CA eHealth®

Integration Modules Release Notes

r6.1

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CA Product References

This document may reference the following CA products:

- CA *e*Health® AdvantEDGE View
- CA *e*Health® Application Response
- CA *e*Health® Business Service Console (eHealth BSC)
- CA *e*Health® Distributed eHealth
- CA *e*Health® Fault Manager
- CA *e*Health® Live Health® Application
- CA *e*Health® Response
- CA *e*Health® Service Availability
- CA *e*Health® SystemEDGE
- CA *e*Health® TrapEXPLODER
- CA *e*Health® Voice Quality Monitor (VQM)
- CA *e*Health® AIM for Apache
- CA *e*Health® AIM for Microsoft Exchange
- CA *e*Health® AIM for Microsoft IIS
- CA *e*Health® AIM for Microsoft SQL Server
- CA *e*Health® AIM for Oracle
- CA Insight AIM for CA *e*Health®
- CA Insight™ Database Performance Monitor for Distributed Databases (CA Insight DPM for Distributed Databases)
- CA *e*Health® Integration for Alcatel (eHealth - Alcatel)
- CA *e*Health® Integration for Cisco IP Solution Center (eHealth - Cisco ISC)
- CA *e*Health® Integration for Cisco WAN Manager (eHealth - Cisco WAN Manager)
- CA *e*Health® Integration for HP OpenView (eHealth - OpenView)
- CA *e*Health® Integration for Lucent (eHealth - Lucent)
- CA *e*Health® Integration for Netcool (eHealth - Netcool)
- CA *e*Health® Integration for Nortel Preside (eHealth - Nortel Preside)
- CA *e*Health® Integration for Nortel Shasta SCS GGSN (eHealth - Nortel GGSN)
- CA *e*Health® Integration for Psytechnics (eHealth - Psytechnics)

- CA *e*Health® Integration for Starent PDSN (eHealth - Starent PDSN)
- CA SPECTRUM®
- CA Unicenter® Network and Systems Management (Unicenter NSM)
- CA *e*Trust® Identity and Access Management (eTrust IAM)
- CA Embedded Entitlements Manager (CA EEM)

  Note: CA Embedded Entitlements Manager (CA EEM) is the new name for eTrust IAM. This product will be rebranded throughout the documentation in a future release.
- CA XOsoft™ Replication

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Contents

Chapter 1: eHealth Integration Modules 9

Supported Integration Modules 9
System Requirements 9

Chapter 2: eHealth Integration for Alcatel 11

System Requirements 11
Alcatel Switches Supported by eHealth 12
Supported Hardware 12
- Supported Switches (Nodes) 13
- Supported Cards 13
- Supported Ports 15
- Supported Frame Relay Links 17
- Supported Paths 18
- Supported Resources 20

Chapter 3: eHealth Integration for Cisco IP Solution Center 23

System Requirements 23

Chapter 4: eHealth Integration for Cisco WAN Manager 25

System Requirements 25
eHealth-Supported Switch Firmware 26
Supported Statistics for Each Cisco WAN Manager Object Type 27

Chapter 5: eHealth Integration for HP OpenView 41

System Requirements 41
Location of Integration Kit for HP OpenView 41

Chapter 6: eHealth Integration for Lucent 43

System Requirements 43
eHealth Supported Lucent Hardware 43
- Supported Switches 44
- Support Statistics Types 44

Chapter 7: eHealth Integration for Netcool 45

System Requirements 45
How to Locate the Integration Kit for Netcool 45
Netcool IM Reconfiguration after eHealth Upgrade 45

Chapter 8: eHealth Integration for Nortel Preside 47

System Requirements 47
Supported Passport Devices 48

Chapter 9: eHealth Integration for Nortel Shasta SCS GGSN 51

System Requirements 51

Chapter 10: eHealth Integration for Psytechnics 53

System Requirements 53

Chapter 11: eHealth Integration for Starent PDSN 55

System Requirements 55
Release Specific Device Support 56

Chapter 12: Known Issues 57

eHealth - Nortel SCS GGSN Issues 57
- Raw Data Inconsistencies 57
- nhNortelScsGetCfg Errors 58

eHealth - Cisco Netflow Issues 58
- Upgrade Configuration 58
- GMT Option Discontinued 58

Chapter 13: International Support 59

Chapter 14: Documentation 61

Accessibility 61
Release Numbers on Title Page 61
Guide Changes and Consolidation 61
- eHealth Administration Guide 62
- eHealth BT Studio Administration Guide 62
- eHealth Command and Environment Variables Reference Guide 62
- eHealth Customizing Variables Administration Guide 63

eHealth Data Integration Guide 63
eHealth Installation Guide 63
eHealth Integration Modules Release Notes 64
eHealth Overview Guide 64
eHealth Readme 64
eHealth Release Notes 64
eHealth Report Center User and Administration Guide 65
eHealth Report Designer Reference Guide 65
eHealth Reports User and Administration Guide 65
eHealth Response Administration Guide 65
eHealth Sizing Wizard Administration Guide 66
eHealth Traffic Accountant and NetFlow Administration Web Help 66
eHealth Traffic Accountant and NetFlow Administration Guide 66
eHealth Voice Over IP (VoIP) Deployment and Quick Reference Guide 66

Chapter 15: Third-Party Software License Agreements 67

Chapter 1: eHealth Integration Modules

This section contains the following topics:

Supported Integration Modules (see page 9)
System Requirements (see page 9)

Supported Integration Modules

This release notes summary is for the third-party integration modules supported by eHealth.

For the complete list of supported integration modules for eHealth r6.1, see the eHealth Product Support Matrix available at http://support.concord.com/support/secure/matrix/matrix.asp.

You can also integrate eHealth with the following CA products:

- CA SPECTRUM 7.1 SP3, 8.0, and 9.0
- CA Unicenter Network and Systems Management (Unicenter NSM) system agents r11 and 3.1

For information about integrating eHealth with other CA products, see the *eHealth Release Notes*.

System Requirements

For information about supported versions and system requirements, see the individual chapters for each integration module.

Chapter 2: eHealth Integration for Alcatel

This section contains the following topics:

System Requirements (see page 11)
Alcatel Switches Supported by eHealth (see page 12)
Supported Hardware (see page 12)

System Requirements

To install and use the eHealth – Alcatel integration, you must meet the following requirements:

- **Alcatel Version**-5620 NM 7.2 and 8.0
- **Operating System**-Solaris 9 and 10
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)
- **Video Card**-MR48

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

Alcatel Switches Supported by eHealth

eHealth – Alcatel collects configuration information and statistics about Frame Relay and ATM elements from the Alcatel 5620 NM for the following Alcatel switches:

Note: The Alcatel 5620 NM was formerly known as the Newbridge 46020 MainStreetXpress NMS. Former names are noted for those that have changed.

