Configuring the SLA Mon™ Agent on VSP Operating System Software

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Contents

Chapter 1: Introduction

Purpose

This document provides information on features in VSP Operating System Software (VOSS). VOSS runs on the following product families:

- Avaya Virtual Services Platform 4000 Series
- Avaya Virtual Services Platform 7200 Series
- Avaya Virtual Services Platform 8000 Series

This document provides conceptual and procedural information to configure the Service Level Agreement Monitor (SLA Mon) agent as part of the Avaya SLA Mon solution.

Examples and network illustrations in this document may illustrate only one of the supported platforms. Unless otherwise noted, the concept illustrated applies to all supported platforms.

Chapter 2: New in this document

The following sections detail what is new in *Configuring the SLA Mon™ Agent*.

Release 6.0

This document is a new document for this release. Prior to this release, this content existed in *Monitoring Performance*. There are no changes to the feature content.

Resources

Information about related resources is moved to the last chapter in this document.

Chapter 3: Service Level Agreement Monitor

The switch supports the Service Level Agreement Monitor (SLA Mon™) agent as part of the Avaya SLA Mon solution.

SLA Mon uses a server and agent relationship to perform end-to-end network Quality of Service (QoS) validation and to distribute monitoring devices. You can use the test results to target under-performing areas of the network for deeper analysis.

SLA Mon server and agent

The switch supports the SLA Mon agent. You must have an Avaya Diagnostic Server with SLA Mon technology in your network to use the SLA Mon feature. Most of the SLA Mon configuration occurs on the server; configuration on the SLA Mon agent is minimal.

The SLA Mon server initiates the SLA Mon functions on one or more agents, and the agents run specific QoS tests at the request of the server. Agents can exchange packets between one another to conduct the QoS tests.

SLA Mon can monitor a number of key items, including the following:

- network paths
- Differentiated Services Code Point (DSCP) markings
- loss
- jitter
- delay

The following figure shows an SLA Mon implementation.

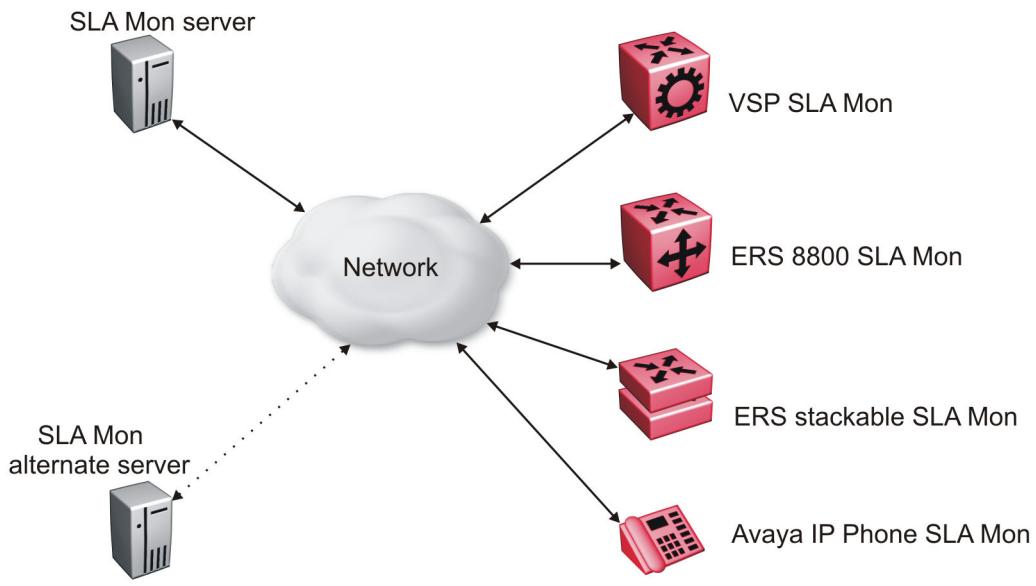

Figure 1: SLA Monitor network

An SLA Mon agent remains dormant until it receives a User Datagram Protocol (UDP) discovery packet from a server. The agent accepts the discovery packet to register with an SLA Mon server. If the registration process fails, the agent remains dormant until it receives another discovery packet.

An agent can attempt to register with an SLA Mon server once every 60 seconds. After a successful registration, the agent reregisters with the server every 6 hours to exchange a new encryption key.

