groups list area

The Groups list area displays the groups in the network that you can access.

Authentication area

The authentication area consists of the **User** and **Password** fields, a User List, and connection management option buttons.

Type a valid user name and password for the group you select. During a session, each time you enter a valid user ID and password, the connection management application adds the user ID to the User List. If you later require a previously entered user ID and password, you can select the appropriate entry from the User List. The connection management application automatically updates the User and Password fields. However, for security, the password field displays asterisks rather than the actual password. The User List remains if effect only while the application is active.

Option buttons

The connection management option buttons are as follows:

- **Connect/Disconnect** toggles between connect and disconnect. Use it to connect to or disconnect from a group.

- **New Console** opens a new command console session.

Prefix Editor window

The prefix editor application lets you load, save, and edit prefix lists for use in the command console application. You access the prefix editor from the **System** -> **Administration** menu in the **MDMWeb** window. The prefix editor application opens the **Prefix Editor** window.

The figure "MDMWeb Prefix Editor window" (page 69) shows a sample **Prefix Editor** window.

Figure 14
MDMWeb Prefix Editor window
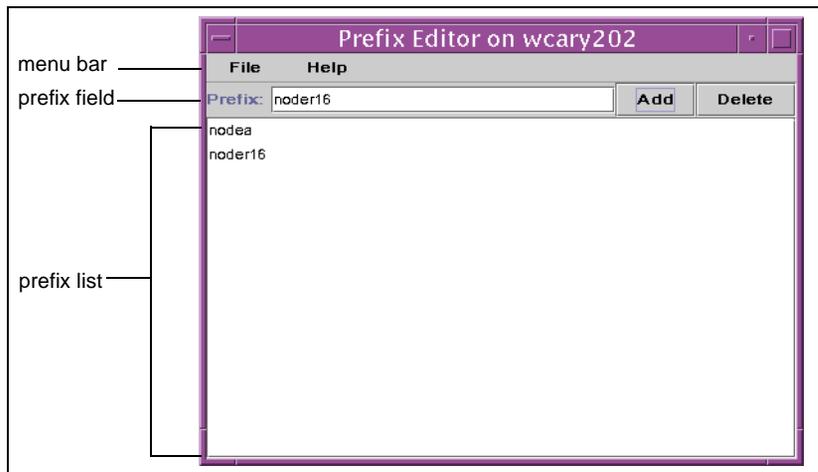
The **Prefix Editor** window consists of the following areas:

- "Menu bar" (page 70)

- "Prefix field" (page 70)

- "Prefix list" (page 70)

Menu bar

The prefix editor application provides the following menus:

- "File" (page 70)

- "Help" (page 70)

File
The **File** menu contains the following commands:

- **Open** opens a prefix list and displays it in the **Prefix Editor** window. When you select this command, a **Java Open** dialog opens and prompts for the location of the prefix list.

- **Save** saves the contents of the prefix list to a file. When you select this command, a **Java Save** dialog opens and prompts you for information on where to save the prefix list.

- **Close** closes the prefix editor application.

Help
The **Help** menu contains the following commands:

- **On Prefix Editor** opens the help application and displays online information about the prefix editor.

- **Online Documentation** opens the help application for document browsing.

Prefix field

Depending on your setup, the **Prefix** field may appear as a a text field or as a combo box from which you can make a selection. Use the **Prefix** field to add or delete an entry in the prefix list. Type a new prefix name in this field and click **Add**. The new prefix is added to the prefix list.

Prefix list

The prefix list displays the current contents of the prefix file. You can add and delete entries from this list.

Chapter 6
MDMWeb network status

This section describes the MDMWeb network status application and contains the following topics:

- "Network status overview" (page 71)

- "Network Status window" (page 72)

Network status overview

The MDMWeb network status application provides a high-level view of the current network status. It displays the number of alarms for each severity level.

For details on the Preside Multiservice Data Manager (MDM) network status bar, see 241-6001-011 *Preside MDM Fault Management User Guide*. For a comparison of network status features in MDM and MDMWeb, see the table "Comparison of MDM and MDMWeb network status features" (page 71).

Table 6
Comparison of MDM and MDMWeb network status features

Feature	MDM network status	MDMWeb network status
Menu bar	Yes	Yes
Active alarm counts	Yes	Yes
Refresh	Yes	Yes
(Sheet 1 of 2)		

Table 6 (continued)
Comparison of MDM and MDMWeb network status features

Feature	MDM network status	MDMWeb network status
Component states	Yes	Yes
Troubled components	Yes	Yes
Acknowledge	Yes	Yes
(Sheet 2 of 2)		

Network Status window

You access the network status application from the **Fault** menu in the **MDMWeb** window.

The figure "MDMWeb Network Status window" (page 72) shows the network status application.

Figure 15
MDMWeb Network Status window
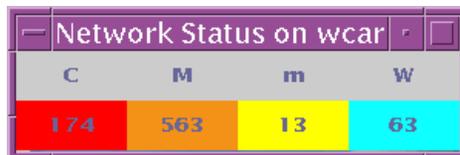
The network status window displays the number of alarms by severity. Severity levels include the following:

- C (critical)

- M (major)

- m (minor)

- W (warning)

Each severity is color coded according to the color scheme in effect. You can use the Preside Multiservice Data Manager (MDM) or standard color scheme. For details, see the table "State color representations for MDM and standard" (page 34). In addition to color, each severity level contains an indicator value (a value that indicates the number of alarms at that level).