- 3600 MainStreet Family Bandwidth Managers
- 3600+ MainStreet Bandwidth Manager
- 36120 MainStreet Packet Transfer Exchange
- 36150 MainStreetXpress Access Switch
- Frame Relay/Asynchronous Transfer Mode (FRATM) Interworking Unit
- Alcatel 7470 Multiservice Platform (formerly MainStreetXpress 36170 Multiservices Switch)
- Alcatel 7270 Multiservice Concentrator (formerly MainStreetXpress 36177 Multiservices Platform)
- Alcatel 7350 ASAM DSL Access Node (formerly Newbridge 350 Integrated Versatile Services Node)
- Alcatel 7670 Routing Switch Platform (formerly Newbridge 670 Routing Switch Platform)

Supported Hardware

Support for Alcatel hardware is limited to the 5620 NM and associated devices, which include the following:

- Switches (nodes)
- Cards
- Ports
- Frame relay links
- Paths
- Resources associated with cards and nodes

Supported Switches (Nodes)

The following switches (nodes) are supported.

- 5 – 3600 Mainstreet Bandwidth Manager
- 13 – 3645 MainStreet High Capacity Bandwidth Manager
- 14 – 3645 with configured PU card slots
- 17 – 3645 HSPU with a high-speed DS3 card
- 22 – 36120 FASTbus node
- 24 – MainStreetXpress 36150 ATMnet access switch
- 35 – 7470 MSP ATM switch
- 45 – FRATM multiprocessor
- 57 – 3600+ MainStreet Bandwidth Manager
- 76 – 7270 MSC multiservices platform
- 78 – 7670 RSP ATM switch

Supported Cards

The following cards are supported.

Card	Node
112 – Frame Relay Switch	Any
121 – FASTbus Interface Processor (FRE)	Any
224 – 36170 STM1 Intermediate Range	78 – 7670 RSP ATM switch
227 – 36170 triple DS3	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
237 – Channelized T1 FR	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform

Card	Node
238 – Unchannelized T1 FR	35 – 7470 MSP ATM switch
239 – Channelized 120 ohm E1 FR	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
240 – Channelized 75 ohm E1 FR	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
241 – Unchannelized 120 ohm E1 FR	35 – 7470 MSP ATM switch
242 – Unchannelized 75 ohm, E1 FR	35 – 7470 MSP ATM switch
247 – Packet Engine = FRE + X.25	Any
266 – 36170 STM4 Intermediate Range	78 – 7670 RSP ATM switch
267 – 36170 T1 ATM	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
268 – 36170 E1 ATM (120 ohm)	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
280 – 36170 E1 ATM (75 ohm)	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
287 – 36170 DS3 UFR	35 – 7470 MSP ATM switch
288 – 36170 E3 UFR	35 – 7470 MSP ATM switch

Card	Node
289 – 36170 T1 CE	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
317 – 36170 HSSI FR	35 – 7470 MSP ATM switch
333 – 36170 DS3 CFR	35 – 7470 MSP ATM switch
393 – 6170 E3 Circuit Emulation Dual Port	35 – 7470 MSP ATM switch
398 – 36170 High Density E1 FR	35 – 7470 MSP ATM switch

Supported Ports

The following ports are supported.

Port	Card	Node
3 – CEPT (E1)	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
8 – T1	Any 289–36170 T1 CE 289–36170 T1 CE	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
12 – Data Terminal Unit	Any	Any

Port	Card	Node
40 – DS3	Any	24 – MainStreetXpress 36150 ATMnet access switch
79 – OC3 ATM	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch
80 – T3 ATM PlCP/UNI	Any Any 227–36170 triple DS3 227–36170 triple DS3	45 – FRATM multiprocessor 24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
81 – E3 ATM UNI	Any	45 – FRATM multiprocessor 24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
85 – E1 TDM	Any	24 – MainStreetXpress 36150 ATMnet access switch
86 – T1 TDM	Any	24 – MainStreetXpress 36150 ATMnet access switch
113 – Euro OC3	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch

Port	Card	Node
131 – Port on an ATM E1 card	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
132 – Port on an ATM T1 card	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
143 – Port on a T3 circuit emulation card	Any	24 – MainStreetXpress 36150 ATMnet access switch
161 – ATM OC12	Any	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch
162 – ATM STM4	Any	35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch
182 – E1 port on a CMDS card	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform
185 – E3 port on a circuit emulation card	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch

Port	Card	Node
186 – Unchannelled E1 CE	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch
219 – OC48	Any	78 – 7670 RSP ATM switch
220 – STM16	Any	78 – 7670 RSP ATM switch

Supported Frame Relay Links

The following frame relay links are supported.

Card	Node
112 – Frame Relay Switch	Any
121 – FASTbus Interface Processor (FRE)	Any
247 – Packet Engine = FRE + X.25	Any
Any	35 – 7470 MSP ATM switch
Any	76 – 7270 MSC multiservices platform

Supported Paths

The following paths are supported.

Path	Card	Node
6 – Frame Relay	Any	5 – 3600 MainStreet Bandwidth Manager 13 – 3645 MainStreet High Capacity Bandwidth Manager 14 – 3645 with configured PU card slots 17 – 3645 HSPU with a high-speed DS3 card 22 – 36120 FASTbus node 57 – 3600+ MainStreet Bandwidth Manager

Path	Card	Node
	237 – Channelized T1 FR	35 – 7470 MSP ATM switch
	238 – Unchannelized T1 FR	35 – 7470 MSP ATM switch
	239 – Channelized 120 ohm E1 FR	35 – 7470 MSP ATM switch
	240 – Channelized 75 ohm E1 FR	35 – 7470 MSP ATM switch
	241 – Unchannelized 120 ohm E1 FR	35 – 7470 MSP ATM switch
	242 – Unchannelized 75 ohm E1 FR	35 – 7470 MSP ATM switch
	287 – 36170 DS3 UFR	35 – 7470 MSP ATM switch
	288 – 36170 E3 UFR	35 – 7470 MSP ATM switch
	317 – 36170 HSSI FR	35 – 7470 MSP ATM switch
	333 – 36170 DS3 CFR	35 – 7470 MSP ATM switch
	398 – 36170 High Density E1 FR	35 – 7470 MSP ATM switch
	237 – Channelized T1 FR	76 – 7270 MSC multiservices platform
	239 – Channelized 120 ohm E1 FR	76 – 7270 MSC multiservices platform

Path	Card	Node
	240 – Channelized 75 ohm E1 FR	76 – 7270 MSC multiservices platform
	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch
8 – ATM VPC	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch
9 – ATM VCC	Any	24 – MainStreetXpress 36150 ATMnet access switch 35 – 7470 MSP ATM switch 76 – 7270 MSC multiservices platform 78 – 7670 RSP ATM switch

Supported Resources

The following resources are supported.

