Monitor Extreme Management Center Server Health

The following sections provide detailed information on how to use specific Extreme Management Center reports and Management Center features to monitor your Management Center Server's health. These reports provide you with the information you need to monitor, analyze, and troubleshoot Management Center server problems.

- Track Extreme Management Center Server CPU/Memory Trends
- Monitor Extreme Management Center Server Disk Access
- Monitor Server and Database Connectivity

Track Extreme Management Center Server CPU/Memory Trends

The Extreme Management Center report on Management Center Server CPU/Memory utilization provides trending information on server performance over a period of time. Use this information to establish a baseline and identify changes in the system.

Knowing the system's normal operating behavior makes it easier to identify when the server's behavior deviates from the norm and when exactly the change occurred. It also makes it easier to identify whether the deviation corresponds to a recent change on the system or network.

If a change in CPU/memory usage is identified, real-time CPU and memory data can be used to further investigate which specific processes are consuming system resources. For more information, see the <u>Management Center Server</u> <u>Real-Time CPU and Memory Usage</u> section under Management Center Troubleshooting.

To access the Management Center Server CPU/Memory report, launch Management Center and select the **Reports** tab. Expand the Server folder and select the report, as shown below.



Management Center Server CPU/Memory

Monitor Extreme Management Center Server Disk Access

The Extreme Management Center Server Disk Access report provides information about disk activity levels on the server. Consistently heavy disk activity causes server performance issues and requires further investigation. Use this report to track read and write operations for both the Management Center server and the mySQL database.

To access the Management Center Server Disk Access report, launch Management Center and select the **Reports** tab. Expand the Server folder and select the report, as shown below.



Management Center Server Disk Access Report

Monitor Server and Database Connectivity

The Management Center server has a built-in mechanism that issues an alert in the event the server is unable to communicate with the database. This alert can be configured to trigger an email notification to be sent to a defined email address, so that network administrators can be alerted to the problem in a timely manner.

It is important to configure this email notification, because the Management Center server is central for monitoring, alerting, and diagnosing problems that may arise on the network.

NOTE: In the event communication between the server and database is lost, refer to the Management Center server.log (see <u>Accessing the Server Log File</u>) for troubleshooting information, as well as other troubleshooting tools that diagnose server CPU, memory, and current disk utilization (see <u>Management Center Troubleshooting</u> for more information). Use the Management Center Suite options to configure the email notification. From any Management Center application, select Tools > Options from the menu bar. Expand the Suite Options folder and select Management Center Server Health. Select the **Send email** checkbox and enter an email address that will be notified in the event of a database failure.

Management Center Server Health Options



06/2016 7.0 Revision -00 PN: 9034985-01 Contents Subject to Change Without Notice

Extreme Management Center Performance Tuning

The following sections provide detailed information on how to use specific Extreme Management Center tools and features to monitor and improve Management Center server performance.

- <u>Tuning NetFlow Collection Settings</u>
- Server Database and Memory Tuning
 - Changing the MySQL my.ini File
 - Increasing JBoss Memory
- Tuning Database Backup Storage
- Binding the Server to One Interface

Tuning NetFlow Collection Settings

NetFlow is a data collection protocol that provides details and analysis of protocol information derived from monitoring flow-based traffic as it traverses a network. K-Series, S-Series, and N-Series devices support NetFlow flow collection. The Management Center server can be configured as a flow collector for the devices on your network using the Flow Sensor Configuration window in Console.

Enabling NetFlow collection on your network can add significant overhead to Management Center server operation. Incoming flow data collection consumes a large portion of server memory and impacts the overall disk utilization footprint of the Management Center server. It can also lead to extended time required to perform a Management Center server backup, if reporting data is included in the backup.

In addition, name resolution for NetFlow traffic displayed in Management Center adds overhead to the server. NetFlow traffic bursts can lead to a spike in name resolution traffic which also adds to the overall load on the network.

You can adjust NetFlow collection settings using Management Center options. From the Console menu bar, select Tools > Options to open the Console Options window. Expand the Console folder and select NetFlow Collection. The NetFlow Collection options are displayed. Click the Advanced Settings button to open the NetFlow Collection Advanced Settings window.

For most implementations, the default settings are recommended. However, in some cases, these settings can be adjusted to improve Management Center server performance. For example, you can change the maximum number of flows and aggregate flows to maintain in memory. Changing this number would adjust the amount of memory used to store flows.

You can also disable host and port name resolution for NetFlow. Disabling name resolution would affect the display of Management Center data because IP addresses would not be resolved to names. Other than that, the Management Center data is not impacted. Disabling name resolution would also reduce the DNS traffic on the network and to the DNS server(s).

The Advanced settings for the NetFlow flow collection let you limit resources used by Management Center Flow Alarm handling.

NOTE: Perform any change in the default flow collection parameters with caution and make adjustments taking into account items such as the size of the network and features enabled in Management Center. Advise all Management Center users of changes to the default flow collection parameters so that they can monitor any changes in server performance.