In addition to alarm count by severity, you can display component count by state. For details, see "Network status pop-up menu" (page 73).

Network status pop-up menu

A pop-up menu lets you execute commands from the network status application.

The figure "Network status pop-up menu" (page 73) shows the network status application and its associated pop-up menu.

Figure 16
Network status pop-up menu

The network status pop-up menu contains the following commands:

- **Acknowledge** acknowledges the values for each severity level. When you select this command, the background color of all severity levels changes to gray. However, if any indicator value changes, the background color of its severity level reverts to its unacknowledged color.

- **Show Component Counts** turns the display of component counts by
  state on or off. To display the number of components by state in the
  network window, select the **Show Component Counts** check box. The
  status bar application displays the number of components for each of the
  following states:

  — OOS (out-of-service)

  — ISTB (in-service – troubled

  — INSV (in-service)

  — UNKN (unknown)

To turn off the display of component counts by state, clear the check box.

- **Show Totals** turns the display of alarm count and state count totals on or
  off. To turn on the display, select the **Show Totals** check box. If the
  network status displays only alarm information when you select this
  command, then the following summary alarm information is added to the
  display:

  — total number of alarms

  — alarm rate

If the network status displays both alarm and component information when
you select this command, then the following alarm and component summary
information is added to the display:

  — AA totals (total number of active alarms)

  — AA rate (active alarm rate)

  — Mod (total number of modules being monitored)

  — Sub (total number of subcomponents being monitored)

  — Links (total number of plain links)

  — DBNL (total number of dynamic dial backup network links)

To turn off the display of state and alarm counts, clear the check box.

- **Refresh** refreshes the screen by checking for indicator value changes. By default, the network status application refreshes every 60 seconds. Selecting this command causes an immediate refresh. If any indicator value changes, the background color of its severity level reverts to its unacknowledged color.

- **Beep When Count Changes** sets an audible warning when the a current indicator value changes. For Windows 2000, Windows NT, or Windows XP platforms, you may need to assign a sound to the default beep setting in the Sounds control panel. To turn on the beep when counts change, select the Beep When Count Changes check box. To turn off the beep, clear the check box.

- **Help on Network Status** displays online information about the network status application.

- **Online Documentation** opens the help application for document browsing.

Chapter 7
MDMWeb network browser

This section describes the MDMWeb network browser application and contains the following topics:

- "Network browser overview" (page 77)

- "MDMWeb Network Browser window" (page 77)

Network browser overview

The MDMWeb network browser application provides a hierarchical representation of the network down to the node level. You can navigate through the levels to view the states of modelled objects.

The MDMWeb network browser does not have a corresponding tool in Preside Multiservice Data Manager (MDM). However, the network browser has similarities to both the MDM network viewer and the component status display. The browser detects state changes in the network model and updates the display with new state information on an on-going basis. The network browser views network model objects down to the node level. For objects below the node level, use the component information viewer application.

For details on the MDM network viewer and MDM component status display, see 241-6001-011 *Preside MDM Fault Management User Guide*.

MDMWeb Network Browser window

You access the network browser application from the **Fault** menu in the **MDMWeb** window.

The figure "MDMWeb network browser window" (page 78) shows a sample network browser window.

Figure 17
MDMWeb network browser window
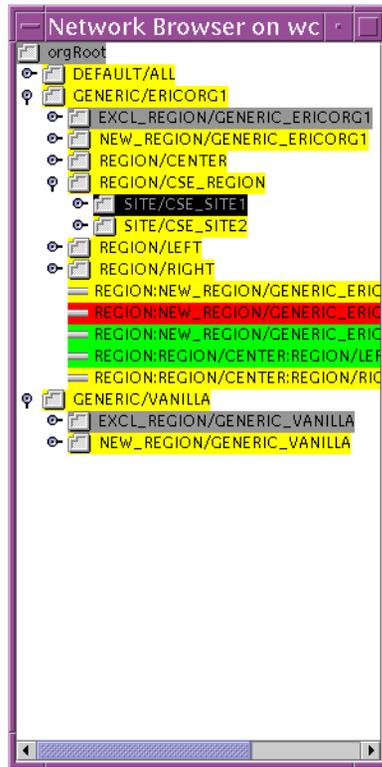
The MDMWeb network browser window displays network model components down to the node level.

Network browser pop-up menu

A pop-up menu lets you execute commands from the network browser application.

The figure "Network browser pop-up menu" (page 79) shows the network browser application and its associated pop-up menu.