Node	Card	Resource
35 – 7470 MSP ATM switch	267 – 36170 T1 ATM	IMA ATM

Node	Card	Resource
	268 – 36170 E1 ATM (120 ohm)	
	280 – 36170 E1 ATM (75 ohm)	
76 – 7270 MSC multiservices platform	267 – 36170 T1 ATM	IMA ATM
	268 – 36170 E1 ATM (120 ohm)	
	280 – 36170 E1 ATM (75 ohm)	
5 – 3600 MainStreet Bandwidth Manager	Any	FASTbus
13 – 3645 MainStreet High Capacity Bandwidth Manager		
14 – 3645 with configured PU card slots		
17 – 3645 HSPU with a high-speed DS3 card		
22 – 36120 FASTbus node		
57 – 3600+ MainStreet Bandwidth Manager		

Chapter 3: eHealth Integration for Cisco IP Solution Center

This section contains the following topics:

System Requirements (see page 23)

System Requirements

To install and use the eHealth - Cisco IP Solution Center (Cisco ISC) integration, you must meet the following requirements:

- **Cisco ISC Version**-4.0, 4.1, and 4.2
- **Operating System**-Solaris 9 and 10

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

Chapter 4: eHealth Integration for Cisco WAN Manager

This section contains the following topics:

System Requirements (see page 25)
eHealth-Supported Switch Firmware (see page 26)
Supported Statistics for Each Cisco WAN Manager Object Type (see page 27)

System Requirements

To install and use the eHealth - Cisco WAN Manager (CWM) integration, you must meet the following requirements:

- **CWM Version**-15.1.5 or 15.3 elements
- **Operating System**-Solaris 9 and 10
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)

eHealth - Cisco WAN Manager uses FTP to communicate with the Cisco WAN Manager servers. The integration module supports both standard and Secure Shell (SSH) FTP.

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

eHealth-Supported Switch Firmware

Each Cisco WAN Manager host system that you configure must use an eHealth-supported switch firmware version listed in this table, and you must manually enable the statistics collection.

Release	Supported Switch Firmware
Cisco WAN Manager Release 11.0	■ Cisco BPX 8600 Series firmware versions 9.2 or 9.3 ■ Cisco IGX 8400 Series firmware versions 9.2 or 9.3 ■ Cisco IPX firmware versions 9.2 or 9.3 ■ Cisco MGX 8220 firmware versions 4.0.x, 4.1.x, or 5.0.x ■ Cisco MGX 8850 AXSM ATM Card version 2.0.x ■ Cisco MGX 8850 POPEYE ATM Card version 1.0.x, 1.1.x, 1.2.x
Cisco WAN Manager Releases 12.0 and 15.0	■ Cisco BPX 8600 Series firmware versions 9.2, 9.3, or 9.4 ■ Cisco IGX 8400 Series firmware versions 9.2, 9.3, or 9.4 ■ Cisco MGX 8220, 8230, 8850 (PXM1) firmware versions 1.1.x, 1.2.x ■ Cisco MGX 8850 (PXM45) firmware versions 2.1.x, 3.0.x, 4.0.x ■ Cisco AXSM-E ATM Card firmware version 2.1.x ■ Cisco MGX 8950 Series ■ Cisco AXSM-E cards ■ AXSM_XG cards ■ Cisco ASI virtual ports on BPX switches with version 9.2 or later firmware.

Supported Statistics for Each Cisco WAN Manager Object Type

For each of the Cisco WAN Manager object types and subtypes on each switch (node) that you want to monitor, you need to enable collection of the statistics required to generate eHealth reports.

The following table lists the statistics that are currently supported for each object type:

Object Type	Subtype	Statistics to Enable

Object Type	Subtype	Statistics to Enable
Connections (0,x)	Frame Relay Connection	■ Bytes Received ■ Bytes Transmitted ■ DE Bytes Received ■ DE Frames Dropped ■ DE Frames Received ■ DE Frames Transmitted ■ Frames Received ■ Frames Received with BECN ■ Frames Received with FECN ■ Frames Transmitted ■ Frames Transmitted with BECN ■ Frames Transmitted with FECN ■ IWF Frames Rx and Aborted ■ Rx Frames Discarded-Deroute/Down ■ Rx Frames Discarded-Q-Overflow ■ Seconds In Service ■ Total Dropped Frames ■ Tx Frames Discarded-Ingress CRC ■ Tx Frames Discarded-Q-Overflow ■ Tx Frames Discarded-Trunk Discard

Object Type	Subtype	Statistics to Enable
Connections (0,x)	ASI (ATM) Connection	■ AAL5 Discarded Qfull RX Port ■ AAL5 RX Port ■ Cells RX Port ■ No of cells tx w/clp ■ Cells TX Port ■ Cells tx congested w/EFCIO dscd ■ Cells tx congested w/EFCI1 dscd ■ Cells tx congested w/OAM dscd ■ Cells tx congested w/RM dscd ■ CLP RX Port ■ CLP TX Port ■ Discard CLPth RX Port ■ Discard Qfull RX Port ■ Discarded Failed RX Port ■ Discarded Qbin CLPth Port ■ Discarded Qbin Full ■ Discarded Rsrc Overflow RX Port ■ Discarded Sbin Full RX Port ■ Non-comp RX Port ■ No of cells rx congested w/clp=0 drpd ■ No of cells rx congested w/clp=1 drpd ■ No of cells rx non-comp w/clp=0 drpd ■ No of cells rx non-comp w/clp=1 drpd ■ No of cells tx w/clp=1 ■ Unkn Prot Frames Discarded at Egress ■ Unkn Prot Frames Discarded at Ingress

Object Type	Subtype	Statistics to Enable
Connections (0,x)	MGX Frame Relay Connection	■ Bytes Received ■ Bytes Transmitted ■ DE Bytes Received ■ DE Frames Dropped ■ DE Frames Received ■ DE Frames Transmitted ■ Frames Received ■ Frames Transmitted ■ Frames Transmitted with BECN ■ Frames Transmitted with FECN ■ Rx Frames Discarded UPC ■ Rx Frames Discarded-VC-Q-Overflow ■ Seconds In Service ■ Tx Frames Discarded-Ingress CRC ■ Tx Frames Discarded-Q-Overflow ■ Tx Frames Discarded-Trunk Discard ■ Tx Frames Invalid CPIs ■ Tx Frames Length Violations ■ Tx Frames Oversize SDUs
Connections (0,x)	MGX ATM Connection	■ Discard CLPth Rx Port ■ Discard Qfull Rx Port ■ Number of Cells Rx w/CLP set ■ Number of Cells Rx w/UPC CLP set ■ Seconds In Service ■ Total Cells Rx from Line ■ Total Cells Tx from Line