NetFlow Collection Options

NetSight Console Options		
Sute Options Advanced SNMP Settings Advanced Sute Settings Advanced Sute Settings Alarm Configuration Database Backup Data Display Format Date/Time Format EdverneNetworks.com Update MAC OUI Vendor List Name Resolution NetSight Feedback Program NetSight Server Status Poling System Browser Tree Web Server	NetFlow Collection NetFlow Settings Enable NetFlow Collector: Maximum Flows To Maintain In Memory: Maximum Aggregate Flows To Maintain In Memory: Maximum Number Of Flows Allowed Per Table Ylew: SendiReceive NetFlow Data On Socket: Export Interval (minutes): NetFlow v9 Template Refresh Rate (packets): NetFlow v9 Template Refresh Rate (packets): NetFlow v9 Template Timeout (minutes): NetFlow V9 Template Timeout (minutes): NetFlow Port Name Resolution: NetFlow Port Name Resolution:	 ▼ 30000 \$0000 1000 2055 1 30 1 √ ✓ ✓
Console Consol	NetFlow Collection Advanced Settings NetFlow Collection Advanced Settings NetFlow Settings Throttle Flows When Count Exceeds Max By (Percent): 10 NetFlow Socket Data Size (Bytes): 2048 NetFlow Socket Buffer (Bytes): S1200 NetFlow Collector Filter (Warning: Changing updates current Flows to match): NetFlow Alarm Dispatcher Options Flow Alarm Queue Service Period (seconds): Max Flow Alarm Queue Size:	S 100 1000 Restore Defaults
	ОК	Cancel Help

Server Database and Memory Tuning

The following instructions provide options for fine-tuning the Management Center Server database and memory based on your server system and network configuration.

Changing the MySQL my.ini File

Management Center ships with three additional MySQL configuration files that can be used to fine-tune Management Center database memory usage: my-

small.ini, my-large.ini, and my-huge.ini. By default, the Management Center database uses the my.ini file. The my-small.ini, my-large.ini, and my-huge.ini files are copies of the my.ini file, tuned for small, large, or very large (huge) systems. The my-small.ini file uses less memory but runs slower and the my-huge.ini file uses more memory but runs faster, with the my-large.ini file somewhere in between. Use the my-huge.ini file if your database is very large with lots of connecting end-systems. Use the my-small.ini file if your system has limited resources or if you need to conserve resources because of other applications and processes running on the system.

The following instructions show how to change the my.ini file, using the mylarge.ini file as an example.

- 1. Stop the Management Center Server and the Management Center database.
- In the Management Center install directory, copy mysql/my.ini to mysql/my.ini.orig
- 3. Copymysql/my-large.initomysql/my.ini
- 4. Renamemysql/data/ib_logfile0tomysql/data/ib_logfile0.orig
- 5. Renamemysql/data/ib_logfile1tomysql/data/ib_logfile1.orig
- 6. Start the Management Center database and then the Management Center Server.

Increasing JBoss Memory

You can make changes to the nsserver.cfg file on the Management Center Server to increase JBoss memory and improve performance.

- 1. Stop the Management Center Server.
- 2. In the <install directory>\NetSight\services directory, open the nsserver.cfg file in a text editor.
- 3. Edit the file using the parameter information below. Here is an example of the file: -Xms128m -Xmx1024m -XX:PermSize=64m -XX:MaxPermSize=128m -

```
P ../../appdata/NSJBoss.properties
```

- 4. Save and close the file.
- 5. Restart the Management Center Server.

The following information on the -Xmsn and -Xmxn options is from http://java.sun.com/javase/6/docs/technotes/tools/windows/java.html:

-Xmsn

Specifies the initial size, in bytes, of the memory allocation pool. This value must be a multiple of 1024 greater than 1MB. Append the letter k or K to indicate kilobytes, or m or M to indicate megabytes. The default value is chosen at runtime based on system configuration. For more information, see <u>HotSpot</u> <u>Ergonomics</u>:

Examples:

- -Xms6291456
- -Xms6144k
- -Xms6m

-Xmxn

Specifies the maximum size, in bytes, of the memory allocation pool. This value must a multiple of 1024 greater than 2MB. Append the letter k or K to indicate kilobytes, or m or M to indicate megabytes. The default value is chosen at runtime based on system configuration. For more information, see <u>HotSpot</u> Ergonomics:

Examples:

- -Xmx83886080
- -Xmx81920k
- -Xmx80m

The -XX: commands are Java HotSpot VM Options that are connected to performance tuning. For a general overview, refer to http://java.sun.com/javase/technologies/hotspot/vmoptions.jsp

-XX:MaxPermSize (from the above website)

Size of the Permanent Generation. [5.0 and newer: 64 bit VMs are scaled 30% larger; 1.4 amd64: 96m; 1.3.1 -client: 32m.]

-XX:PermSize

Initial size for PermGen memory.

Tuning Database Backup Storage

The Management Center Server can be configured to run an automated backup on the day(s) of the week and time of your choosing. An up-to-date database backup is an important component to ensuring that critical information pertaining to all Management Center applications is saved and readily available, if needed.

However, while scheduling regular server backups is a best practice, it can lead to unintended side-effects in some environments. For example, backing up multiple copies of the database consumes disk space on the server. Ensuring there is plenty of free space prior to enabling this feature as well as checking the overall size of each backup is helpful in determining whether space issues may become a problem. (See <u>Management Center Server Disk Utilization</u> for more information.)

Another option is to save backups to a separate location such as a network share. It is important to verify periodically that the backups are running as expected and actually completing. You might also schedule quarterly database restores on a lab server to ensure the integrity of the backups.