Figure 18
Network browser pop-up menu
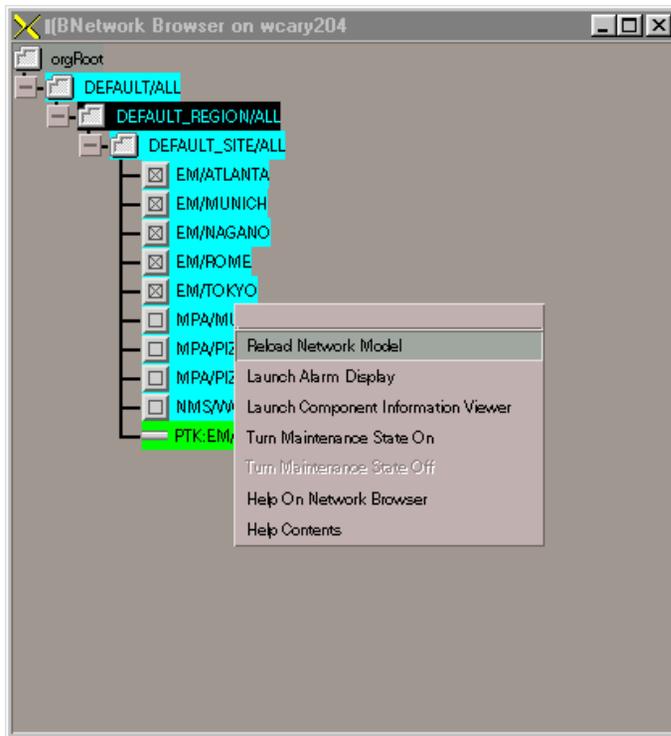
The network browser pop-up menu contains the following commands:

- **Reload Network Model** refreshes the network browser, capturing any additions or deletions to network model components.

- **Launch Alarm Display** starts the alarm display application. For details, see "MDMWeb alarm display" (page 45).

- **Launch Component Information Viewer** starts the component information viewer application. For details, see "MDMWeb component information viewer" (page 81).

- **Turn Maintenance State On** puts a component in a maintenance state. The maintenance state is propagated down to all the component's subcomponents. A component's state is shown as MTCE. The default

color for this state is light blue. The components remain in this state until you turn it off. You can also access this command from the state menu in the component information viewer.

- **Turn Maintenance State Off** takes a component out of a maintenance state. You can also access this command from the state menu in the component information viewer.

- **Help on Network Browser** displays online information about the network browser application.

- **Online Documentation** opens the help application for document browsing.

Chapter 8
MDMWeb component information viewer

This section describes the MDMWeb component information viewer
application and contains the following topics:

- "Component information viewer overview" (page 81)

- "Component information viewer window" (page 82)

Component information viewer overview

The MDMWeb component information viewer allows you to diagnose
network faults by viewing state and alarm information for specified
components, and viewing diagnostics information. Although you can view
network model objects down to the node level using the network browser, you
need to use the component information viewer to view objects below the node
level. The diagnostics section provides you with commands to let you access
information to assist in the diagnosis of network faults.

For details on the Preside Multiservice Data Manager (MDM) component
information viewer, see 241-6001-011 *Preside MDM Fault Management
User Guide*. For a comparison of component information viewer features in
MDM and MDMWeb, see the table "Comparison of MDM and MDMWeb
component information viewer features" (page 82).

Table 7
Comparison of MDM and MDMWeb component information viewer features

Feature	MDM component information viewer	MDMWeb component information viewer
Menu bar	Yes	Yes
Status for related components	Yes	Yes
Component filtering	Yes	Yes
Alarms for related components	Yes	Yes
Traverse entire model	Yes	No. Only the components related to a specific node.

Component information viewer window

You access the component information viewer from the **Fault** menu in the **MDMWeb** window. The component information viewer contains alarm information and diagnostics information that help you diagnose network problems. Selecting a window tab displays the applicable information.

The figure "MDMWeb component information viewer window" (page 83) shows a sample component information viewer window with the alarm tab selected, and the filter panel showing. For more information on the filter panel, see "Filter panel area" (page 89).

Figure 19
MDMWeb component information viewer window
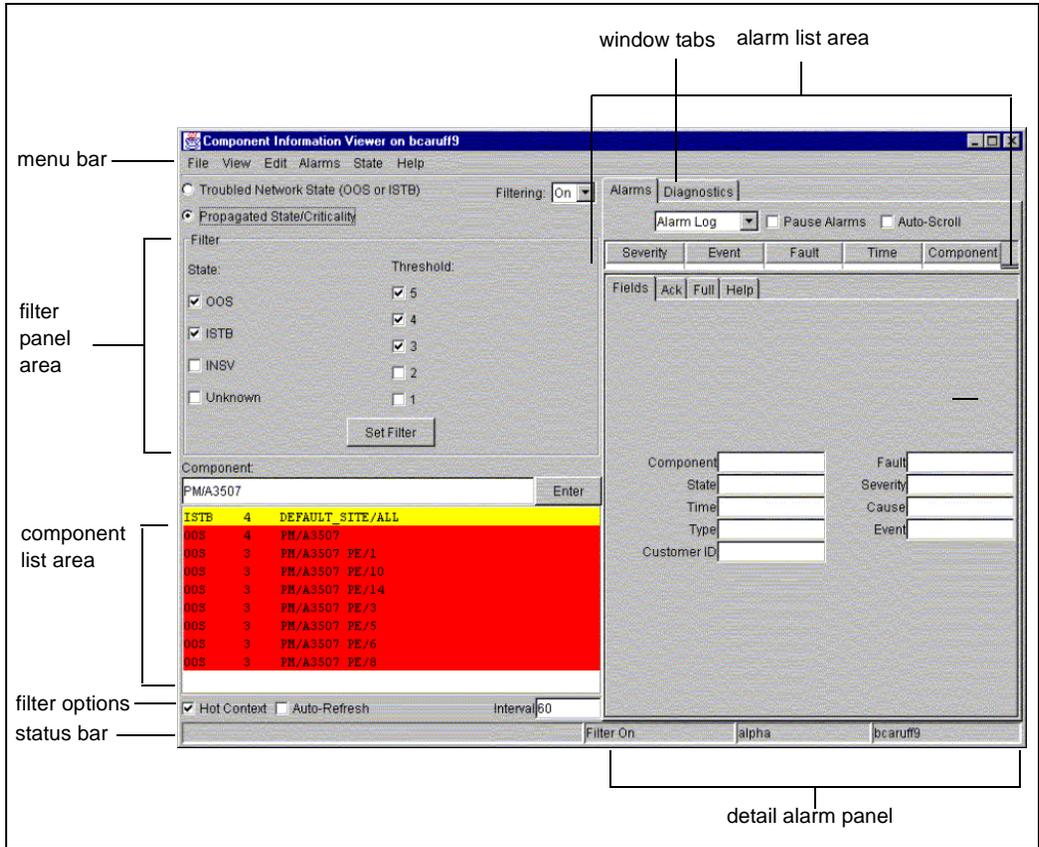
The figure "Diagnostics" (page 84) shows a sample component information viewer window with diagnostics information showing.