An agent only accepts commands from the SLA Mon server to which it is registered. An agent can use alternate SLA Mon servers to provide backup for time-out and communication issues with the primary SLA Mon server.

Note:

If you configure the SLA Mon agent address under an IP address for a VLAN or brouter, you must remove the SLA Mon address before you can remove the IP address for the VLAN or brouter.

QoS tests

SLA Mon uses two types of tests to determine QoS benchmarks:

- Real Time Protocol (RTP)

  This test measures network performance — for example, jitter, delay, and loss — by injecting a short stream of UDP packets from source to destination (an SLA Mon agent).

- New Trace Route (NTR)

This test is similar to traceroute but also includes DSCP values at each hop in the path from the source to the destination. The destination does not need to be an SLA Mon agent.

Limitations

SLA Mon agent communications are IPv4–based. Agent communications do not currently support IPv6.

SLA Mon configuration using CLI

Configuring the SLA Mon agent

Configure the SLA Mon agent to communicate with an Avaya Diagnostic Server with SLA Mon technology to perform Quality of Service (QoS) tests of the network.

Before you begin

- To use the SLA Mon agent, you must have an Avaya Diagnostic Server with SLA Mon technology in your network.

About this task

To configure the SLA Mon agent, you must assign an IP address and enable it. Remaining agent parameters are optional and you can operate the agent using the default values.

Note:

If you want to change SLA Mon parameters, you must first disable SLA Mon.

If you configure the SLA Mon agent address under an IP address for a VLAN or brouter, you must remove the SLA Mon address before you can remove the IP address for the VLAN or brouter. To remove the SLA Mon address, first use the command **`no slamon oper-mode enable`**, followed by **`slamon agent ip address 0.0.0.0`**.

Procedure

1. Enter Application Configuration mode:

   ```
   enable
   configure terminal
   application
   ```

2. Configure the SLA Mon agent IP address:

Note:

The SLA Mon agent IP address must not use the IP address of an IP interface on the switch.

```
slamon agent ip address {A.B.C.D} [vrf WORD<1-16>]
```

3. **(Optional)** Configure the UDP port for agent-server communication:

   ```
   slamon agent port <0-65535>
   ```

4. **(Optional)** Restrict which servers an agent can use:

   ```
   slamon server ip address {A.B.C.D} [{A.B.C.D}]
   ```

   ```
   slamon server port <0-65535>
   ```

5. **(Optional)** Control the port used for Real Time Protocol (RTP) and New Trace Route (NTR) testing:

   ```
   slamon agent-comm-port <0-65535>
   ```

6. **(Optional)** Install a Secure Socket Layer (SSL) certificate for the agent:

   ```
   slamon install-cert-file WORD<0-128>
   ```

7. Enable the agent:

   ```
   slamon oper-mode enable
   ```

8. Verify the agent configuration:

   ```
   show application slamon agent
   ```

Example

Configure the SLA Mon agent IP address. Configure the agent so that it only accepts registration packets from a specific server communicating on a specific port. Finally, enable the SLA Mon agent, and then verify the configuration.

```
Switch:1>enable
Switch:1#configure terminal
Enter configuration commands, one per line.  End with CNTL/Z.
Switch:1(config)#application
Switch:1(config-app)#slamon agent ip address 192.0.2.1
Switch:1(config-app)#slamon server ip address 192.0.2.25
Switch:1(config-app)#slamon server port 50011
Switch:1(config-app)#slamon oper-mode enable
Switch:1(config-app)#show application slamon agent
================================================================
                           SLA Monitor Agent Info
================================================================
SLAMon Operational Mode: Enabled
SLAMon Agent Address: 192.0.2.1
SLAMon Agent Port: 50011
SLAMon Agent Registration Status: Registered
SLAMon Registered Server Address: 192.0.2.25
SLAMon Registered Server Port: 50011
SLAMon Server Registration Time: 130
SLAMon Encryption Mode: Supported
SLAMon Configured Agent Address: 192.0.2.1
SLAMon Configured Agent Port: 0
SLAMon Configured Server Address: 192.0.2.25 0.0.0.0
```

```
SLAMon Configured Server Port: 50011 0
SLAMon Agent-To-Agent Communication Port: 50012
SLAMon Configured Agent-To-Agent Communication Port: 0
SLAMon Configured Agent Address Vrf Name:
```

Next steps

If you have configured SLA Mon, but the agent does not function as expected, use the **`show khi performance pthread [{slot[-slot][,...]}]`** command to verify that the slamon task is running.