In addition, the size of the database backup should be checked after major changes to the environment, for instance enabling Management Center data collection or implementing Extreme Access Control on the network. If there are concerns regarding the available disk space, place limits on the number of backups saved and/or adjust the frequency of backups.

Database backups are configured in the Management Center Suite options. From any Management Center application menu bar, select Tools > Options to open the Options window. Expand the Suite Options folder and select Database Backup. For more information on each option, see Database Backup under the Options section in the Suite-Wide Tools User Guide.

Database Backup Options

S NetSight Console Options	
Suite Options Advanced SNMP Settings Advanced Suite Settings Advanced Suite Settings Alarm Configuration Alarm Event Logs and Tables Client Connections Data Display Format Device Entity Cache Diagnostic Configuration ExtremeNetworks.com Update MAC OUI Vendor List ENAME Resolution ExtremeNetworks.com Update MAC OUI Vendor List Name Resolution ExtremeNetworks com Update MAC OUI Vendor List Satus Poling System Browser Status Poling System Browser Tree Web Server Console Device Manager Discover Flex/Verw Welcome View Property View Compass VLAN View Basic Policy View Wireless Manager Policy Control Console Console Device Manager Vietess Advanced Services Topology Manager Policy Control Console	For All Users Schedule Database Backup Sunday Monday Thursday Friday Sturday All days of week At 12-3 O-3 AM Mumber of backups to save O Do not limit the number of backup files saved Limit the number of backup files saved Limit the number of backup files saved Database Backup Path The database is backed up to the server location entered in the following field. The specified location must exist and must be writable or it will not be accepted. C:Program Files/Edreme Networks/NetSight/backup Ø Backup Alarm and Reporting Database Database Backup File Format Ø MMDDYYYY ODMMYDYYY DotMYYYY Example Backup File Name: Intsight_02262014.scf
	Un Cancer Help

Binding the Server to One Interface

If the Management Center server has multiple NICs (Network Interface Cards) installed, it is a good practice to configure the server to always bind to the preferred IP address. If the server does not bind to the correct interface, local and remote clients and Extreme Access Control engines are unable to connect to the Management Center server.

During the startup process, the Management Center server automatically binds to the first available NIC, which may not be the correct interface for the server to use. In addition, changes on the network can cause the server to bind to an incorrect interface, should the server restart during a change.

You will need to make configuration changes in order to bind the server to the correct interface. On Windows systems, you need to set the binding order of the

network interface cards and configure the Management Center server to bind to the correct IP address. On Linux systems, you need to configure the Management Center server to bind to the correct IP address.

For instructions, see the Management Center Installation Guide section on Systems with Multiple NICs.

Extreme Management Center Troubleshooting

The following sections provide information on tools that can be used when troubleshooting Extreme Management Center server issues.

- <u>System-Wide Extreme Management Center Server Diagnostics</u>
- Extreme Management Center Server Real-Time CPU and Memory Usage
- Extreme Management Center Server Disk Utilization
- Extreme Management Center Server Diagnostics
- <u>Extreme Management Center Client Diagnostics</u>
- Extreme Management Center Certificates
- Generate a Show Support Report

System-Wide Extreme Management Center Server Diagnostics

The Administration tab in Extreme Management Center provides detailed statistical and diagnostic information regarding the overall performance and operation of significant Management Center server functions. It is important to review all the reports available on the Administration tab (Diagnostics sub-tab) so that they can be leveraged when diagnosing and troubleshooting problems.

There are three levels of information available: Basic, Advanced, and Diagnostic. The Basic level provides reports indicating the overall status of the server. Increasing the level to Diagnostic adds additional reports providing more granular insight into the overall operation of the server.

For example, the Diagnostic level adds reports on Database Disk Usage, Partition Information, and Web Application Details, providing in-depth information such as how much each Management Center component contributes to the overall size of the server database, and DWR statistics including the number of calls made and the average time to complete.

The Diagnostic level also includes a menu of Diagnostic Actions which provide the ability to Save Diagnostic information (similar to the Show Support function) and also enable additional advanced diagnostic logging levels. (Note: As with any diagnostics, care should be taken when enabling increased diagnostic logging and is advised only with the guidance of an Extreme Networks Support Engineer.)

Administration Tab Diagnostics

Diagnostics Se	cheduler						
	60	Data	abase Disk Usage				
Level: Diagnostic +	Diagnostic Actions *	2	Refresh				
Basic	Save Diagnostic Information	[nets rnt_r	ightrpt] lefault raw 216.44 MB				
Advanced	Diagnostic Levels		All Server Side Reporting Debug	Þ		Off	
Diagnostic	Clean OneView Data Tables		OneView Web Applications	Þ	•	log4j File Override	
Identity and Acces	5		Data Collector Server	Þ		Critical	
Server			OneView Device Family Menu	Þ		Warning	
💽 Database Dis	k Usage		Reporting Engine SQL for data points, aggregation, and archiving			Informational	
Partition Info	ormation		OneView Heat Maps			Verbose	
Server CPU		iuta	UI1 52.32		-		
📰 Server Diagn	nostics	[nets	ight]				
E Server Licens	ses	ctico	crivedcustomattribute 18.0 MB untry 16.0 MB				
📰 Server Log		ctlist	ilist 10.0 MB				
📰 Server Perfo	rmance	polpo	pirage 2.0 MB				
E Server Utilitie	5	invar	chivedentityobjectinfos 832.0 kB stomattribute 624.0 kB				
E Web Applica	tion Details	wm_	ce_template 608.0 kB				
Wireless		invco	nfiguration 512.0 kB 464.0 kB 454.0 kB				
Support		nac_ nac_ nac_	cnivedoevicentros 432.0 kB rule 352.0 kB appliance 352.0 kB vitinfos 288.0 kB				

Extreme Management Center Server Real-Time CPU and Memory Usage

Troubleshooting Extreme Management Center server performance issues related to CPU and memory utilization is easier when you can refer to a CPU utilization baseline that was charted over a period of time.