Figure 20
Diagnostics
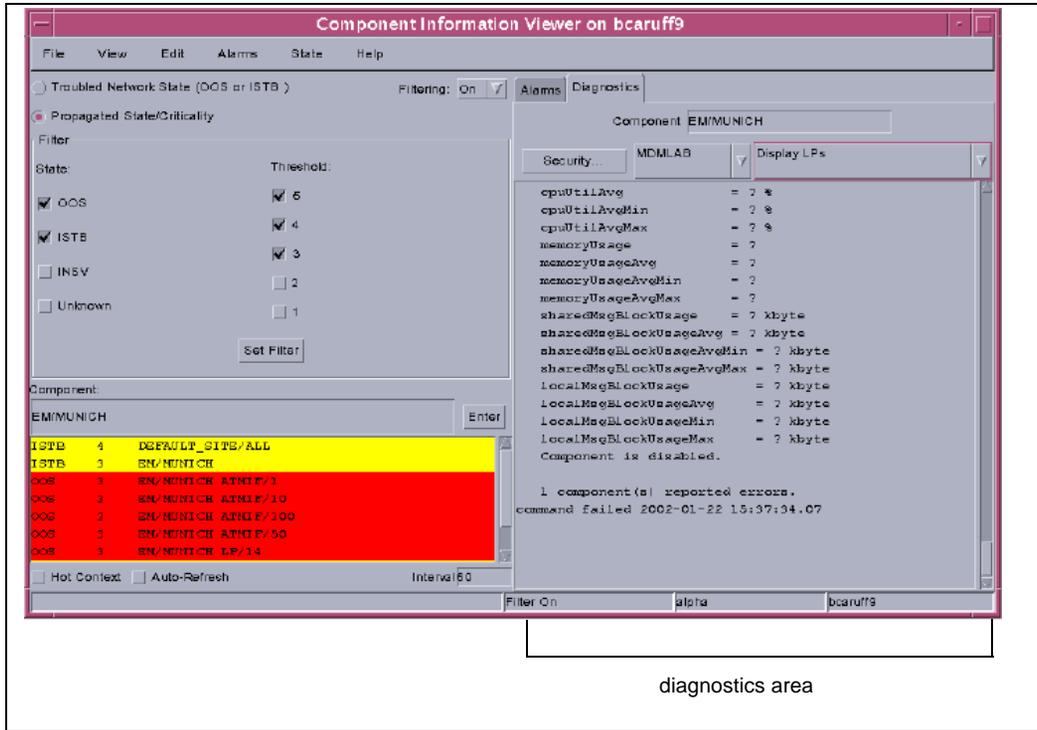
diagnostics area

The component information viewer window consists of the following areas:

- "Window tabs" (page 85)

- "Menu bar" (page 85)

- "Filter panel area" (page 89)

- "Component list area" (page 90)

- "Filter option boxes" (page 90)

- "Status bar" (page 91)

- "Alarm list area" (page 91) (shown when alarms window tab is selected)

- "Detail alarm panel" (page 92) (shown when alarms window tab is selected)

- "Diagnostics tab" (page 93) (shown when diagnostics window tab is selected)

Window tabs

The component information view has two window tabs: **alarms** and **diagnostics**. Clicking the **alarm** tab displays alarm information. Clicking the **diagnostics** tab displays information that will help you diagnose network problems.

Menu bar

The component information viewer provides the following menus:

- "File" (page 85)

- "View" (page 85)

- "Edit" (page 86)

- "Alarms" (page 86)

- "State" (page 88)

- "Help" (page 89)

File

The **File** menu contains the following commands:

- **Reset Server Connections** resets the connection to the general management data router (GMDR) server. Use this command if the GMDR server stops responding to the client, for example, if you set a new filter but receive no alarms.

- **Close** closes the component information viewer window and exits the application.

View

The **View** menu contains the following command:

- **Show Alarm Bubbles** changes to display format of alarms. By default, the MDMWeb component information viewer application displays alarms in Preside Multiservice Data Manager (MDM) format. If you

prefer, you can display the alarms using the standard format. The MDM format provides a background color for each alarm to indicate alarm severity. The standard format uses color-coded alarm bubbles, rather than background colors, to indicate alarm severity. Selecting the **Show Alarm Bubbles** command toggles between the two alarm display choices.

