

CA eHealth® Network Performance Manager r6.1

Q: What are the key areas of enhancement to CA eHealth in CA eHealth r6.1?

A: This new version of CA eHealth NPM strengthens CA's industry leadership position in proactive performance management.

This includes innovations in live performance reporting, monitoring and analysis and in application visibility via traffic monitoring and reporting.

For years we have been a technology and market leader in proactive performance management, and we continue to innovate to bring customers industry leading capabilities.

We've also enriched the product with Enterprise IT Management (EITM) integrations and features that bring fast and continuous return on investment.

As IT environments become more complex and as the line between business processes and the IT infrastructure dissolves before our eyes, the need for proactive performance management increases daily. CA eHealth NPM innovations enable IT organizations to more proactively manage infrastructure in order to improve service quality and availability.

Key innovations in live performance reporting, monitoring and analysis are:

- Web-based, on-demand real time and historical performance trending on a single screen (Live Reporting)
- Proactive analysis down to 30-second intervals (Live Health)
- Time over Threshold availability rule to reduce false positives during planned and transient conditions

New traffic monitoring and reporting features are:

- Embedded network NetFlow V9 collector for monitoring network and application usage; also supports Cisco NetFlow V9 Collectors
- Pre-defined reports and custom report-building capabilities for CA embedded or Cisco NetFlow V9 collectors

New EITM integrations are:

- CA eHealth-CA SPECTRUM:
 - Synchronized discovery
 - Synchronized naming
 - Single sign-on
 - Extended element info for better element/model matching
 - This marks 4th iteration of integration between these two market-leading products

New features that bring fast and continuous ROI are:

- IPv6 Support , including support for hosts running IPv6 as well as dual-stack IPv4/IPv6
- Policy-based discovery
- 500 new certifications
- High availability enhancements

Q: Provide me with some more detail about these innovations. Let's start with live performance reporting enhancements.

A: For a long time we have led the market with our Live Health capabilities. With one of those, Live Trend, you can choose to see any variable “live” for a network, a server or other IT asset. As a result of customer requests for expansion and additional flexibility to the current Live Trend features, CA eHealth NPM r6.1 has a new, Web-based Live Reporting capability.

Live Reporting increases the flexibility of data access and data reporting/viewing and factors historical information into your live reports. Now, on demand, you can launch an ongoing live view of that variable for any asset. This live view is based on historical trend data up to the present and is updated in real time as the database is polled — giving you deeper insight into the health of the IT asset.

This is how it works:

- Access Live Reporting through the CA eHealth NPM Web-based interface's Organization tab.
- On the Organization page, next to each element is a Live Reporting icon. By clicking on this icon you launch the Live Reporting Web page.
- CA eHealth Live Reporting lets you easily select one or more variables to display and their reporting time frames.
- A graph is immediately produced for the selected element. You can display the precise values for any point on the graph by moving your mouse along the graph. You can also select and zoom in on any section of the graph for a more granular view.

Q: What have you done to enhance proactive monitoring?

A: There are two main enhancements in the area of proactive monitoring:

- Increased functionality and performance of Live Health
- The addition of the Time over Threshold (ToT) availability rule

Live Health, our set of live performance management displays, has been enhanced so that the Live Exceptions Browser and the Live Status UI will now display updates to Live Exception alarms in shorter intervals. In the past, the eHealth poller aggregated data for Fast Store elements and passed this aggregated data to Live Health for analysis and viewing every 5 minutes. As of r6.1, Live Health will evaluate poller data for Fast Store elements at their native poll rate (typically every 30-60 seconds); as a result, problems with Fast Store elements will be discovered more quickly. 30 to 60 second rates satisfy the needs of the vast majority of our customers.

The other innovation related to proactive monitoring is the addition of the Time over Threshold (ToT) availability rule. ToT, based on an industry-leading algorithm, is an intelligent way of distinguishing between transient threshold violations from persistent, systemic problems. The ToT availability rule will reduce false positives during planned outages and transient conditions. For example, without the ToT availability rule (and the ToT reachability rule introduced in CA eHealth NPM 6.0 SP2a), when devices are taken off-line for maintenance, alarms will be generated. With the ToT rules, you can eliminate alarms from being generated when the device is unavailable for say 15 minutes out of an hour, or 30 minutes out of an hour, to allow maintenance to be performed within the ToT window.

Additional enhancements in the proactive monitoring area include the ability to clear multiple alarms simultaneously and Search and Sort functionality in the Live Profile GUI.

Q: You mentioned improved application visibility via traffic monitoring and reporting. Have you made changes to the CA eHealth Traffic Accountant?

A: Traffic Accountant (TA) provides customers with greater insight into how network behavior is affecting application services to users. TA has always been an important element of CA eHealth NPM, especially for Cisco NetFlow users. With CA eHealth r6.1, customers now have the option of using an embedded NetFlow collector within CA eHealth NPM or using CA eHealth NPM to capture data from Cisco NetFlow collectors. CA eHealth NPM r6.1 supports the Cisco NetFlow Collector with full support for NetFlow record format V9 and for router and collector aggregation schemes including simultaneous collection and reporting for Autonomous System to Autonomous System (for Service providers and large enterprises) and IP to IP traffic. (Before, we supported V5 and V7 schemes.)