Object Type	Subtype	Statistics to Enable
Connections (0,x)	AXSM & AXSM-B	■ Ingress CLP0 Cells from port ■ Ingress CLP1 Cells from port ■ Ingress CLP0 cells discarded ■ Ingress CLP0+1 cells discarded ■ Ingress CLP0+1 non-compliant cells ■ Ingress EFCI=1 Cells From Port ■ Ingress EOF=1 Cells From Port ■ Egress CLP0 Cells to Port ■ Egress CLP1 Cells to Port ■ Egress EFCI=1 Cells to Port ■ Egress EOF=1 Cells to Port

Object Type	Subtype	Statistics to Enable
Connections (0,x)	AXSM-E ATM	■ CLP1 non-compliant cells ■ CLP0 non-compliant cells ■ Tagged non compliant cells ■ CLP0 cells from port ■ CLP1 cells from port ■ EFCI=1 cells from the port ■ EFCI=1 cells to the network ■ Ingress CLP0 cells discarded in qe ■ Ingress CLP1 cells discarded in qe ■ CLP1 cells to the port ■ CLP0 cells to the port ■ EFCI=1 cells to the port ■ EFCI=1 cells from the network ■ Egress CLP0 cells discarded in qe ■ Egress CLP1 cells discarded in qe

Object Type	Subtype	Statistics to Enable
Connections (0,x)	AxSM-XG	■ Total Cells from port ■ CLP0 cells from port ■ CLP1 cells from port ■ Frames from port ■ EFCI=1 cells from the port ■ CLP0 non compliant cells ■ CLP1 non compliant cells ■ Tagged non compliant cells ■ CLP0 cells to network ■ CLP1 cells to network ■ CLP1 cells to the port ■ CLP0 cells to the port ■ Frames to port ■ CLP0 cells from the network ■ CLP1 cells from the network
Trunk (2, x)	Narrowband	■ BData A Packets Dropped ■ BData B Packets Dropped ■ Non-TS Packets Dropped ■ Out of Frames ■ Packet CRC Errors ■ Packet Out of Frames ■ PCC Packets Dropped ■ Total Packets Transmitted ■ TS Packets Dropped ■ Voice Packets Dropped

Object Type	Subtype	Statistics to Enable
Trunk (2, x)	IIPX_ATM	■ Alarm Indication Signal Seconds ■ ATM Cell Header HEC Errors ■ ATM HEC Errored Seconds ■ ATM HEC Severely Errored Seconds ■ Errored Seconds - Parity ■ Errored Seconds - Path ■ Line Errored Seconds ■ Line Severely Errored Seconds ■ OAM AIS Cells Rx ■ OAM AIS Cells Tx ■ OAM FERF Cells Rx ■ OAM FERF Cells Tx ■ OAM RA Cells Rx ■ OAM RA Cells Tx ■ PLCP FEBE Err Secs ■ PLCP FEBE Severely Err Secs ■ Rx BData A Cells Dropped ■ Rx BData A CLP Cells Dropped ■ Rx BData B Cells Dropped ■ Rx BData B CLP Cells Dropped ■ Rx High Priority Cells Dropped ■ Rx Non-TS Cells Dropped ■ Rx TS Cells Dropped ■ Rx Voice Cells Dropped ■ Severely Errored Framing Seconds ■ Severely Errored Seconds - Parity ■ Severely Errored Seconds - Path ■ Total Cells Rx from Line ■ Total Cells Tx to Line ■ Tx BData A Cells Dropped ■ Tx BData A CLP Cells Dropped ■ Tx BData B Cells Dropped ■ Tx BData B CLP Cells Dropped

Object Type	Subtype	Statistics to Enable
Trunk (2, x)	BPX_ATM	■ CLP0 Cells Congestion Discard ■ CLP1 Cells Congestion Discard ■ CLP1 Cells Rx ■ CLP1 Cells Tx ■ Total Cells Rx ■ Tx ABR Cells Discarded ■ Tx ABR CLP Drpd Cells ■ Tx ABR Overflow Drpd Cells ■ Tx BData A Cells Dropped ■ Tx BData A Cells Discarded ■ Tx BData A CLP Cells Dropped ■ Tx BData B Cells Dropped ■ Tx BData B Cells Discarded ■ Tx BData B CLP Cells Dropped ■ Tx CBR Cells Discarded ■ Tx CBR CLP Drpd Cells ■ Tx CBR Overflow Drpd Cells ■ Total Cells Tx to Line ■ Tx Hi-Pri Cells Discarded ■ Tx High Priority Cell Dropped ■ Tx High Priority CLP Cell Dropped ■ Tx Non-TS Cells Dropped ■ Tx Non-TS CLP Cells Dropped ■ Tx NTS Cells Discarded ■ Tx TS Cells Discarded ■ Tx TS Cells Dropped ■ Tx TS CLP Cells Dropped ■ Tx VBR Cells Discarded ■ Tx VBR CLP Drpd Cells ■ Tx VBR Overflow Drpd Cells ■ Tx Voice Cells Dropped ■ Tx Voice Cells Discarded ■ Tx Voice CLP Cells Dropped ■ Tx CBR Cells Served ■ Tx VBR Cells Served ■ Tx ABR Cells Served

Object Type	Subtype	Statistics to Enable
Trunk (2, x)	GX_ATM	■ Egress Bad CRC16 From Cellbus ■ Egress Bad Length FP From Cellbus ■ Ingress Aborted FP To Cellbus ■ Ingress Bad CRC10 OAM/RM Cells ■ Ingress Bad CRC32 Received ■ Ingress Bad Length FP Received ■ Ingress Discarded FP ■ Ingress Zero Length FP Received ■ Total Cells Received ■ Total Cells Transmitted ■ Transmit ABR Cells Discarded ■ Transmit BData A Cells Discarded ■ Transmit BData B Cells Discarded ■ Transmit CBR Cells Discarded ■ Transmit HP Cells Discarded ■ Transmit Non-TS Cells Discarded ■ Transmit TS Cells Discarded ■ Transmit VBR Cells Discarded ■ Transmit Voice Cells Discarded ■ VI Cells Received With CLP Set ■ VI Cells Transmitted With CLP Set