Edit

The **Edit** menu contains the following command:

- **Copy Alarm** copies the full format of a selected alarm from the alarm list to the system clipboard. You can then paste this information into another application.

Alarms

The **Alarms** menu contains the following commands:

- **Sort Alarms By Component ID** sorts alarms alphabetically by component ID. The alarm display sorts only those alarms that are present at the time of the sort request. Subsequent alarms appear unsorted at the end of the alarm table.

- **Sort Alarms By Time** sorts alarms by time. The alarm display sorts only those alarms that are present at the time of the sort request. Subsequent alarms appear unsorted at the end of the alarm table.

- **Acknowledge Alarm** acknowledges an alarm in the alarm list. When you select this command an Input dialog opens and prompts you for an acknowledge comment. After you acknowledge an alarm, the application displays a check mark icon in the alarm Event field.

- **Unacknowledge Alarm** unacknowledges an alarm in the alarm list. When you select this command an Input dialog opens and prompts you for an unacknowledge comment. After you unacknowledge an alarm, the application displays a crossed out check mark icon in the alarm Event field.

- **Show Critical Alarm Highlights** turns background color (highlights) on or off for critical alarms. To highlight critical alarms, select the **Show Critical Alarm Highlights** check box. In MDM alarm format, rows that contain critical alarms display with highlights. In the standard alarm format, critical alarm bubbles display with highlights. To turn off critical highlights, clear the check box.

- **Show Major Alarm Highlights** turns background color (highlights) on or off for major alarms. To highlight major alarms, select the **Show Major Alarm Highlights** check box. In MDM alarm format, rows that contain major alarms display with highlights. In the standard alarm format, major alarm bubbles display with highlights. To turn off major highlights, clear the check box.

- **Show Minor Alarm Highlights** turns background color (highlights) on or off for minor alarms. To highlight minor alarms, select the **Show Minor Alarm Highlights** check box. In MDM alarm format, rows that contain minor alarms display with highlights. In the standard alarm format, minor alarm bubbles display with highlights. To turn off minor highlights, clear the check box.

- **Show Warning Alarm Highlights** turns background color (highlights) on or off for warning alarms. To highlight warning alarms, select the **Show Warning Alarm Highlights** check box. In MDM alarm format, rows that contain warning alarms display with highlights. In the standard alarm format, warning alarm bubbles display with highlights. To turn off warning highlights, clear the check box.

- **Show Indeterminate Alarm Highlights** turns background color (highlights) on or off for indeterminate alarms. To highlight indeterminate alarms, select the **Show Indeterminate Alarm Highlights** check box. In MDM alarm format, rows that contain indeterminate alarms display with highlights. In the standard alarm format, indeterminate alarm bubbles display with highlights. To turn off indeterminate highlights, clear the check box.

- **Show Cleared Alarm Highlights** turns background color (highlights) on or off for cleared alarms. To highlight cleared alarms, select the **Show Cleared Alarm Highlights** check box. In MDM alarm format, rows that contain cleared alarms display with highlights. In the standard alarm format, cleared alarm bubbles display with highlights. To turn off cleared highlights, clear the check box.

- **Critical Bell** turns sound effects on or off for critical alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a critical alarm, select the **Critical Bell** check box. To turn off sounds for critical alarms, clear the check box.

- **Major Bell** turns sound effects on or off for major alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a major alarm, select the **Major Bell** check box. To turn off sounds for major alarms, clear the check box.

- **Minor Bell** turns sound effects on or off for minor alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a minor alarm, select the **Minor Bell** check box. To turn off sounds for minor alarms, clear the check box.

- **Warning Bell** turns sound effects on or off for warning alarms. Use this command only if your resource file has sound definitions and your hardware supports sound. To play a sound whenever the alarm display receives a warning alarm, select the **Warning Bell** check box. To turn off sounds for warning alarms, clear the check box.

State
The **State** menu contains the following commands:

- **Turn Acknowledgement State On** puts a component in an acknowledged state. The acknowledged state is propagated up to all the component's subcomponents. A component's state is shown as ACKED. The default color for this state is cyan. The component remains in this state until you turn it off or until the component's state changes.

- **Turn Acknowledgement State Off** takes a component out of an acknowledged state.

- **Turn Maintenance State On** puts a component in a maintenance state. The maintenance state is propagated down to all the component's subcomponents. A component's state is shown as MTCE. The default color for this state is light blue. The components remain in this state until you turn it off. You can also access this command from the network browser's pop-up menu.

- **Turn Maintenance State Off** takes a component out of a maintenance state. You can also access this command from the network browser's pop-up menu.

  Note: The menu items which appear depend on the state of the currently selected component.

Help

The **Help** menu contains the following commands:

- **On Component Information Viewer** displays online information about the component information viewer application.

- **Online Documentation** opens the help application for document browsing.

Filter panel area

The Filter panel area is where you can use filters to display different alarm information. By default, the filter panel is hidden. However, the component information viewer contains a **Propagated State/Criticality** button that lets you control the filter panel display. You can filter the components based on their state or threshold value.

The Component Information Viewer supports filtering on the following conditions:

- Troubled Network State

- Propogated State/Criticality

The Troubled Network State filter only displays components that have a troubled raw state display. Troubled raw states include out-of-service (OOS) and in-service troubled (ISTB). Filtering on **Propagated State/Criticality** lets you select the specific propagated states and state critcalities that you wish to display.