Knowing the system's normal operating behavior makes it easier to identify when the server's behavior deviates from the norm and when exactly the change occurred. It also makes it easier to identify whether the deviation corresponds to a recent change on the system or network.

For more information on how to establish a baseline, see the <u>Track Management</u> <u>Center Server CPU/Memory Trends</u> section under Monitor Management Center Server Health.

Once you have your baseline, use these four tools to monitor the Management Center server CPU and memory usage in real-time and compare that data to the baseline.

Server Statistics Window

The Server Statistics window provides a real-time view of server CPU and memory usage. Access the window by clicking the Server Information icon on the toolbar of any Management Center application, or by selecting Tools > Server Information from the menu bar. In the Server Information window, click on the Server Stats button to open the Management Center Server Statistics window, as shown below.

The window shows real-time CPU and Object Heap Memory usage. (Heap memory refers to the amount of free memory available to the Management Center server program.) Consistently high CPU usage and/or memory usage that continues to steadily increase are indicators that the system may be under duress. This would typically manifest through degraded performance or server stability issues. Both provide valuable data points when trying to understand the root cause of an issue, for example, whether performance is tied to a CPU spike, and whether that spike is specific to Management Center or the overall system.

Z Server Information	
Server: 134.141.90.55	
Uptime: 0 days 07:22:03	
Clent Connections Database Locks Server Log License Certificates	
Distriev: Last 250 lines	Clear Filter
NetSight Server Statistics	
Find File	Refresh
Server: 134.141.90.55	
Find: Uptime: 0 days 07:22:04 Find	
Case Sensitive Match Who	
CPU: 0.00%	
Direction	
Forward Object Heap Memory in Use: 260990(K)	
"NOT FILTERED"	
at isva util concurrent. Close Hein	
at java Jang. Thread run	-
2012-11-29 11:31:18,039 ERROR [commencements and commencements and commencements or your regression of Notification(): Fal	led to register for
2012-11-29 11:31:18,039 ERROR (com.siemens.bk.mgmt.event.EventListener) [ControllerPostV731EventListener] act	ivate(): Event liste
2012-11-29 11:31:18,376 WARN [com.siemens.bk.mgmt.common.RedundantLogManager] WARNING DETECTED:Red	iundantLogEntry [
2012-11-29 11:31:18,834 WARN [com.siemens.bk.mgmt.event.EventListener] [SensorResetEventListener] activate()	Connect to EVVC
2012-11-29 11:31:18,895 WARN [com.siemens.bk.mgmt.event.EventListener] [ThreatEventListener] activate(): Conn 2012 44, 29 14:24-23 225 WARN [com.siemens.bk.mgmt.event.EventListener] [ConnectEventListener] activate(): Conn	ect to EVVC(10.20
2012-11-29 11:31:23,305 YWARN [com.stemens.bk.mgmLeventListener] [Sensorreset:/ventListener] activate(2012-11-20 11:31:23,832 FEROR [com stemens bit common net AbstractSocketHeorier] TCP error by connected bit	# /10 20 88 190 20
2012-11-29 11:31:23 949 WARN (com siemens bk common rel Austrational Austration Provent System) activate(): Conn	ect to EV/C(10.20
2012-11-29 11:31:33.572 WARN [com siemens bk langley GarbageCollector] RemoteAddr is null flocat 127.0.0.1:20	5041
2012-11-29 11:32:53,615 WARN [com.siemens.bk.mgmt.common.RedundantLogManager] WARNING DETECTED:Red	undantLogEntry (
2012-11-29 11:32:53,987 WARN [com.siemens.bk.mgmt.common.RedundantLogManager] WARNING RESOL VED:Re	dundantLogEntry
2012-11-29 11:32:55,755 WARN [com.siemens.bk.mgmt.event.EventListener] [MUEventListener] activate(): Connect	to EVVC(10.20.88.
	>
Configure Server Stats	Close Help

Management Center Server Statistics Window

Windows Task Manager

Windows Task Manager is a utility on Windows-based systems that provides a real-time view of system CPU and memory utilization. It monitors the entire system's performance to help identify whether an issue is specific to Management Center or a side effect of another process running on the system.

On the **Processes** tab, sorting the CPU and Memory columns lets you monitor the activity of the individual active processes, giving a real-time picture of the specific processes that may be consuming a larger than normal share of resources.

The **Performance** tab is an excellent overview of global CPU and Memory trends, providing a view into whether elevated usage has been sustained for a period of time or whether it changes at regular intervals, perhaps as the result of performing a specific task or action.