Object Type	Subtype	Statistics to Enable
Ports (3, x)	Frame Relay Port	■ Bytes Received ■ Bytes Transmitted ■ DE Frames Dropped ■ Frames Received ■ Frames Transmitted ■ Illegal Length Receive Frames ■ Invalid Format Receive Frames ■ Number of DMA Overruns ■ Receive Frames Alignment Errors ■ Receive Frames CRC Errors ■ Receive Frames Undefined DLCI Err ■ Tx Frames Discarded- Q-Overflow
Ports (3, x)	ASI Port	■ Cell Buffer Overflow ■ Cells Rx w/CLP Discarded ■ Cells Rx w/CLP=0 Discarded ■ Cells Rx w/CLP=0 ■ Non-zero GFC count ■ Number of Cells Rx ■ Number of Cells Rx w/CLP set ■ Number of Cells Tx ■ Number of Cells Tx w/CLP set ■ Rx AIS Cell ■ Rx FERF Cell ■ Tx Header Err Discard ■ Tx Payload Err Due to BIP-16 Err ■ Unknown VPI/VCI

Object Type	Subtype	Statistics to Enable
Ports (3, x)	MGX Frame Relay Port	■ Bytes Received ■ Bytes Transmitted ■ DE Frames Dropped ■ Dropped Frames ■ Frames Received ■ Frames Transmitted ■ Illegal Length Receive Frames ■ Invalid Format Receive Frames ■ Number of DMA Overruns ■ Receive Frames Alignment Errors ■ Receive Frames CRC Errors ■ Receive Frames Undefined DLCI Err ■ Tx Frames Discarded-Q-Overflow
Ports (3, x)	MGX ATM Port	■ Discard Cells Tx for Port Alarm ■ HEC Errored cells received per IMA group ■ Non-zero GFC count ■ Number of Cells Tx w/CLP Set ■ OAM CRC Err Cells Rx ■ Rx AIS Cell ■ Rx FERF Cells ■ Total Cells Rx from Line ■ Total Cells Tx to Line ■ Tx AIS Cells ■ Unknown VPI/VCI

Object Type	Subtype	Statistics to Enable
Ports (3, x)	AXSM & ASXM-B Port	■ Ingress CLP0 cells from policer ■ Ingress CLP1 cells from policer ■ Ingress CLP0 cells discarded ■ Ingress CLP1 cells discarded ■ Ingress CLP0 cells to backplane ■ Ingress CLP1 cells to backplane ■ Engress CLP0 cells to backplane ■ Engress CLP1 cells to backplane ■ Egress CLP0 cells discarded ■ Egress CLP1 cells discarded ■ Egress CLP0 cells to port ■ Egress CLP1 cells to port ■ Egress total OAM cells

Object Type	Subtype	Statistics to Enable
Ports (3, x)	Virtual Port	■ Virtual Port,Number of Cells Rx ■ Virtual Port,Cells Rx w/CLP=0 discarded ■ Virtual Port,Tx Header Err Discard ■ Virtual Port,Number of Cells Tx w/CLP set ■ Virtual Port,Tx Payload Err Due to BIP-16 Err ■ Virtual Port,Cells Rx w/CLP discarded ■ Virtual Port,Rx FERF Cell ■ Virtual Port,Rx AIS Cell ■ Virtual Port,Non-zero GFC Count ■ Virtual Port,Cell Buffer Overflow ■ Virtual Port,Unknown VPI/VCI ■ Virtual Port,Number of Cells Rx w/CLP set ■ Virtual Port,Number of Cells Tx

Object Type	Subtype	Statistics to Enable
Ports (3, x)	AXSM-E Port	■ CLP0 cells transmitted ■ CLP1 cells transmitted ■ OAM cells transmitted ■ RM cells transmitted ■ CLP0 cells not discarded ■ CLP1 cells not discarded ■ CLP0 cells discarded due to congestion ■ CLP1 cells discarded due to congestion ■ OAM cells received ■ RM cells received ■ EFCI cells transmitted ■ EFCI cells received ■ RM Cell received (Ingress) ■ OAM cells transmitted (Ingress) ■ CLP0 not discarded due to congestion (Ingress) ■ CLP1 not discarded due to congestion (Ingress) ■ CLP0 discarded due to congestion (Ingress) ■ CLP0 cells transmitted (Ingress) ■ OAM cells received (Ingress) ■ CLP1 cells transmitted (Ingress) ■ EFCI cells transmitted (Ingress) ■ EFCI cells received (Ingress) ■ CLP1 discarded due to congestion (Ingress) ■ RM cells transmitted (Ingress) ■ Cells transmitted by Qbin0 ■ Cells discarded by Qbin0 ■ Cells transmitted by Qbin1 ■ Cells discarded by Qbin1 ■ Cells transmitted by Qbin2 ■ Cells discarded by Qbin2 ■ Cells transmitted by Qbin3

Object Type	Subtype	Statistics to Enable
Ports (3, x)	AXSM-XG	■ Egress CLP0 cells transmitted ■ Egress CLP1 cells transmitted ■ Engress CLP0 cells not discarded to congestion ■ Engress CLP1 cells not discarded to congestion ■ Engress CLP0 cells discarded due to congestion ■ Engress CLP1 cells discarded due to congestion ■ Ingress CLP0 cells transmitted ■ Ingress CLP1 cells transmitted ■ Ingress CLP0 cells not discarded to congestion ■ Ingress CLP1 cells not discarded to congestion ■ Ingress CLP0 cells discarded due to congestion ■ Ingress CLP1 cells discarded due to congestion ■ Cells transmitted by Qbin0 ■ Cells discarded by Qbin0 ■ Cells transmitted by Qbin1 ■ Cells discarded by Qbin1 ■ Cells transmitted by Qbin2 ■ Cells discarded by Qbin2 ■ Cells transmitted by Qbin3 ■ Cells discarded by Qbin3 ■ Cells transmitted by Qbin4 ■ Cells discarded by Qbin4 ■ Cells transmitted by Qbin5 ■ Cells discarded by Qbin5 ■ Cells transmitted by Qbin6 ■ Cells discarded by Qbin6 ■ Cells transmitted by Qbin7 ■ Cells discarded by Qbin7

■ Cells transmitted by Qbin8
■ Cells discarded by Qbin8
■ Cells transmitted by Qbin9
■ Cells discarded by Qbin9

Chapter 5: eHealth Integration for HP OpenView

This section contains the following topics:

System Requirements (see page 41)
Location of Integration Kit for HP OpenView (see page 41)

System Requirements

To install and use the eHealth – HP OpenView integration you must meet the following requirements:

- **HP OpenView Version**-7.51
- **Operating System**-Solaris 9 and 10, Windows 2000 and 2003, HP-UX 11.11
- **Browser**-Mozilla or Internet Explorer

eHealth and HP OpenView (OpenView NNM) are not required to have the same operating system. For example, eHealth can reside on a Solaris operating system while OpenView NNM resides on a Windows 2000 operating system.