State filter options

To filter by state, select from the following options:

- OOS (out of service)

- ISTB (in service, troubled)

- INSV (in service)

- Unknown

Threshold filter options

To filter the components based on their threshold, select any of the values from 1 to 5. The more outages a component's fault causes, the higher its threshold value. If you filter on INSV or Unknown states, any selected threshold values are ignored.

Set Filter button

The **Set Filter** button activates any selected state and threshold filters.

Component list area

The component list area is where you can request a component to view. The area contains a **Component** field and **Enter** button, component list box, and component list options boxes.

Component field

The **Component** field lets you enter the name of the node that you want to view.

Enter button

As an alternative to pressing the enter key to enter a a component ID in the component field, click **Enter**.

Component list box

After you enter a component ID, a component list opens. This list shows all the related components including parents and children.

Filter option boxes

The filter option boxes let you turn hot context on or off and to set an auto-refresh interval.

Hot Context

If you select this check box, hot context is turned on. If you do not select this check box, hot context is turned off. For information on hot context, see "Hot context" (page 43).

Auto-Refresh

This option refreshes (reloads) the network model information. The component information viewer application does not update network model information as the network status changes. You need to reload model information to capture state changes. If you select this check box, the

applications reload based on the time specified in the Interval field. If you do not select this check box, the application does not reload network model information.

Interval

This option specifies the number of seconds between automatic network model reloads. The default value is 60 seconds. When you change the interval value and then press the enter key, an immediate refresh occurs. To set an interval, ensure that you also select the auto-refresh check box. The component information viewer does not accept a refresh interval less than 15 seconds.

Status bar

The status bar provides information about whether filtering is on or off, the login user ID, and the server being accessed.

Alarm list area

The alarm list area consists of a list box and check boxes that let you determine what displays in the alarm list, an alarm count, and a detailed alarm list.

Note: The alarm list area information is displayed when the alarms window tab is selected.

Alarm mode

This list box provides lets you choose from the following alarm modes.

— **Active Alarms** display only active alarms.

— **Alarm Log** displays recent alarms as they are received by Preside Multiservice Data Manager (MDM). This mode includes all alarms including set, clear, and message events

— **Alarm History** is similar to Alarm Log but also includes past alarms. In some networks, selecting this mode can result in large amounts of alarm data.

Pause Alarms

If you select this check box, no subsequent alarms display in the alarm list. If you do not select this check box, the alarm display continues to add alarms to the alarm list.

Auto-scroll

If you select this check box, the alarm display automatically scrolls the alarm list so that the most recent alarm is visible. If you do not select this check box, the alarm list does not automatically scroll.

Detail alarm panel

The detail alarm panel provides tabs that contain additional alarm information.

>*Note:* The alarm list area information is displayed when the alarms window tab is selected.

Fields tab

The **Fields** tab displays information about a selected alarm, including the following:

- **Component**

- **State**

- **Time**

- **Type**

- **Customer ID**

- **Fault**

- **Severity**

- **Cause**

- **Event**

Ack tab

The **Ack** tab displays the alarm acknowledgement state, the acknowledgement user ID, and any alarm acknowledgement comments.

Full tab

The **Full** tab displays the selected alarm in full format.

Help tab

The **Help** tab displays help on a selected alarm, including detailed information on the alarm and possible remedial action.

Diagnostics tab

Diagnostics information is displayed when the diagnostics window tab is selected.The diagnostics window consists of the following:

- security tab

- route box

- commands menu

- command output area

- related component list

Security tab

To run diagnostics on a device, you must first authenticate with the device. Selecting the **security** tab opens the Connection Management window. When you have authenticated with a device, the diagnostics information is displayed. For more information on authentication, see "Authentication area" (page 68). For more information on the Connection Management window, see "Connection Management window" (page 67).

Route box

When a group is authenticated, it is displayed in the route box. When the group is selected as a route, you can issue a command to the device.

Command menu

The command menu contains a pulldown listing of commands that you can execute on a component. You can execute one command at a time. For more information on the default commands, see the section on Component Information Viewer diagnostics in 241-6001-011 *Preside MDM Fault Management User Guide*.

Command output area

When you send a command, the response is displayed in the command output area of the diagnostics window. The output gives you additional information to help you diagnose network problems. The text is refreshed each time a command is selected.

Related component list

The diagnostics related component list area contains a listing of components that are related to the network problem. You can select components in this list, and run commands to help you determine which component is responsible for the network problem.

Chapter 9
Troubled components

This section describes the MDMWeb's troubled components application and includes the following topics:

- "Troubled components overview" (page 95)

- "Troubled components window" (page 96)

Troubled components overview

The MDMWeb troubled components application displays troubled components and links in the network. It helps you determine which devices and subcomponents are experiencing problems. The troubled components application is most useful when you use it with the network status bar. For more information on the troubled components window, see "Troubled components window" (page 96).

The table "Comparison of MDM and MDMWeb troubled component features" (page 96) compares the troubled component status features in Preside Multiservice Data Manager (MDM) and MDMWeb.

For details on the Preside Multiservice Data Manager (MDM) troubled components, see 241-6001-011 *Preside MDM Fault Management User Guide*.