Windows Task Manager



Linux "top" Command

The Linux equivalent of Windows Task Manager is the "top" command, which displays the most CPU-intensive processes on the system and provides an ongoing look at processor activity in real-time.

The command displays system summary information as well as the processes currently being managed by the Linux kernel. The display continuously refreshes, providing valuable insight into the processes that are consuming the most resources and the ability to quickly monitor incremental usage of specific processes that may be slowly consuming resources over time. The output contains useful information such as CPU, Memory, Process Time, and Process ID.

Refer to Linux operating system documentation for more information about the "top" command.

Linux "top" Command Display

	top -	15:06:31	up 1	day	, 1:4	i6, 1	use:	ς,	load	i ave	rage: 0.51,	, 0.42, 0.41
I	Tasks	: 88 tota	11,		unning	1, 87	7 slee	p.	ing,	0 81	topped, () zombie
I	Cpu(s)): 0.1%us	, 0.	1%5	y, o.	.0%ni,	99.8	3 🖷	id, (0.0€w	a, 0.0%hi,	, 0.0%si, 0.0%st
	Mem:	8178400k	tota	al,	24020	576k u	used,		577572	24k f:	ree, 1260	592k buffers
	Swap:	8388604k	t tote	11,		0k t	used,		838860	04k f:	ree, 5320	596k cached
I												
I	PID	USER	PR	NI	VIRT	RES	SHR	3	*CPU	\$MEM	TIME+	COMMAND
I	1075	root	20	0	4772m	935m	20m	5	1	11.7	22:33.19	java
	15508	root	20		17332	1280	968	R		0.0	0:00.01	top
	1	root	20		24456	2368	1356			0.0	0:01.52	init
	2	root	20							0.0	0:00.00	kthreadd
	3	root	20							0.0	0:00.94	ksoftirqd/0
l	-4	root	20							0.0	0:00.00	kworker/0:0
I	5	root	20							0.0	0:00.28	kworker/u:0
I	6	root	RT							0.0	0:00.00	migration/0
	7	root	RT							0.0	0:00.33	watchdog/0
I	8	root	RT							0.0	0:00.00	migration/1
I	9	root	20							0.0	0:09.65	kworker/1:0
I	10	root	20							0.0	0:00.48	ksoftirgd/1
I	11	root	20							0.0	0:01.13	kworker/0:1
1			100 100								0.00.00	

Linux "vmstat" Command

The Linux "vmstat" (virtual memory statistics) command displays summary information about operating system memory, processes, interrupts, paging and block I/O. The first report displayed provides the averages since the last reboot.

If you want to use the command to monitor the virtual memory activity on your system, it is best to specify a sampling interval. Executing the command at predefined intervals helps to identify the rate of change in specific values. The command "vmstat -an 10 15" executes with a display that runs every 10 seconds for 15 iterations, and includes active and inactive memory usage.

Of particular interest would be whether the system is using swap memory, and if so, how frequently and what are the overall memory conditions when this occurs. Keep in mind that it is normal for Linux-based systems to have higher memory consumption due to the operation of the OS, but further investigation is warranted when swap memory is being used.

Refer to Linux operating system documentation for more information about the "vmstat" command.

Linux "vmstat" Command Display

	_			_										
roo	t@N	S-Dev.Dev.Dev.Dev.Dev.Dev.Dev.Dev.Dev.Dev.	ev.com:^	-\$										
roo	t@N	S-Dev.D	ev.com:^	∕Ş vmsta	at									
pro	CS		memo	ory		swa	p	10-		syste	n	c	pu	
								1					1 -1	
r	Ω	swpa	rree	DUII	cacne	31	30	Dl	po	ın	CS 1	is sy	la wa	
			5335360	100000	E22744			-	2	01	26		0 100	
-	0	0	5//5/60	120112	22744	0	0	1	4	91	/5	0	0 TOO	0
-	- 01	C Des D												
100	CGW	S-Dev.D	ev.com: *	* 2										

Extreme Management Center Server Disk Utilization

Unmanaged log data or backup files can quickly consume disk space, creating a disk space problem on the Extreme Management Center server. Disk space issues can cause problems such as an upgrade that fails to execute due to inadequate disk space or, more seriously, a Management Center server crash.

For information on managing Management Center database backup files, see <u>Tuning Database Backup Storage</u>. For information on managing log files, see Management Center Log Files in the Reference Information section of the Console User Guide.

Here are three tools you can use to troubleshoot disk usage problems on the Management Center server.

Windows OS Properties

For Windows-based systems, access the Properties window to view disk usage data. In Windows Explorer, right-click on the drive where the Management Center server is installed and select the **Properties** option from the menu.

Use the data in the window to verify that there is adequate space available for normal Management Center server logging and operations, and investigate low disk availability immediately. There are two Management Center-specific directories that you can check for excessive disk space consumption:

<install directory>\NetSight\backup

<install directory>\NetSight\appdata\logs

You can control the automatic file size management of these directories using Management Center options. For more information, see <u>Tuning Database</u> <u>Backup Storage</u> under Management Center Performance Tuning and Tuning Data Persistence under NAC Performance Tuning in the NAC Technical Reference.