If the SLA Mon agent is not running, use the commands **`no slamon oper-mode enable`** and **`slamon oper-mode enable`** to start the agent.

If the agent task is running, perform typical troubleshooting steps to verify agent accessibility:

- Verify IP address assignment and port use.
- Ping the server IP address.
- Verify the server configuration.
- Use the **`trace level 192 <0-4>`** command to observe the status of the SLA Mon software module.

Variable definitions

Use the data in the following table to use the **`slamon`** command.

Variable	Value
agent-comm-port <*0–65535*>	Configures the port used for RTP and NTR testing in agent-to-agent communication. The default port is 50012. If you configure this value to zero (0), the default port is used.
agent ip address {A.B.C.D}	Configures the SLA Mon agent IP address. You must configure the IP address before the agent can process received discovery packets from the server. The agent ip address is a mandatory parameter. The default value is 0.0.0.0.
agent port <*0–65535*>	Configures the UDP port for agent-server communication. The SLA Mon agent receives discovery packets on this port. The default is port 50011. The server must use the same port.
install-cert-file	Installs an SSL certificate. *WORD<0-128>* specifies the file name and path of the certificate to install. If you install a certificate on the SLA Mon agent, you must ensure a matching configuration on the server. By default, the agent uses an Avaya SIP certificate to secure communications with the server.
oper-mode enable	Enables the SLA Mon agent. The default is disabled.

Table continues…

Variable	Value
	If you disable the agent, it does not respond to discovery packets from a server. If you disable the agent because of resource concerns, consider changing the server configuration instead, to alter the test frequency or duration, or the number of targets.
server ip address {A.B.C.D} [{A.B.C.D}]	Restricts the SLA Mon agent to use the server at this IP address only. The default is 0.0.0.0, which means the agent can register with any server. You can specify a secondary server as well.
server port *<0–65535>*	Restricts the SLA Mon agent to use this registration port only. The default is 0, which means the agent disregards the source port information in server traffic. The server must use the same port.
vrf *WORD<1-16>*	Specifies the name of a VRF.

SLA Mon configuration using EDM

Configuring the SLA Mon agent

Configure the SLA Mon agent to communicate with an Avaya Diagnostic Server with SLA Mon technology to perform Quality of Service (QoS) tests of the network.

Before you begin

- To use the SLA Mon agent, you must have an Avaya Diagnostic Server with SLA Mon technology in your network.

About this task

To configure the SLA Mon agent, you must assign an IP address and enable it. Remaining agent parameters are optional and you can operate the agent using the default values.

Note:

If you want to change SLA Mon parameters, you must first disable SLA Mon.

If you configure the SLA Mon agent address under an IP address for a VLAN or brouter, you must remove the SLA Mon address, before you can remove the IP address for the VLAN or brouter. To remove the SLA Mon address, first select disabled from the **Status** field, then configure the IP address in the **ConfiguredAgentAddr** field to 0.0.0.0.

Procedure

1. In the navigation pane, expand the **Configuration** > **Serviceability** folders.
2. Click **SLA Monitor**.
3. Click the **SLA Monitor** tab.
4. For the status, select **enabled**.
5. In the **ConfiguredAgentAddr** field, enter the SLA Mon agent IP address
6. Configure optional parameters as required.
7. Click **Apply**.

SLA Monitor field descriptions

Use the data in the following table to use the **SLA Monitor** tab.

Name	Description
Status	Enables or disables the SLA Mon agent. The default is disabled. If you disable the agent, it does not respond to discovery packets from a server. If you disable the agent because of resource concerns, consider changing the server configuration instead, to alter the test frequency or duration, or the number of targets.
CertFileInstallAction	Installs or uninstalls a Secure Sockets Layer (SSL) certificate file. The default is noAction.
CertFile	Specifies the file name and path of the SSL certificate. If you install a certificate on the SLA Mon agent, you must ensure a matching configuration on the server. By default, the agent uses an Avaya SIP certificate to secure communications with the server.
ConfiguredAgentAddrType	Specifies the address type of the agent: IPv4.
ConfiguredAgentAddr	Configures the agent IP address. You must configure the IP address before the agent can process received discovery packets from the server. The agent IP address is a mandatory parameter. The default value is 0.0.0.0.
ConfiguredAgentPort	Configures the UDP port for agent-server communication. The SLA Mon agent receives discovery packets on this port. The default is port 50011. The server must use the same port.
ConfiguredAgentVrfName	Specifies the name of a VRF.
ConfiguredServerAddrType	Specifies the address type of the server: IPv4.