Table 8
Comparison of MDM and MDMWeb troubled component features

Feature	MDM troubled components	MDMWeb troubled components
Menu bar	No	Yes
Accessible from network status	Yes	Yes
Accessible from fault menu	No	Yes

Troubled components window

You access the troubled components application from the **Fault** menu in the **MDMWeb** window or the network status application's pop-up menu.

The figure "MDMWeb Troubled Components window" (page 96) shows the troubled components application.

Figure 21
MDMWeb Troubled Components window
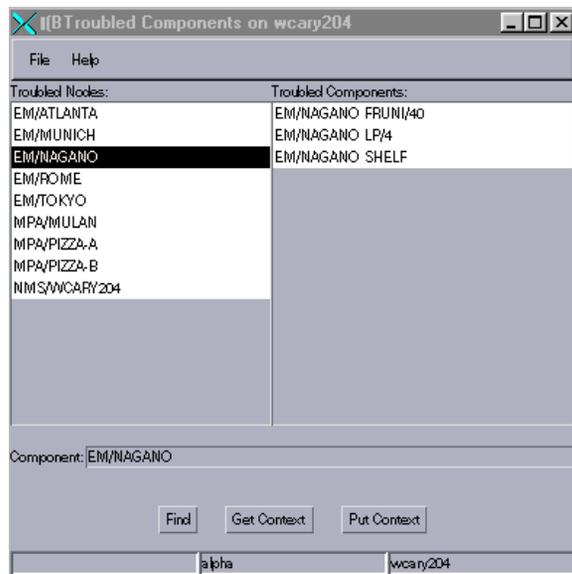
The troubled components window consists of the following areas:

Menu bar

The troubled components application consists of the following menu items:

File
The **File** menu contains the following commands:

- **Refresh** reloads the information in the troubled components list, and clears the troubled subcomponents list.

- **Close** closes the troubled components window and exits the application.

Help
The **Help** menu contains the following commands:

- **On Troubled Components** opens the help application and displays online information about the troubled components application.

- **Online Documentation** opens the help application for document browsing.

Troubled components list

The troubled components list displays every device that contains a troubled subcomponent or link. When an element is selected from the troubled components list, the troubled subcomponents list shows the subcomponents or links of the selected component which are in a troubled state.

Note: The information displayed in the troubled components list is static. Select **Refresh** to display new troubled components.

Troubled subcomponents list

Initially, the troubled subcomponents list is empty. Information is displayed in this list when a component or link is selected from the troubled components list.

Component text box

The component text box displays any list selection made, regardless of which list the selection was made from. You can also edit the component text box to any value.

Buttons

The troubled components application contains the following buttons:

•   **Find** searches the troubled components list for the component or link displayed in the component text box. If the component is found, it is selected in the troubled components list.

•   **Get Context** sets the MDMWeb desktop's current context to be the value of the component text box.

•   **Put Context** sets the component text box to be the MDMWeb desktop's current context.

Chapter 10
MDMWeb error messages

This section contains information to help you detect and solve problems with MDMWeb. It contains information on problems and corrective measures.

Table 9
MDMWeb error messages

Message	Details	Remedial action
A noninteger value was entered in the refresh interval field. Using the current refresh interval instead.	The value entered in the component information viewer interval field is not an integer.	Ensure that the value in the integer field is an integer.
Alarm already acknowledged.	The alarm you are trying to acknowledge is already acknowledged.	Ensure that the correct alarm has been selected for acknowledgement.
Alarm is not acknowledged.	An attempt has been made to unacknowledge an alarm that has not been acknowledged.	Ensure that the correct alarm has been selected for unacknowledgement.
Connect/DIsconnect in progress.	While one group is currently connecting or disconnecting, any other requests for group connections or disconnections do not execute.	Wait until the current connect or disconnect operations complete before requesting another connect or disconnect.
(Sheet 1 of 7)		

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Customer ID must be an integer	The advanced filter cannot accept a value other than an integer.	Add a valid customer ID.
Enter a prefix before adding it to the prefix list.	An attempt has been made to add a prefix without first entering it in the prefix field.	In the Prefix Editor application, enter a prefix in the prefix field to add an entry in the prefix list.
Invalid customer ID filter.	The advanced filter cannot accept a null customer ID filter.	Add a valid customer ID.
Invalid user name or password.	The authentication process detects an invalid user name or password, or both.	Use a valid user name and password.
Invalid time filter. Format is "yyyy/mm/dd hh:mm:ss."	MDMWeb cannot parse the time passed in the Alarm Display advanced filter time field.	Use the specified time format.
No APP appname defined in resource file.	There are serious problems with the resource file.	Fix any problems with the resource file. Revert to your backup file, if necessary.
No SERVERHOST defined in resource file.	The SERVERHOST field in the resource file SYSTEM block is not specified. Without a defined SERVERHOST, the MDMWeb client cannot determine the machine to use as a server.	Edit the resource file to add an entry in the SYSTEM block that defines the SERVERHOST.