Location of Integration Kit for HP OpenView

The HP OpenView (HPOV) integration kit is located on the eHealth software CD (CD1).

You must unzip the InstallPlus file. The HPOV subdirectory is located in the PACKAGES directory. The kit is no longer placed on the product ftp site.

Chapter 6: eHealth Integration for Lucent

This section contains the following topics:

System Requirements (see page 43)
eHealth Supported Lucent Hardware (see page 43)

System Requirements

To install and use the eHealth – Lucent integration you must meet the following requirements:

- **Lucent Version**-NAVIS EMS/GBGX version 9.3 and 10
- **Operating System**-Solaris 9 and 10
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

Verify that the shell environment is set to C shell, which supports Telnet connections to the eHealth system.

FTP and Telnet provide access from the eHealth - Lucent and eHealth systems to your Lucent NavisCore and NavisXtend systems. On each NavisCore NMS and NavisXtend Statistics Server, verify that your FTP and Telnet user has read and write access to the following directories:

- /BulkStats
- /BulkStats/etc
- /BulkStats/bin
- /opt/NavisCore (or the directory where you plan to install the eHealth - Lucent software).

eHealth Supported Lucent Hardware

eHealth supports Lucent switches and statistics.

Supported Switches

eHealth supports the following Lucent switches:

- CBX500
- GX550
- BSTDX9000
- BSTDX8000

Support Statistics Types

eHealth supports the following types of Lucent statistics:

- IP Logical Port, when LPortType=4
- Frame Relay Circuit, when LPortType = FrUniDce, FrUniDte, or Fr NNI
- Frame Relay UNI and NNI when LPortType = FrUniDce, FrUniDte, or FR NNI
- Frame Relay Trunk when LPortType = FR OPT Trk or Dir FR Trk
- SMDS when LPortType = SsiDte, DxiSniDce, or DxiSniDte
- ATM PVC when LPortType = atmUniDce, atmUniDte, AtmXpFrNni, or atmIISPDce
- ATM Logical Port when LPortType = atmUniDce, atmUniDte, AtmXpFrNni, or atmIISPDce
- ATM Cell Trunk when LPortType = atmDirTrk

Chapter 7: eHealth Integration for Netcool

This section contains the following topics:

System Requirements (see page 45)
How to Locate the Integration Kit for Netcool (see page 45)
Netcool IM Reconfiguration after eHealth Upgrade (see page 45)

System Requirements

To install and use the eHealth – Netcool integration you must meet the following requirements:

- **Netcool Version**-7.0
- **Operating System**-Solaris 9 and 10; Windows 2000 and 2003
- **Browser**-Mozilla or Internet Explorer only. (Support for Netscape is no longer provided.)

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

The Netcool integration module supports Cisco Information Center (CIC) r7.0 and later on Windows.

How to Locate the Integration Kit for Netcool

The Netcool integration kit is located on the eHealth software CD (CD1).

You must unzip the InstallPlus file. The Netcool subdirectory is located in the PACKAGES directory. The kit is no longer placed on the product ftp site.

Netcool IM Reconfiguration after eHealth Upgrade

eHealth - Netcool users upgrading to eHealth r6.0 SP2 or r6.1 must run the Netcool setup application to reconfigure the eHealth - Netcool integration after upgrading eHealth.

Chapter 8: eHealth Integration for Nortel Preside

This section contains the following topics:

System Requirements (see page 47)
Supported Passport Devices (see page 48)

System Requirements

To install and use the eHealth – Nortel Preside integration you must meet the following requirements:

- **Nortel Preside Version**-14.3
- **Operating System**-Solaris 9 and 10

  Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)
- **MDM System Requirements**-You must install the MagTCL package on your MDM system and use the Passport NRS Populator tool to upload module service data through Configuration from the Passport network.
- **MDP System Requirements**-You must install the MDP server on a dedicated Solaris system and configure it according to Nortel's specifications so that the server communicates with the MDP module.

  Note: For information about how to install and configure Nortel preside, see the Nortel documentation.
- **eHealth System Requirements-**
  - You must install eHealth on a dedicated Solaris system according to the requirements and instructions in the *eHealth Installation Guide*.
  - The eHealth system must have reliable Telnet and FTP access to the MDP system. eHealth uses Telnet to launch the remote configuration extraction script. The data collection utility uses FTP to transfer BDF files from the MDP system.

Supported Passport Devices

eHealth – Nortel Preside supports various MDP Passport devices that enable you to collect data from your Passport switches. eHealth models these devices after various elements in the eHealth database.

eHealth – Nortel Preside supports the following Passport devices:

- Logical Processor (LP)
- Asynchronous transfer mode interface (AtmIf)
- Virtual channel connection (VCC) for ATM
- Virtual path connection (VPC) for ATM
- Data link connection identifier (DLCI) for Frame Relay circuits
- Switches (EM)

eHealth – Nortel Preside collects statistics data from Nortel Passport multiservice switches (series 7000, 7480 PVG, and 15000). The integration module supports various releases of each switch series. (The support varies for each MDM and MDP version.)

The following table outlines the Nortel ppc product family switches that eHealth – Nortel Preside supports:

MDM/MDP Version	Switch Series	Supported Switch Release
13.1	Passport 7000, 15000, and 7480 PVG	PCR 1.2.14
		PCR 1.3.4
		PCR 2.0.4
		PCR 2.1.2
		PCR 2.2.2
		PCR 2.3
		PCR 3.0

MDM/MDP Version	Switch Series	Supported Switch Release
13.2	Passport 7000, 15000, and 7480 PVG	PCR 1.2.14
		PCR 1.3.4
		PCR 2.0.4
		PCR 2.1.2
		PCR 2.2.3
		PCR 2.3.1
		PCR 3.0
		PCR 3.1
13.3	Passport 7000, 15000, and 7480 PVG	PCR 1.3.4
		PCR 2.1.2
		PCR 2.2.4
		PCR 2.3.2
		PCR 3.0.1
		PCR 3.1
		PCR 4.1
13.4	Passport 7000, 7480, and 15000 PVG	PCR 2.2.5
		PCR 2.3.4
		PCR 3.0.2
		PCR 3.1.1
		PCR 3.1.2 Beta Level
	Passport 7000, 7480, and 15000	PCR 4.1 Beta Level
		PCR 4.2 Beta Level
14.2	Passport 7000, 7480, and 15000 PVG	2.3.4 GA Level
		3.0.2 GA Level
		3.1.3 GA Level
	Passport 7000, 7480, and 15000	4.1.2 GA Level
		4.2.1 GA Level
		5.1 CA Level
14.3	Passport 7000, 7480, and 15000 PVG	3.1.3 GA Level

MDM/MDP Version	Switch Series	Supported Switch Release
	Passport 7000, 7480, and 15000	4.1.2 GA Level 4.2.1 GA Level 5.1 GA Level 5.2 GA Level

Chapter 9: eHealth Integration for Nortel Shasta SCS GGSN

This section contains the following topics:

System Requirements (see page 51)

System Requirements

To install and use the eHealth – Nortel SCS GGSN integration you must meet the following requirements:

- **Nortel SCS GGSN Version**-5.0.1
- **Operating System**-Solaris 9 and 10
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

eHealth – Nortel SCS GGSN uses FTP to communicate with the Nortel SCS GGSN servers. The integration module supports both standard and Secure Shell (SSH) FTP.