Security	Previo	ous Versions	Quota
General	Tools	Hardware	Sharing
۵	8		
Type: Lo	cal Disk		
File system: NT	FS		
Used space:	81,103	,286,272 bytes	75.5 GB
Free space:	168,953	3,774,080 bytes	157 GB
Capacity:	250,057	7,060,352 bytes	232 GB
	D	rive C:	Disk Cleanup
Compress this of Allow files on the file properties	drive to save (is drive to ha	disk space ve contents index	ed in addition to

Windows Properties

Linux "vmstat -D" and "vmstat -d" Commands

The Linux "vmstat" (virtual memory statistics) command with the "-D" or "-d" option displays disk read and write activity. The "-D" option provides a summary of total disk activity for the entire system, while the "-d" option displays individual disk activity statistics for each disk on the system.

These commands are useful when monitored disk activity (see <u>Monitor</u> <u>Management Center Server Disk Access</u>) indicates an abnormal change that corresponds with performance-related issues on the Management Center server. The disk statistics provide a real-time view into disk activity that can perhaps be tied to specific actions.

Refer to Linux operating system documentation for more information about the "vmstat" command.

Linux "vmstat -D" Command Display

root@NS-Dev.De	ev.com:~\$
root@NS-Dev.De	ev.com:~\$ vmstat -D
28	disks
3	partitions
36531	total reads
9025	merged reads
1657216	read sectors
173536	milli reading
123437	writes
21262	merged writes
2933468	written sectors
533064	milli writing
0	inprogress IO
53	milli spent IO
6	

Linux "df" and "du" Commands

The Linux "df" command displays how much free disk space is available on the file system. Use "df" to view the overall system disk utilization and identify whether certain directories are at or near full capacity. Use the "-h" option to display the statistics in human readable format.

The "du" command can be used to identify the size of specific files or directories within a parent directory. This command is useful when trying to narrow down specific areas of the file system that are consuming large amounts of disk space.

NOTE: Running the "du" command from a parent directory with the "-ha" option may return a large amount of data. Use the "|more" option or redirect to a file to view the total results for the command.

Refer to Linux operating system documentation for more information about the "df" and "du" commands.

Linux "df -h" Command Display

root@NS-Dev.Dev.com:~\$ df	-h				
Filesystem	Size	Used	Avail	Use≹	Mounted on
/dev/mapper/systemvg-root	52G	8.3G	41G	17%	
udev	3.9G	4.0K	3.9G	1%	/dev
tmpfs	1.6G	244K	1.6G	1%	/run
none	5.OM	0	5.0M	0%	/run/lock
none	3.9G	0	3.9G	0%	/run/shm
/dev/sda1	228M	25M	192M	12%	/boot
root@NS-Dev.Dev.com:~\$					

Extreme Management Center Server Diagnostics

Use the Administration tab (Diagnostics sub-tab) to obtain detailed debug information for Extreme Management Center server processes and applications. Select from a list of diagnostic options to enable targeted debugging of specific system functions. This allows for the collection of relevant data and also helps to limit the overall impact to the system when debugging is enabled.

CAUTION: Management Center server diagnostics should only be enabled when a specific area of an issue has been identified, or under the guidance of Extreme Networks Support. Certain debug options generate verbose output and could cause adverse effects to the system if enabled for extended periods of time. Debug options should only be enabled long enough to capture data from the behavior under investigation.

Access Server Diagnostics in Management Center by clicking the Administration tab and then expanding the Server section on the **Diagnostics** sub-tab. Enable the different diagnostic groups by setting the Diagnostic Level to "Verbose" for the applications and processes of interest. Debug diagnostic information is mainly saved to the active server.log file on the Management Center server.

Diagnostics Scheduler			
	Server Diagnostics		
evel: Basic *	OK Reset Defaults		
System	Name	Description	Diagnostic Level
Flows	AdMgr Server	ACL Manager Server	log4j File Override 💙
Historical Statistic Collector	Alarm and Events	Alarm and event Logging	log4j File Override 🛛 😭
Identity and Access	AppIdMgr Server	AppID Manager Server	log4j File Override 🛛 🗡
Server	Authentication	User authentication and profile cache.	Verbose
E Server CPU	Automated Security Manager	Automated Security Manager Application	log4j File Override 🛛 🗡
E Server Diagnostics	Certificates	Certificate Validation and Configuration	log4j File Override 🎽
E Server Licenses	Database	Database connection and transactions	log4j File Override 🌱
📰 Server Log	Device Management	Device information cache	log4j File Override 🌱
E Server Performance	Device Status Poller	Device Status Poller	log4j File Override 🛛 🎽
📰 Server Utilties	Distributed Cache	Distributed Cache	log4j File Override 🌱
Wireless	Inventory Manager	Inventory Manager Application	log4j File Override 🌱
Support	Licensing	Application licensing	log4j File Override 🌱
	MSTP	MSTP management	log4j File Override 💙

Server Diagnostics

Accessing the Server Log File

The server log file records server activity such as start-up log data, unexpected behavior messaging, and server debug diagnostic log data when enabled.

Reviewing previous server log file output can be helpful for determining when a specific issue started to occur or for uncovering additional system issues that may be contributing to a current problem.

The file is archived daily into the same directory and is generally named in the server.log.date format.