(Sheet 2 of 7)

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Resource file must be updated with server host information before MDMWeb can run.	The SERVERHOST field in the resource file SYSTEM block has not been updated from its original value of "host name".	Edit the resource file and specify an appropriate value for SERVERHOST.
Restarting Command Console server connection.	The connection to the command console server has been terminated. MDMWeb tries to reconnect to the server. This reconnection can take several seconds. If the reconnection attempt exceeds 15 seconds, there is likely a problem with the psvagent process or one of the command console servers.	None.
Select a filter to be deleted.	No filter has been selected from the alarm display advanced filter.	Select a filter first, then click the Delete button.
Select a group before authenticating	A group was not selected when processing the authentication for the group connection.	Select a group, and then authenticate.
Select a prefix before removing it.	There is no prefix displayed in the window.	Ensure prefix information displays in the window before attempting to save it.
Server authentication failed. It appears the authentication information used by the agent has changed. Try restarting the MDMWeb client.	The authentication message used is not valid.	Restart MDMWeb with a valid userID and password.
(Sheet 3 of 7)		

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Specify filters without rejection. Rtacagent doesn't support filter rejection.	The alarm history mode using the rtacagent does not support filter rejection.	Set a filter without rejection.
The Troubled Components app lost its connection to the server. Try resetting the server connection.	The server connection is lost.	Reconnect to the server.
Unable to close a session to a server.	A server connection cannot be closed. There is likely a problem with an agent or with one of the servers with which the agent communicates.	Verify that the agent and servers are running.
Unable to connect to group.	The Group Connection Management application cannot connect to a group. The user name or password used to authenticate the group is not valid or the device is refusing the connection.	Ensure the user name and password used for authentication are valid.
Unable to connect to the server. Make sure the server is running and is using the proper port.	The server is not up, or you are using the wrong port to connect to the server.	Try to reconnect.
Unable to copy alarm.	An alarm must be selected from the alarm table before it can be copied.	Select an alarm first, then copy the alarm information to the clipboard
(Sheet 4 of 7)		

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Unable to disconnect from group.	The Group Connection Management application cannot disconnect from a group. There is a problem with the command console server.	Check the command console server.
Unable to find resources to create toolbar.	There are serious problems with the resource file.	Fix any problems with the resource file. Revert to your backup file, if necessary.
Unable to get alarm stream from GMDR. Retrying.	The alarm display cannot connect to the GMDR server. Since the alarm display requires a connection to GMDR, it continues its attempt to connect to GMDR until a successful connection is made.	None.
Unable to launch apps until logged in.	The desktop is not authenticated. No applications can launch until authentication occurs.	Log in to MDMWeb.
Unable to launch image from *filename*.	The specified image cannot be located. The image file is missing or there are problems with the resource file.	Check for the existence of the image file. Fix any problems with the resource file.
Unable to load alarm filter. FIle not an alarm filter.	The specified file is not a valid alarm filter file.	Correct the entry for the alarm filter file.
(Sheet 5 of 7)		

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Unable to make a connection to the *servername* server.	A connection to the server cannot be made.	Verify that the resource file SERVERHOST field is appropriately set. Verify that the agents are running on the server. Verify that the server agent ports correspond with the port setting in the client resource file.
Unable to open file *filename*.	The specified file cannot be opened. The file is missing or there is a problem with the resource file.	Check for the existence of the file. Fix any problems with the resource file.
Unable to open resource file *filename*.	The resource file cannot be opened. The resource file is missing or there are problems with the resource file.	Check for the existence of the resource in the cfg directory. Ensure that the resource file has the correct file name. Fix any problems with the resource file.
Unable to open session to server for user *username*.	The session to a server cannot be opened. The user name or password used is not be valid or the agent is not able to communicate with the required server.	Ensure the user name and password used are valid. Verify that the agent and server are running.
Unable to save alarm filter. No alarm filter is currently displayed.	There is no alarm filter displayed in the window.	Ensure alarm filter information displays in the window before attempting to save it.
(Sheet 6 of 7)		

Table 9 (continued)
MDMWeb error messages

Message	Details	Remedial action
Unable to save data to file *filename*.	The specified file cannot be saved. It is likely that write permissions to this file are not set.	Verify that the UNIX file permissions allow write access.
Unable to send request to server.	A server cannot accept a request. There is likely a serious problem with the server.	Verify the server and agents are running.
(Sheet 7 of 7)		

Appendix A
Engineering Information

This section provides engineering information for MDMWeb and contains the following topics:

- "Resource requirements" (page 107)

- "Communication requirements" (page 108)

- "MDMWeb performance" (page 108)

Resource requirements

Resource requirements are as follows:

- MDMWeb server supports a maximum of 10 clients.

- MDMWeb server minimum requirements are as follows:

   — a Sun Ultra 10 Workstation

   — 128 Mbyte RAM

   — 2 Gbyte hard disk

- MDMWeb client minimum requirements are as follows:

   — for Solaris, Sun Ultra 1 or Ultra 10 workstation with 256 Mbyte RAM

   — for Windows 2000, 128 Mbyte RAM

   — for Windows NT, 128 Mbyte RAM

   — for Windows XP, 128 Mbyte RAM

Communication requirements

The communication requirements are as follows:

- TCP/IP based socket communication between MDMWeb server and MDMWeb client

- TCP/IP based IPI protocol between MDMWeb server and Preside Multiservice Data Manager (MDM) server

MDMWeb performance

MDMWeb clients are expected to have similar performance to current Xterm-based clients from the MDM server workstation.

Index

A

C

Preside Multiservice Data Manager
MDMWeb
User Guide

R14.3

NØRTEL
NETWORKS