Table continues…

Name	Description
ConfiguredServerAddr	Restricts the SLA Mon agent to use the server at this IP address only. If the default of 0.0.0.0 is used, then the SLA Mon agent can register with any server.
ConfiguredServerPort	Restricts the SLA Mon agent to use this registration port only. The default is 0, which means the agent disregards the source port information in server traffic. The server must use the same port.
ConfiguredAltServerAddrType	Specifies the address type of the secondary server: IPv4.
ConfiguredAltServerAddr	Configures a secondary server in the event that the primary server is unreachable.
ConfiguredAltServerPort	Restricts the SLA Mon agent to use this registration port on the secondary server only. The default is 0, which means the agent disregards the source port information in server traffic. The server must use the same port.
SupportedApps	Shows the type of testing supported: Real Time Protocol (RTP) and New Trace Route (NTR).
AgentAddressType	Shows the SLA Mon agent address type.
AgentAddress	Shows the configured SLA Mon agent IP address.
AgentPort	Shows the configured SLA Mon agent port.
RegisteredWithServer	Indicates if the SLA Mon agent has registered with a server.
RegisteredServerAddrType	Shows the address type for the registered server.
RegisteredServerAddr	Shows the IP address for the registered server.
RegisteredServerPort	Shows the port number for the registered server.
RegistrationTime	Shows the amount of time, in seconds, since the SLA Mon agent registered with the server.
AgentToAgentPort	Shows the port for SLA Mon agent-to-agent communication.
ConfiguredAgentToAgentPort	Configures the port used for RTP and NTR testing in SLA Mon agent-to-agent communication. The default port is 50012. If you configure this value as zero (0), the default port is used.

Chapter 4: Resources

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Documentation

See *Documentation Reference* for a list of documentation for all VOSS products.

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Note:

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Videos are not available for all products.

Searching a documentation collection

On the Avaya Support website, you can download the documentation library for a specific product and software release to perform searches across an entire document collection. For example, you can perform a single, simultaneous search across the collection to quickly find all occurrences of a particular feature. Use this procedure to perform an index search of your documentation collection.

Before you begin

- Download the documentation collection zip file to your local computer.
- You must have Adobe Acrobat or Adobe Reader installed on your computer.

Procedure

1. Extract the document collection zip file into a folder.
2. Navigate to the folder that contains the extracted files and open the file named <*product_name_release*>.pdx.
3. In the Search dialog box, select the option **In the index named <*product_name_release*>.pdx**.
4. Enter a search word or phrase.
5. Select any of the following to narrow your search:
   - Whole Words Only

- Case-Sensitive
- Include Bookmarks
- Include Comments

6. Click **Search**.

   The search results show the number of documents and instances found. You can sort the search results by Relevance Ranking, Date Modified, Filename, or Location. The default is Relevance Ranking.

Subscribing to e-notifications

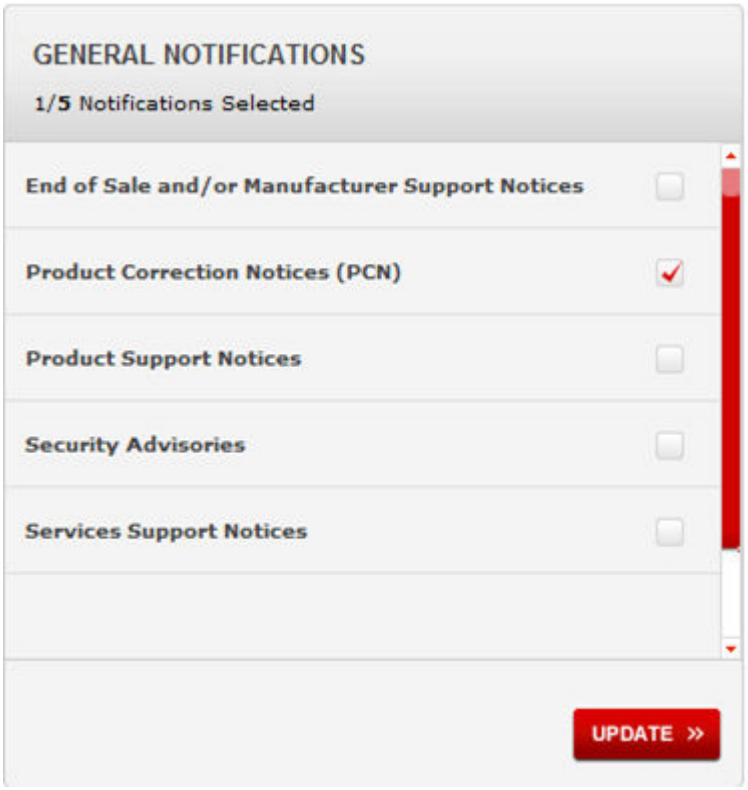
Subscribe to e-notifications to receive an email notification when documents are added to or changed on the Avaya Support website.

