Demonstration Video Series

Accugraph

This video covers the following topics:

Overview of Logical Network Management

- Dynamic Discovery Function
- Managing Objects
- Monitoring the Network

Logical & Physical Network Management

- Access of MountainView from Network Manager
- Show Event Log for a Node
- Open Trouble Tickets
- Reset a Node

Moves, Adds & Changes with MountainView

- How Nodes are Loaded
- Move Demonstration

16 Minutes MGVDVSConfig.Man- 10/11/92

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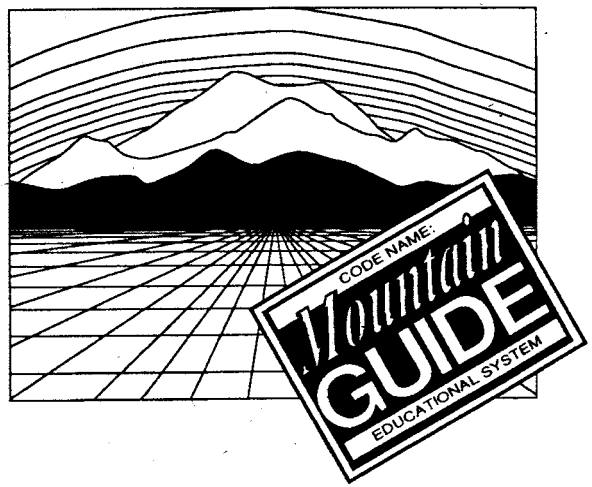
Configuration Management

16 minutes

Demonstration Video Series

Configuration Management



October 11, 1992

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Video Content Outline

Configuration Management

I. Title: Introduction

A. What it is

B. Overview of Presentation

- **Logical Network Management**
- **Integration to Physical Network Management**
- **Managing moves, adds and changes**

II. Title: Network Management Platform

A. Overview of network management platform

- **We support OpenView and NetView/6000**

B. Dynamic Discovery Functionality

1. Searches network for ip addressable devices
2. Creates a logical topo map of network
3. Updates topo map at user definable intervals

C. Object Management

1. Provides access to modify topo map

D. Network Monitoring

1. real time network monitoring for managing link status
2. manage nodes on the network

- **Dynamic Discovery finds ip addressable devices on the network**
- **Object Management allows user modification of topo map**
- **Network Monitoring provides real time network status**

III. Title: MountainView Configuration Management

A. Start MountainView

B. Display information

C. MountainView provides:

- **physical view of actual location of problem node**
- **specific asset information related to that node**
- **provides trouble ticket information**

Script: Configuration Management 10/11/92

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Hi my name is name is Scott Munden and I'm with Accugraph Corporation and I'd like to welcome you to this presentation of Accugraph's MountainView application. MountainView is a configuration management tool that allows network administrators to integrate logical network management with physical network management and problem resolution, or trouble ticket applications. Before we get started, let me tell you a little bit about Accugraph Corporation.

Accugraph Corporation has been in business for 21 years, providing premier solutions in the areas of Facility Management, Civil Engineering, Architectural, Telephony, and Configuration Management, which is what you'll see today.

We'll break our presentation into three sections: First, we'll cover an overview of logical network management; Second, we'll show the integration between logical network management and physical network management, and finally we'll cover the area of moves, adds and changes. Let's go ahead and get started.

In section one, we're going to cover an overview of logical network management. We'll focus in on three primary areas: First we'll talk about the dynamic discovery function; Second, we'll talk about managing objects, and last we'll talk about monitoring the network in a real time environment.

The MountainView application currently supports two network management platforms: Hewlett-Packard's OpenView product and IBM's NetView/6000 product. Both are SNMP based, or Simple Network Management Protocol, and manage TCP/IP networks, or Transmission Control Protocol/ Internet Protocol networks.

The first function I'd like to talk about is the Dynamic Discovery Tool. The Dynamic Discovery Tool is inherent in both network management platforms, and allows the software to go out and discover all IP addressable devices on my network. Once devices have been discovered, they will appear on my screen in a logical topology.

If we take a look at our screen, we'll see that we have a graphical representation or a linear diagram of our network. This was done using the Dynamic Discovery Tool, and again, you see all of my nodes listed in a linear fashion with the node name and a simple object.

Although the dynamic discovery process will find all IP addressable devices, what it will not do in some cases is recognize the resident intelligence inherent in some objects. I as the user can do that myself by selecting from a legend.

As you can see on the screen, I have a variety of objects to choose from, anywhere from mainframes to PBX's. By selecting one of these objects, and placing it in my topology map, I can create additional intelligence which allows me to more effectively manage my network.

Finally, having created an intelligent network topology, I can begin to manage my network on a real time basis. I can gather information about specific objects and create statistical analysis from my network topology. I can also use this information to help manage the area of problem resolu-

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tion.