Chapter 10: eHealth Integration for Psytechnics

This section contains the following topics:

System Requirements (see page 53)

System Requirements

The following table lists the supported versions and operating system requirements you must meet to install and use the eHealth – Psytechnics integration:

- **Psytechnics Version**-2.6.4; Experience Manager System, Release 2, Version 2.6.8 or later; Experience Manager OSS Integration Subsystem, Release 2, Version 2.6.8 or later
- **Operating System**-Solaris 9 and 10; Windows 2003
- **Secure Shell Protocol**-Open SSH, Sun SSH, and Tectia SSH (only up to 4.42)

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

eHealth – Psytechnics uses FTP and Telnet to communicate with the Psytechnics Experience Manager servers.

Chapter 11: eHealth Integration for Starent PDSN

This section contains the following topics:

System Requirements (see page 55)
Release Specific Device Support (see page 56)

System Requirements

To install and use the eHealth – Starent PDSN integration you must meet the following requirements:

- **Starent PDSN Version**-6.0, 7.0 and 7.1
- **Operating System**-Solaris 9 and 10

Note: If you are using a different release, see the product matrix at http://support.concord.com/support/secure/matrix/matrix.asp.

eHealth - Starent PDSN uses the C shell environment to support Telnet connections to the Starent PDSN systems.

eHealth - Starent PDSN uses FTP to communicate with the ST16 and ST40 IMGs. You must install an FTP server on each eHealth system and make sure that it is configured to accept connections from the ST16 and ST40 IMGs. If you use Secure FTP, you must configure it on each Starent PDSN host and on each eHealth system.

Release Specific Device Support

With each Service Pack release, eHealth may add or drop support for certain Starent PDSN devices.

For Starent ST16 and ST40 Version 3.0, eHealth - Starent PDSN supports the following devices:

- Ports
- Cards
- Chassis
- Point-to-Point Protocol (PPP)
- Foreign Agent (FA)
- Home Agent (HA)

For Starent ST16 ST40 Versions 3.5 and 4.0, eHealth - Starent PDSN *adds* support for the following devices:

- Session
- Radio-to-Packet (RP)
- Internet Protocol Address Pool (IP Pool)

For Starent ST16 and ST40 Version 4.5, eHealth - Starent PDSN *adds* support for the following devices:

- Closed RP
- AAA
- Authorization Server
- Accounting Server
- Probe

Note: You must enable certain statistics for each device. For information about determining which statistics to enable, see the *eHealth Integration for Starent* PDSN *User Guide*.

Chapter 12: Known Issues

This section contains the following topics:

eHealth - Nortel SCS GGSN Issues (see page 57)
eHealth - Cisco Netflow Issues (see page 58)

eHealth - Nortel SCS GGSN Issues

The following sections describe known issues related to eHealth - Nortel integration module.

Raw Data Inconsistencies

Inconsistencies have been reported in the raw data produced by Nortel SCS. The variable Calls Attempted or Restarted/sec calculates data inconsistently. This variable should be equal to the following:

PPP Calls Established Mobile IP/sec + PPP Calls Established Simple IP/sec + PPP Calls Failed Rsns Other Ovld/sec + PPP Call Att Fld CPU Overload/sec

Instead, the value of PPP Calls Attempted or Restarted is consistently less. This same variable should also be equal to the following:

ClosedRP Reg Rqst Accpt/sec + OpenRP registration requests accepted/sec (CLOSED_RP_SUCCESSES + OPEN_RP_SUCCESSES)

However, it is consistently greater than CLOSED_RP_SUCCESSES (ClosedRP Reg Rqst Accpt/sec). This has been reported to, and acknowledged by, Nortel Networks.

nhNortelScsGetCfg Errors

If you configured eHealth Integration for Nortel SCS to import data from multiple Nortel SCS servers, poller error messages will appear in the console the first time that you run nhNortelScsGetCfg. The messages indicate that another instance of an import is starting while one is already running.

As soon as the configuration is imported for the first Nortel SCS server, the import poller starts statistics import for the new elements. The attempt to start statistics import for the subsequent servers may conflict with it. This prevents data from being imported for some Nortel SCS elements on the first poll. On the second and subsequent polls, eHealth Integration for Nortel SCS should import data for all elements normally.

eHealth - Cisco Netflow Issues

The following sections describe known issues related to eHealth - Cisco Netflow integration module.

Upgrade Configuration

If you plan to use the eHealth Integration for Cisco NetFlow and want to upgrade to Cisco NetFlow 5.0 from earlier versions, use Cisco's configuration conversion tools.

Note: For more information about how to use the configuration conversion tools, see the Cisco documentation.

GMT Option Discontinued

Cisco NetFlow 5.0 no longer supports the GMT option. The collector and the eHealth system must be in the same time zone; otherwise, the data could shift in time or be dropped (for time zones more than 8 hours apart).

Chapter 13: International Support

The eHealth integration modules support English only.

Chapter 14: Documentation

This section contains the following topics:

Accessibility (see page 61)
Release Numbers on Title Page (see page 61)
Guide Changes and Consolidation (see page 61)

Accessibility

The eHealth integration documentation set consists of PDF (Portable Document Format) files. The eHealth software DVD contains guides in PDF format with a search index. You can also access PDF guides using the Windows Start menu, Programs, CA, eHealth, Documentation.

The PDF files are independent of platform and operating system, and are viewable in the Adobe Acrobat Reader in Windows, UNIX, and HP-UX environments. To view PDF files, you must download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

Release Numbers on Title Page

The release number on the title page of a document might not correspond to the current product release number; however, all documentation delivered with the product, regardless of release number on the title page, supports your use of the current product release. The release number changes only when a significant portion of a document changes to support a new or updated product release. If no substantive changes are made to a document, the release number does not change. For example, a document for r6.0 may still be valid for r6.1, r6.1 SP1, or even r6.2. Documentation bookshelves always reflect the current product release number.

Occasionally, we must update documentation outside of a new or updated release. To indicate a minor change to the documentation that does not invalidate it for any releases that it supports, we update the edition number on the cover page. First editions do not have an edition number.