The server log file can be accessed from the Management Center Launch page by clicking the **Administration** tab and then the **Server Log** tab. You can also view the Server Log in the Server Information window, which can be launched from the Tools menu or toolbar in every Management Center application. The Server Log can also be accessed from the

<install directory>\NetSight\appdata\logs directory on Windows-based systems or from the /usr/local/Extreme_Networks/NetSight/appdata/logs directory on Linux-based systems.

Examples of the server log file locations are shown below.

Server Log File Locations

Client Diagnostics	Server Diagnos	tics Server Utilities	Server Log	NAC Server
2012-11-30 07:43	:29,413 INFO	[com.enterasys.nets:	ight.api.ServerInfoLc	gger] ESET Endpoint ;
2012-11-30 07:43	:29,476 INFO	[com.enterasys.nets:	ight.api.ServerInfoLo	gger] ** The NetSigh
2012-11-30 07:43	:29,492 INFO	[com.enterasys.nets:	ight.api.ServerInfoLc	ogger] Starting NetSN
2012-11-30 07:43	:33,747 INFO	[STDOUT] com.sun.net	t.ssl.internal.ssl.SS	LSessionContextImpl@
2012-11-30 07:43	:53,780 INFO	[STDOUT] com.sun.net	t.ssl.internal.ssl.SS	LSessionContextImpl@
2012-11-30 07:45	:25,775 INFO	[com.enterasys.nets:	ight.api.ServerInfoLo	ogger] Starting Event
2012-11-30 07:45	:25,778 INFO	[com.enterasys.nets]	ight.api.ServerInfoLo	ogger] Starting Statu
2012-11-30 07:45	:25,789 INFO	[com.enterasys.nets:	ight.api.ServerInfoLo	gger] Starting NetSi
2012-11-30 07:45	:27.623 INFO	<pre>[com.enterasvs.nets]</pre>	ight.api.ServerInfoLd	oggerl Starting NetSi

Z Server Information			
Server: 134.141.90.144	🎍 Enterasys Networks	*	Name
Uptime: 0 days 05:48:58	NetSight		nacESE.2012_11_27_01.log
	installer		nacESE_2012_11_28_01.log
Client Connections Database Locis Server Log License Certificates	퉬 appdata		nacESE.2012 11 29 01.log
Display: Last 250 lines 💌	AppId		nacESE.2012_11_30_01.log
	AutoSecMgr		pccEvents.log
rina Filter File	CommandScriptTool		Policy.log
Find	🎉 fileSandbox		Server.log
Case Sensitive 🔲 Match Whole Word	InventoryMgr		server.log.2012-09-20
Direction) isaac		server.log.2012-09-21
Forward Deckward	license	-	server.log.2012-09-24
	🐊 logs		server.log.2012-09-25
NOT FILTERED			
2012-11-30 10:18:09,450 WARN [com.siemens.bk.mgmt.event.EventListener] [ThreatEventListe			
2012-11-30 10:18:27 395 ERROR I com siemens bk.common.net.invoker.AbstractSocketHandler			

2012-11-30 10.18:27,395 ERROR (com siemens bit common net invoker AbstractSocketHandler 2012-11-30 10.18:27,398 ERROR (com siemens bit common net invoker AbstractSocketHandler 2012-11-30 10.19:36,465 WARN (com siemens bit mgmt.common.RedundantLogManager) WAR

Extreme Management Center Client Diagnostics

Troubleshooting unexpected behavior encountered while running applications in Extreme Management Center is not limited to server-side investigations. Some behavior may be specific to individual end-systems or may be the result of a configuration on an end-system.

Use the following steps to enable diagnostics for Management Center clientspecific debugging of individual Management Center applications.

 From the Management Center Launch page, click on the Administration tab. Click on Client Diagnostics. You need to log in with your username and password. Select the User Configured Diagnostics radio button and click Apply.



2. Once client diagnostics are enabled, the Launch page displays "(User Configured Diagnostics)" following each application name. Launch the desired application (for example, Console or Policy Manager).



3. The Diagnostics Configuration window opens where you can enable diagnostic message logging for a specific application or process. Click on the table entry for the application or process and open the table editor

using the Table Editor button in the upper right corner. In the Table Editor row at the bottom, set the diagnostic level. Be sure to apply your changes using the **Apply** button in the upper right corner. Click **OK** to close the window.

💋 Diagnostic Configuratio	n		×
			1 M 2
Name ĝ.	Description	Level	
AclMgr Client	ACL Manager Client	log4j File Override	~
Alarm and Events	Alarm and event Logging	log4j File Override	
Authentication	User authentication	log4j File Override	
Automated Security Manager	Automated Security Manager Application	log4j File Override	
Basic Policy	Basic Policy Management	log4j File Override	
Certificates	Certificate Validation	log4j File Override	
Compass	Compass search tool	log4j File Override	
Database	Database connection and transactions	log4j File Override	
Device Discovery	Device discovery	log4j File Override	
Device Management	Device information cache	log4j File Override	
Device Manager	Device Manager Application	log4j File Override	
Exception Handler	User interface unhandled exception handler	Verbose	
Flex Views	Flexible table views	log4j File Override	
Inventory Manager	Inventory Manager Application	log4j File Override	
Licensing	Application licensing	log4j File Override	
MB Tools	MIB Tools Application	log4j File Override	
MSTP	MSTP management	log4j File Override	
NAC Manager	NAC Manager Application	log4j File Override	
NAC Notification Engine	NAC Notification Engine	log4j File Override	
NAC Rules Engine	NAC Request Rules Engine Evaluation	log4j File Override	
NAC Rules Engine Criteria	NAC Request Rules Engine Criteria Evaluation	log4j File Override	
NetSight Server User Authe	NetSight Server User Authentication	log4j File Override	
OneView - Data Collector Cli	Data Collector Client	log4j File Override	
Online Help	Online help	log4j File Override	
Options	User and system option management	log4j File Override	
Plugin Framework	Plugin discovery and management	log4j File Override	
Policy Control Console	Policy Control Console Application	log4j File Override	
Policy Manager	Policy Manager Application	Warning	
Policy Manager Client SNMP	Set Verbose for all PM Client SNMP	Inoti File Override	~
		Dog4j File Override	-
		Restore Defaults	
		log4j File Override	
		011	
		Critical	
		Warning	
		Informational	
		Verbose	