CA eHealth Traffic Accountant preformatted reports provide visibility into traffic priorities and usage for converged networks and are customizable through the CA eHealth NPM Report Center. Customers can use Report Center tools to mine traffic data that CA eHealth NPM captures and stores, then to create custom reports and gain new insights. Also, the TA view editor is ported to the OneClick administrative interface for CA eHealth.

Q. I'm interested in integrations between CA eHealth and other CA products. Anything new?

A. With this release we introduced significant Enterprise IT Management integration, marking the fourth major integration of CA eHealth NPM and CA SPECTRUM NFM. The tight integration of these two products comprises the most seamless solution for network service, fault, configuration and performance management.

New capabilities include:

- Single sign-on
- Synchronized discovery
- Synchronized naming
- Extended element information for better element/model matching between CA SPECTRUM NFM and CA eHealth NPM

The new CA eHealth NPM single sign-on (SSO) feature applies to CA SPECTRUM NFM as well as CA NSM users. From a CA eHealth NPM standpoint this means that CA NSM and CA SPECTRUM NFM users are authenticated and can drill down into eHealth unchallenged. When using SSO you can also integrate with LDAP and Active Directory stores for authentication.

EITM integration like this reduces the administrative overhead resulting from multiple applications managing infrastructure assets and services. This is accomplished by increasing operator productivity through automated workflow, increasing visibility to Key Performance Indicators to reduce troubleshooting time, enriching event correlation and root cause analysis with proactive performance alerts and lowering IT total cost of ownership.

Q. We are always looking for ways to improve our ROI. What changes have been made to CA eHealth that will help me achieve a faster ROI?

A. In addition to the above benefits of EITM integration, we introduced features that bring fast and continuous ROI. These include:

- IPv6 Support , including support for hosts running IPv6 as well as dual-stack IPv4/IPv6
- Policy-based discovery
- 500 new certifications

Together, these features enable fast implementation (time-to-value) and continuous ROI as new assets and technologies are introduced to the infrastructure and need to be managed.

IPv6 support is important to many customers. Government agencies, and their suppliers, are required to implement IPv6, and we enable them to proactively monitor IPv6 MIBs in that new environment. IPv6 is also important to telcos and MSPs, because it allows the larger address spaces required by these providers. IPv6 support is as follows:

- The system CA eHealth runs on can have either an IPv4 address or both an IPv4 and IPv6 address, referred to as a dual stack configuration.
- CA eHealth can collect performance statistics from devices that have an IPv4 address only, an IPv6 address only, or both an IPv4 and IPv6 address.

Policy-based discovery enables more reliable, flexible and efficient device discoveries and re-discoveries per device. For example, policy-based auto-discovery lets you specify technologies you want CA eHealth to discover, managing them according to naming and grouping properties that fit your unique environment and IT practices. As you expand your network, automated policy-based discovery incorporates new IT assets into its management domain.

We've also expanded the number of IT devices that we've certified to comprehensively monitor. By certifying that all variables are monitored on a broad range of devices (standard SNMP and vendor's custom MIBs), we enable customers to have faster time to value, less administration overhead and comprehensive monitoring.

And, of course the new integrations between CA eHealth NPM and CA SPECTRUM NFM (single sign-on, synchronized naming and discovery) are aimed at lowering administration and troubleshooting costs as they add new assets to their environment that need to be discovered and managed.

Finally, we've enhanced the product's OneClick administrative interface with a number of productivity-enhancing features such as element editing, job scheduling, and poller control.

Q. What have you done to ensure CA eHealth is highly available?

- A.** We have implemented a three-fold high availability option that utilizes Solaris-based Veritas Cluster Server 5.0, improves integration with eHealth Disaster Recovery solution (CA's XOSoft WANSync) and supports Solaris 9 and 10.

Q. What are some of the important new certifications that will increase the range of CA eHealth NPM within my infrastructure?

- A.** CA has enriched CA eHealth NPM with numerous new certifications.

New platform support includes:

- Open/Sun SSH Support
 - Alcatel 5620
 - NetFlow
 - CWM
 - Lucent Navis/EMS
 - Nortel SCS GGSN
 - Nortel SCS PDSN
 - Nortel Preside
 - Remote Poller
- HPOV Network Node Manager support for v 7.5.1
- Alcatel 5620 support for version 7.1 and 8.0 of the NM
- Nortel SCS GGSN 5.0.1 support
- CISCO ISC 4.2 support
- Starent support for release 7.0 & 7.1
- Psytechnics 2.6.4(Voice IM)

Certification enhancements include:

- IPv6 support for Cisco, Juniper, and SystemEDGE 4.3
- Support of 'microseconds' resolution for Cisco IP-SLA tests
- Ericsson J20 GGSN
- Juniper M5 & M10 BGP stats
- Netscape Communications Master Agent
- Borderware MXtreme MX-400
- Packeteer PacketShaper
- CA ASM ESX Server
- CA Insight for Distributed Agent for DB2 database

Q. How have you enhanced the OneClick administration interface?

A. Creating a similar look and feel for CA SPECTRUM NFM and CA eHealth NPM administrative interfaces is another example of how we enhance IT productivity. CA eHealth NPM r6.1 enhancements include:

- IPv6 support
- Ad-hoc and Scheduled Discovery
- DCI Rule Editor
- Process Rule Editor
- Policy-based Discovery
- Better scalability for long lists
- Traffic Accountant View Editor
- Additional Poll Rate selections, 5 min fast, 10 and 15 min slow

For more information, call +1 800 225-5224 or visit <http://ca.com/us/network-performance.aspx>