Guide Changes and Consolidation

The eHealth documentation set has undergone consolidation and some guides have received new titles. The following sections list the changes that have been made to the eHealth documentation.

eHealth Administration Guide

The following guides have been consolidated to become the *eHealth Administration Guide*:

- *Using Secondary eHealth Consoles*
- *eHealth Administration Overview 6.0*
- *eHealth Database Management Guide*
- *eHealth Resource Discovery Guide*
- *eHealth Scheduled Job Management Guide*
- *eHealth SSL Administration Guide*
- *eHealth Report Center Installation and Administration Guide (administration content only)*
- *Querying the Database Using the DB API*
- *Creating the Database Layout Configuration File*
- *eHealth System Management Guide*
- *eHealth Element & Poller Management Guide*
- *Managing the Growth of the eHealth Database*
- *eHealth — System and Application Administration Guide*
- *Troubleshooting System Problems with eHealth*
- *Monitoring Unicenter NSM System Agents Using eHealth*

eHealth BT Studio Administration Guide

The BT Studio help topics were moved into the *eHealth BT Studio Administration Guide* and are no longer part of the eHealth help system.

eHealth Command and Environment Variables Reference Guide

The Command and Environment Variables help topics were moved to the *eHealth Command and Environment Variables Reference Guide* and are no longer part of the help system.

eHealth Customizing Variables Administration Guide

The following deliverables were consolidated to become the *eHealth Customizing Variables Administration Guide*:

- Custom Variables Web Help
- *eHealth Customizing Variables*

eHealth Data Integration Guide

The title of the eHealth Integration Guide became the *eHealth Data Integration Guide*.

eHealth Installation Guide

The following guides have been consolidated to become the *eHealth Installation Guide*:

- *About VOIP Licensing*
- *High Availability Disaster and Recovery Guide*
- *Getting Started with eHealth for Voice – Cisco Call Manager*
- *Getting Started with eHealth for Voice – Cisco Unity & Unity Bridge*
- *Getting Started with eHealth for Voice- Voice Quality Monitor*
- *Using the eHealth Sizing Wizard*
- *New Installations of eHealth 6.0 (UNIX)*
- *New Installations of eHealth 6.0 (Windows)*
- *Removing eHealth 6.0 (UNIX)*
- *Removing eHealth 6.0 (Windows)*
- *eHealth Installation Administration Tasks Reference (UNIX)*
- *eHealth Installation Administration Tasks Reference (Windows)*
- *Setting Up Live Monitoring of Your Service Availability Tests*
- *Setting Up Service Availability*
- *Using the eHealth Remote Poller*
- *eHealth Report Center Installation and Administration Guide* (installation content only)
- *Upgrading eHealth 5.6.5 or 5.7 to eHealth 6.0 (UNIX)*
- *Upgrading eHealth 5.6.5 or 5.7 to eHealth 6.0 (Windows)*

eHealth Integration Modules Release Notes

The *eHealth Integration Modules Release Notes* is a new deliverable in this release. It consolidates all of the system requirements and device information for all of the integration modules in one document.

eHealth Overview Guide

The following guides have been consolidated to become the *eHealth Overview Guide*:

- *eHealth Administration Overview Guide*
- *eHealth and VoIP – Overview*
- *Getting Started with Standalone AdvantEDGE View*
- *Getting Started with Voice Over IP: Planning*
- *Getting Started with VoIP Reports*
- *Getting Started with Live Exceptions*
- *Introduction to eHealth*
- *Introduction to eHealth Report Center*
- *Getting Started with eHealth AdvantEDGE View*
- *Live Health - Catching Business Service Failures Before They Catch You*

eHealth Readme

Most of the information formerly contained in the *eHealth Readme*, such as system requirements, has been moved into the *eHealth Release Notes*. The *eHealth Readme* now contains only last minute changes that could not be added to the main guides.

eHealth Release Notes

The *eHealth Release Notes* consolidates the following documentation:

- *eHealth Third-Party Software License Agreements*
- *eHealth Readme* information (except for last minute changes, which remain in the *eHealth Readme*)

eHealth Report Center User and Administration Guide

The following deliverables have been consolidated to become the *eHealth Report Center User and Administration Guide*:

- *Creating Custom Reports with eHealth Report Center*
- *eHealth Report Center Installation and Administration Guide*

eHealth Report Designer Reference Guide

The title of the *eHealth Report Designer Guide* became the *eHealth Report Designer Reference Guide*.

eHealth Reports User and Administration Guide

The following guides have been consolidated to become the *eHealth Reports User and Administration Guide*:

- *eHealth Report Management Guide*
- *eHealth Report Center Installation and Administration Guide*
- *Creating Custom Reports with eHealth Report Center*

eHealth Response Administration Guide

The following deliverables have been consolidated to become the *eHealth Response Administration Guide*:

- *Configuring Application Response to Monitor Citrix Applications*
- *Configuring Application Response to Monitor Custom Applications*
- *Configuring Application Response to Monitor Microsoft Outlook*
- *Configuring Application Response to Monitor Web Applications*
- *Monitoring Call Center Applications with Application Response*
- *Monitoring Web Applications with Application Response*
- *Reporting with Application Response*
- *Troubleshooting Application Response*
- *Using Application Response to Monitor Microsoft Outlook*
- *Using eHealth – Response*

eHealth Sizing Wizard Administration Guide

The following deliverables have been consolidated to become the *eHealth Sizing Wizard Administration Guide*:

- eHealth Sizing Wizard Web Help
- *Using the eHealth Sizing Wizard*

eHealth Traffic Accountant and NetFlow Administration Web Help

The following web help has been consolidated to become the eHealth Traffic Accountant and NetFlow Administration web help:

- Cisco NetFlow Web Help
- Traffic Accountant Web Help

eHealth Traffic Accountant and NetFlow Administration Guide

The following deliverables have been consolidated to become the *eHealth Traffic Accountant and NetFlow Administration Guide*:

- *eHealth Integration for Cisco NetFlow User Guide*
- *eHealth Traffic Accountant Administration Guide*
- NetFlow Web Help

eHealth Voice Over IP (VoIP) Deployment and Quick Reference Guide

The following deliverables have been consolidated to become the *eHealth Voice Over IP (VoIP) Deployment and Quick Reference Guide*.

- *About VoIP Licensing*
- *Getting Started with eHealth for Voice—Voice Quality Monitor*
- *VoIP: Deployment and Discovery Quick Reference*

Chapter 15: Third-Party Software License Agreements

There are no specific third-party software license agreements for the eHealth third-party integration modules at the time of this release. However, the listing for all third-party software license agreements for applications included in the eHealth r6.1 software package can be found in the *eHealth Release Notes*.