Although the network monitoring tool provides vital information about objects, it does not provide a historical frame of reference. I need to use different tools to get that frame of reference. That's where the MountainView application comes in. In our second section, we'll be looking at the integration between MountainView and our network management platform.

In this section we'll introduce the MountainView application. We will illustrate how MountainView can be integrated with the logical network manager and the trouble ticket application, to provide the network administrator with a powerful tool for resolving network problems in a timely fashion. We' ll do this by focusing on four key areas: First, we'll show how MountainView can be accessed from our logical network manager to pull up an exact physical location of where an object is; Second, we'll show the events that have been logged for that object by selecting it from our floorplan; Third, we'll show the open trouble tickets, accessing our trouble ticket application, and finally, we will reset the node from within MountainView to illustrate the two-way integration between MountainView and our logical network manager.

Let's go ahead and get started. If you look at our screen, you'll notice that in the upper left hand corner we have a node that is down. By selecting that node, I can fire up the MountainView application and get an exact location of where that node is on my floorplan. You'll see here that the node is also in red, indicating that it's down. By accessing my database, I can display the events that have been logged for that node since Sept. 10. We see here that there are an enormous amount of events that have been logged for this particular node, indicating that there's probably an intermittent problem that we need to look at.

Next we would like to show the open trouble tickets that have been reported for this particular node. Accugraph currently supports two trouble ticket applications: Remedy Corp's Action Request System, and Networx, Incorporated's Paradigm system. As you can see on our screen, we have a listing of all the trouble tickets that have been opened for that particular node. By selecting one of those, we can get further information about that particular trouble ticket. We can see that this was in fact a network problem that's been recorded, and it's related to a connection issue. So now we've gotten some further information about the problem. What we've done is provided the network administrator with precise data on our network configuration so that he might resolve the problem in a more timely fashion.

Finally, what we would like to do is go ahead and reset that node from within MountainView to illustrate that it is, in fact, back up, and then have that effected back into our logical network manager to show the two way integration between the products. Let's go ahead and do that. I'm going to send an event to turn that node up, and we'll notice that it did in fact turn green on our screen. Going back to our logical network manager, we'll see that it did in fact change here as well - indicating that we were able to, from our MountainView application, reset that node and bring him back up in our logical view.

In review, what we've shown you was an integration from MountainView to the network management platform, the ability to access the MountainView application directly from your network

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management platform. Then we showed the ability to display events that have been logged for a particular node, opened trouble tickets, and then finally the ability to reset that node from within your MountainView application, effecting that change back to the logical network manager.

In the next section, we'll focus specifically on moves, adds and changes, and how the network administrator can use this tool to facilitate accurate network documentation.

In this section, we'll introduce the area of moves, adds and changes. One of the key benefits of the MountainView application is its ability to automate the circuit change process. It's a well known fact that up to 40 percent of circuit changes go undocumented. This creates an enormous problem for network administrators, both in the area of problem resolution and network design. We'll break this section into two segments. First, we'll show how nodes are added to our physical view and second, we'll go through an actual move using the MountainView application. Let's go ahead and get started.

The MountainView application has the ability to load nodes based on being alerted from the logical network manager. In other words, we discussed in a previous section how the dynamic discovery process will discover nodes that are out on my network. What I would like to be able to do is to have that alert the MountainView application whenever an new node is added, execute a function and load that node onto my drawing. I can do this by executing a load node function. You'll see that it's prompting me to enter in the icon that I wish to use. MountainView allows me to specify the type of object that I would like to have loaded based on a new node. By entering in the object type I can accept that. There will be another dialogue box that comes up on my screen indicating all the nodes that have been added to my logical view but not to my physical view. By selecting a node from within this dialogue box, I can then add that to my physical view and the database will be appropriately updated.

At this point, having added this new node to my physical view, I would like to go ahead and display the attributes of the node. These attributes are being tracked in the MountainView database and you can see that they are in fact the IP address and the alias and they are in fact correct. In addition, I would like that to be tied back to my MIB - my management information base - to reflect the appropriate attribute information being tracked in my logical network management package. I can display the entries of this node by selecting it and I see on my screen that the attributes we saw in section one are in fact being tracked here in my database as well.

So effectively, what we've done is added a node based on being alerted from our logical manager. This automates the process and ensures that new nodes being added will also be added to my physical view. In our second segment, we'll go through the actual process of moving an individual from one floor to another. We'll show the current connectivity from that node back to his host, then we'll show the current port assignments in our wiring closet. We'll come back and execute the actual move, and finally go back to our wiring closet and show the port assignments and how they've been affected.

By selecting our node and moving down to the data center, I can display the connectivity back to the host. This provides connectivity information that may be necessary when executing the move.