About this task

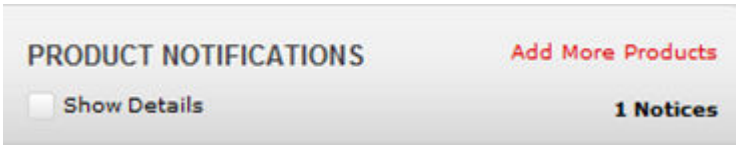
You can subscribe to different types of general notifications, for example, Product Correction Notices (PCN), which apply to any product or a specific product. You can also subscribe to specific types of documentation for a specific product, for example, Application & Technical Notes for Virtual Services Platform 7000.

Procedure

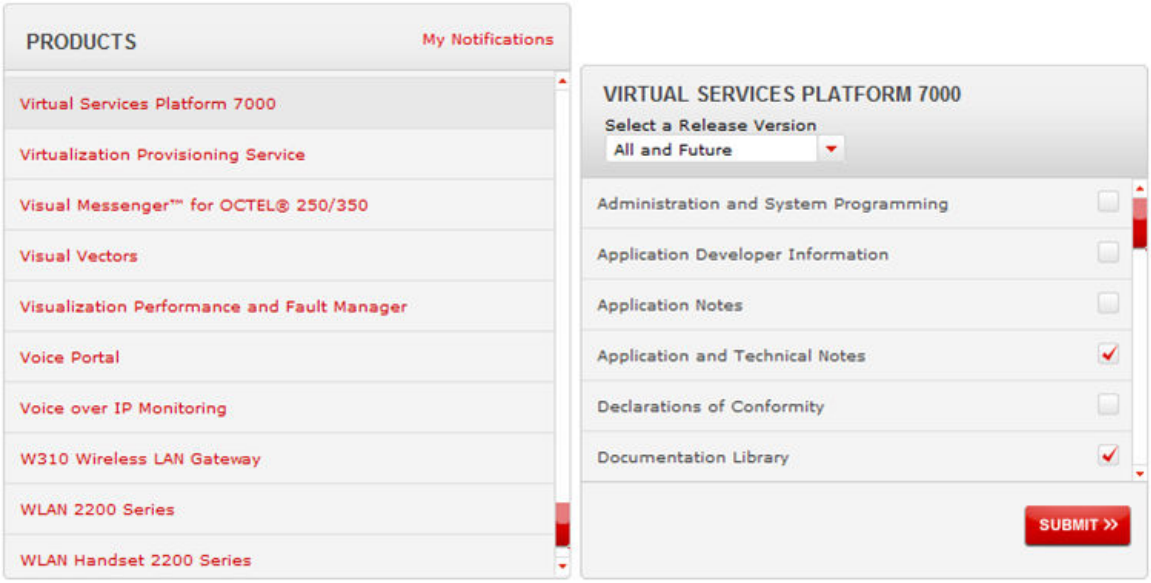
1. In an Internet browser, go to https://support.avaya.com.
2. Type your username and password, and then click **Login**.
3. Under **My Information**, select **SSO login Profile**.
4. Click **E-NOTIFICATIONS**.
5. In the GENERAL NOTIFICATIONS area, select the required documentation types, and then click **UPDATE**.



6. Click **OK**.
7. In the PRODUCT NOTIFICATIONS area, click **Add More Products**.



8. Scroll through the list, and then select the product name.
9. Select a release version.
10. Select the check box next to the required documentation types.



11. Click **Submit**.