4. Perform the action that generates the undesirable/unexpected behavior. The relevant debug is saved to the corresponding application log file on the client machine, located in the

\Users\<user>\AppData\Roaming\NetSight\logs directory on Windows 7 or the \Documents and Settings\<user>\Application Data\NetSight\logs directory on Windows XP.

Extreme Management Center Certificates

Extreme Management Center uses server certificates to provide secure communication for application web pages and for internal communication between server components.

On the Management Center server, use the Server Utilities page to view Management Center server communication certificates. Access the page from the Management Center Launch page by clicking the **Administration** tab. Click on **Server Utilities**. You need to log in with your username and password. Click on the **Certificates** link to open a new window that displays the Server Certificate Chain.

For more information on updating and configuring the Management Center server certificate, see the top-level Help topic Management Center and NAC Secure Communication and the How to Update the Management Center Server Certificate Help topic in the Server Information section of the Suite-Wide Tools User Guide.

Server Utilities



Generate a Show Support Report

It is helpful to generate a Show Support report to provide to GTAC when requesting assistance with Extreme Management Center. The report collects important statistical and diagnostic data pertaining to each of the applications within Management Center and creates a single archive that your support technician can review.

This data helps to answer many of the up-front questions typically asked when opening a support case, and also provides a comprehensive collection of key

data that can reduce follow-up requests for more data and expedite a resolution to the issue.

The Show Support report is generated from the **Administration** tab. Click the **Diagnostics** sub-tab and then expand the Support section. Click the **Start** button to start generating the report.

Administration Tab Generate Show Support

Diagnostics Scheduler		Lo
	Generate Show Support	
Level: Basic *	Start	
b System.	Gathering Show Support Data for plugin: Wireless Manager - BkWirelessMgr	
Flows	Gathering data for BkManagementServer	
Historical Statistic Collector	Finished gathering gata for SKHConnectionPool	
Identity and Access	Gathering data for ConfigurationManager	
b Server	Gathering data for DomainObjectCacheManager	
Wireless	Finished gathering data for DomainObjectCacheManager Gathering data for EventListeners	
# Support	Finished gathering data for EventListeners Gathering data for ThreatObserverMgr	
🔄 Generate Show Support	Finished gathering data for ThreatObserverMgr Gathering data for ApObserverMgr	
	Finished gathering data for ApObserverMgr	
	Gamering data for MuObserverMgr Finished gathering data for MuObserverMgr	
	Gathering data for RogueObserverMgr	
	Finished gathering data for RogueObserverMgr	
	Gathering data for WanServiceObserverMgr	
	Finished gathering data for Wildhersteine	
	Finished asthering data for NSW/Integration	

Upon completion, archived data is stored on the Management Center server in the <install directory>\NetSight\appdata\ShowSupport folder in a single zipped archive that can be sent to update an open support case.

🖂 🎍 Program Files 📃	Name -	Date modified	Type	Size
🛛 퉬 Common Files	LicageData byt	9/15/2012 11-20 BM	Text Dog ment	6 VR
🖃 🍌 Enterasys Networks		9/15/2013 11:20 (94)	Fext Document	0 ND
🗆 퉬 NetSight	5how5upport_091513231850.2p	9/15/2013 11:20 PM	Compressed (appe	3,275 %8
🗷 🍌 .installer	Reporting	9/15/2013 11:23 PM	File folder	
🗆 🍌 appdata	🍰 PolicyMgr	9/15/2013 11:23 PM	File folder	
🛛 🍶 Appīd	🕌 NetSightServer	9/15/2013 11:23 PM	File folder	
👃 AutoSecMgr	퉬 NACAppliances	9/15/2013 11:23 PM	File folder	
CommandScriptTool	🕌 BkWirelessMgr	9/15/2013 11:23 PM	File folder	
🕌 fileSandbox				
📧 퉬 InventoryMgr				
🗉 퉬 isaac				
🎍 license				
🕀 🌽 logs				
🗉 🌽 NACMgr				
🗉 🎍 OnsView				
PolicyControlConsole				
🗉 🎍 PolicyMgr				
🖂 퉬 ShowSupport				
B B 082613132412 B B B B B B B B B B B B B B B B B				
🗖 🍌 091513231850				
🔒 BkWirelessNigr				
🗉 길 NetSightServer				
ShowSupport_091513231850.zip				

Management Center Show Support Folder

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