



CA NETQoS NETVOYANT

Release Notes

Version 7.1

November 2010

CA NetQoS NetVoyant (NetVoyant) provides SNMP-based performance metrics for managing network infrastructure, devices, and services. Using data collected from devices such as routers, switches, and servers, NetVoyant summarizes and condenses data into easy-to-understand, web-based reports.

These release notes provide information about the changes, enhancements, and resolved issues in version 7.1 of NetVoyant. This information supplements and supersedes information listed in the Product Documentation.

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What's New?

This release of NetVoyant version 7.1 provides the following enhancements:

- **Support for newer operating system.** This release supports the installation of NetVoyant on Microsoft Windows Server 2008 R2.
- **Improved scalability.** With this release, NetVoyant supports up to 800,000 poll instances across ten remote pollers (80,000) instances per poller.
- **New license validation utility.** This release includes a new tool, `checklicense.exe`, which verifies that a NetVoyant license is valid. The utility is installed in your `NetVoyant\bin` directory.
- **Improved communication between NetVoyant services.** In previous releases of NetVoyant, Service Manager (`serviced.exe`) can create duplicates of processes that are running when Service Manager starts. With this release, a new service, NetVoyant Name Service (`nvnames.exe`), ensures only one copy of a service process is started at a time. This improvement enables recovery from a Service Manager failure without the need to restart all other services.

The NetVoyant Name Service listens on port 900 and 9608. Service Manager, which once listened on port 900, now listens on port 9607.

Important: NetVoyant version 7.1 requires ports **9607** and **9608** to be open.

- **Improved functionality for managing event retention.** This release provides a new option on the **Logs** menu that lets you control event retention.
 - **Set logs auto-clear.** Select this option to specify the number of days an event remains open before it is automatically cleared.
- **Improved scalability and configuration options for Reachability Statistics dataset.** In previous releases of NetVoyant, the timeout and retry values for the Reachability Statistics dataset caused ICMP ping requests to timeout. This release greatly improves the performance of ping polling for the Reachability Statistics dataset on systems with a large number of reachability poll instances. In addition, the dataset provides new parameters that allow you to control dataset-wide configuration of ping polling behavior:
 - **PingTimeout:** The number of seconds that NetVoyant will wait for a response to a ping request. Responses that take longer will time out. The default is 3 seconds, the minimum is 1, and the maximum is 10.
 - **PingsToSend:** The number of pings to be sent in a poll cycle. Each poll cycle can send more than one ping and then aggregate the statistics for those pings for the poll cycle. The default is 4, the minimum is 1, and the maximum is 100.
 - **PingPayloadSize:** The payload size of the ping packets to be sent, in bytes. The default is 32 bytes, which is the same as Windows ping. The minimum is 0 and the maximum is 64.

- **PingConcurrency:** The number of outstanding pings that can be in progress (waiting on a response) at a given time. By increasing this value, you can greatly improve ping polling performance, especially in a high-latency environment with many timeouts. Increasing the concurrency allows some pings to wait for long periods while still allowing other pings to be processed. The default is 100, the minimum is 1, and the maximum is 10,000.

Resolved Issues

This release resolves more than 50 optimization and stability defects, including the following:

- **Some tests not polled in IP SLA serial polling.** With serial polling, one test must wait for the previous test to finish. Because high latency may limit the number of tests that can occur during the polling period, some tests are not polled. With this release, polling occurs concurrently. A test no longer needs to wait for another test to finish. (Defect 19605)
- **Modified CBQoS properties cause rediscovery failure.** This release resolves an issue in which rediscovery fails when key CBQoS properties have been modified since the previous discovery. With this release, the Type and Index/Name CBQoS properties are set to read-only to prevent them from being overwritten. (Defect 23074)
- **Poll instance names do not include Match Name.** This release modifies the default naming templates for the CBQoS Match Statement. The naming templates now include the Match Name, which will help ensure that poll instance names are different from one another. (Defect 23075)
- **Clickable links are circular.** This release resolves an issue in which individual hops on RTT (Round Trip Time) Path Detail reports are clickable links that navigate the user back to the Path Detail report. With this release, individual hops in Path Detail reports are not clickable links. (Defect 23796)

Upgrade Information

For information about upgrading from an earlier version of NetVoyant, see the *Upgrade Instructions* document, which is available on the CA Support web site: <http://support.ca.com>.

Browser Support

The NetVoyant web reporting tool is supported on Microsoft Internet Explorer versions 6, 7, and 8.

You may be able to view all reports and report administration information using recent versions of other browsers, but CA has not fully tested with them.

Note: Some components in the NetVoyant web reporting tool require Adobe Flash Player, version 9.0.115.0 or later. If you do not have the Flash Player installed on your system, you will be prompted to install it. Flash Player does not support 64-bit platforms, and requires a 32-bit operating system or a 32-bit browser running on a 64-bit operating system.

Known Issues and Workarounds

This section describes known issues and suggested workarounds.

Cannot create two auto-enable rules with the same SNMP requirement but different property requirements.

If you attempt to create an auto-enable rule using an SNMP requirement and property requirement, the SNMP requirement cannot have been used in another rule.

To work around this restriction, you can slightly vary the SNMP requirement by adding an additional item that is always true, or adding additional characters. For example, use `IFname = Eth0/0` for one rule and `IFname like Eth0/0` in another. (Defect 21930)

The interface volume and interface rate views trend the same, but when switched to a quarterly view the volume trend takes a sharp downturn.

This problem occurs because the volume is a sum of data points in a weekly rollup, and the rate is an average. Therefore, when the rate is trending up, the volume is trending down. When viewing the graphs on a Saturday right before the weekly rollup, these rate would probably look similar, but on a Monday, when the volume only has one day's worth of data, it looks as though there is a discrepancy.

To alleviate this issue, use a 30-day time period, which should provide the granularity that is needed and does not present the same issue. (Defect 20709)

SNMP profiles are not synced up when added to a poller, which is then connected to Master in a distributed system.

You must back up the SNMP profiles and database before you migrate from a standalone system (all-in-one) to a distributed environment. (Defect 21443)

Adding a device in the Device Wizard does not assign the correct poller.

This problem occurs only when you use the Device Wizard to add a device on the Master in a distributed system where the Master also polls. Typically, the Master server does not perform polling. However, it can support the polling of the pollers in some cases.

To ensure that the added device is assigned correctly, add a discovery scope in the Master Console, and then start discovery of the single device by selecting **File, New, Device**. (Defect 22614)

Product Documentation

The following documents support the product:

- *NetVoyant User Guide*
- *NetVoyant Administrator Guide*

You can access the product documentation from the About page of the NetVoyant console and from the CA Support web site: <http://support.ca.com>.

If you have comments or questions about CA product documentation, you can send a message to techpubs@ca.com.

If you want to provide feedback about CA product documentation, complete the short customer survey, which is available on the CA Support web site at <http://ca.com/docs>.

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