EMC® Smarts®

Documentation Catalog

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Documentation Catalog

Each EMC® Smarts® product suite is distributed with a collection of documents. Certain documents are included with all products. For descriptions of the documents, see:

- "Installation location of documents" on page 2
- "Documentation included with all EMC Smarts products" on page 4
- "EMC Smarts IP Management Suite documentation" on page 6
- "EMC Smarts MPLS Management Suite documentation" on page 9
- "EMC Smarts Network Protocol Management Suite documentation" on page 11
- "EMC Smarts Optical Transport Management Suite documentation" on page 13
- "EMC Smarts Application Connectivity Monitor documentation" on page 14
- "EMC Smarts Service Assurance Management Suite documentation" on page 15
- "EMC Smarts Service Assurance Management Adapters Suite documentation" on page 19
- "EMC Smarts Storage Insight Management Suite documentation" on page 22
- "EMC Smarts Multicast Management Suite documentation" on page 24
- "EMC Smarts Software Development Kit documentation" on page 25
- "EMC Smarts Dynamic Model documentation" on page 27
- "EMC Smarts VoIP Management Suite documentation" on page 28

Please take a moment to review this catalog and familiarize yourself with the documents that accompany EMC Smarts product(s).

This catalog describes available documents and their intended audiences. Software interoperability and compatibility is not implied.

Interoperability and compatibility information is provided in the release notes document that accompanied your product suite or visit the Powerlink web site http://powerlink.EMC.com for the most up-to-date version of release notes.

Installation location of documents

For your convenience, documents are installed to either BASEDIR/smarts/doc/PDF or /BASEDIR/smarts/doc/html. The term *BASEDIR* represents the location where EMC Smarts software is installed. For UNIX, the default location is /opt/InCharge<n>/<productsuite>. For Windows, the default location is C:\InCharge<n>\<productsuite>. The <n> represents the software platform version number. The <productsuite> represents the EMC Smarts product suite that the product is part of.

For example, Table 1-1 identifies the default locations of EMC Smarts documentation for UNIX and Windows operating systems:

Table 1-1 Locations of documentation on UNIX and Windows operating systems

Product Suite	Documentation Directory
IP Management Suite	UNIX: /opt/InCharge7/IP/smarts/doc Windows: \InCharge7\IP\smarts\doc
MPLS Management Suite	UNIX: /opt/InCharge6/MPLS/smarts/doc Windows: \InCharge6\MPLS\smarts\doc
Network Protocol Management Suite	UNIX: /opt/InCharge6/NPM/smarts/doc Windows: \InCharge6\NPM\smarts\doc
Optical Transport Management Suite	UNIX: /opt/InCharge6/OTM/smarts/doc
Application Connectivity Monitor	UNIX: /opt/InCharge6/ACM/smarts/doc Windows: \InCharge6\ACM\smarts\doc
Service Assurance Management Suite	UNIX: /opt/InCharge7/SAM/smarts/doc Windows: \InCharge7\SAM\smarts\doc
Storage Insight Management Suite	Windows: \InCharge6\SI\smarts\doc
Multicast Management Suite	UNIX: /opt/InCharge6/MCAST/smarts/doc Windows: \InCharge6\MCAST\smarts\doc
Software Development Kit	UNIX: /opt/InCharge6/SDK/smarts/doc Windows: \InCharge6\SDK\smarts\doc
VoIP Management Suite	UNIX: /opt/InCharge6/VOIP/smarts/doc Windows: \InCharge6\VOIP\smarts\doc

Note: Certification matrices for certified devices may exist for several product suites (for example, IP Management Suite, MPLS Management Suite, and Network Protocol Management Suite). The matrices are located in the BASEDIR/smarts/doc/html/certify directory.

Most of the documentation is provided in the form of Acrobat PDF files. Adobe's Acrobat Reader is required to view and print the PDF files. Acrobat Reader is available from the Adobe website, http://www.adobe.com.

Some documents (for example, the *EMC Smarts ICIM Reference*) are delivered in HTML format. To view the HTML, you require a frames-compatible, Java-enabled browser. On Windows, to use the HTML documentation search facility, you require the Windows version of the Sun Microsystems JRE version 1.4.2 (versions _06 through _09 are supported).

Note: For information about previous versions of EMC Smarts products, please refer to the documentation that accompanied the product.

Location of product suite release notes and updated documents

Release notes contain important information that must be read before installing or configuring EMC Smarts software. For this reason, a printed copy of the release notes is included with the software.

Release notes are also updated as new information becomes available. The most up-to-date version of release notes is available from the Powerlink web site: http://powerlink.EMC.com.

Product documents are also available from Powerlink, including versions of documents that were updated after the product was manufactured.

Documentation included with all EMC Smarts products

Several documents are applicable to all products and thus are included on every product suite CD-ROM. These documents are helpful to anyone installing, administering, or monitoring EMC Smarts software:

- *EMC Smarts Documentation Catalog*
- *EMC Smarts System Administration Guide*
- *EMC Smarts ICIM Reference* (in HTML format)
- *EMC Smarts Common Information Model Infrastructure Models Chart*
- *EMC Smarts Common Information Model Application/Business Models Chart*
- *EMC Smarts ASL Reference Guide*
- *EMC Smarts Perl Reference Guide*
- *FLEXnet Licensing End User Guide* or *FLEXlm End Users Guide*

EMC Smarts System Administration Guide

This guide pertains to persons administering EMC Smarts software. The information it contains is relevant across all EMC Smarts products. System administrators should refer to this guide to find out how to license EMC Smarts products, control applications' start-up, understand the EMC Smarts software directory structure, locate and modify user editable files, secure access to EMC Smarts applications, and manage log files. This guide also contains descriptions of environment variables used by EMC Smarts software.

EMC Smarts ICIM Reference

The ICIM reference information is distributed in HTML format and describes the ICIM schemata. It provides a detailed description of the classes for the reference model schemata and the application implementations. It also describes general concepts related to information modeling and ICIM classes. Software developers and other Smarts users will find this information useful.

The *EMC Smarts ICIM Reference* is installed to BASEDIR/smarts/doc/html/icim. To open the document, double-click on index.html. Documentation distributed as PDF is installed to BASEDIR/smarts/doc/pdf.

EMC Smarts Common Information Model Infrastructure Models Chart

The chart illustrates the ICIM class hierarchy for the system and network models. The chart's color coding differentiates between the Core model and the Reference models, which include the System, Network, Application, InCharge, Protocol, and Event models. In addition, it shows the relationships between the classes. Anyone reviewing this chart will gain valuable insight into the set of objects managed by EMC Smarts products.

EMC Smarts Common Information Model Application/Business Models Chart

The chart illustrates the ICIM class hierarchy for the application and business models. The chart's color coding differentiates between the Core model and the Reference models, which include the Application, J2EE, Database, Network, InCharge, Business, Event, and System models. In addition, it shows the relationships between the classes. Anyone reviewing this chart will gain valuable insight into the set of objects managed by EMC Smarts products.

EMC Smarts ASL Reference Guide

This guide describes the Adapter Scripting Language (ASL) syntax, ASL utility functions, and how to develop programs using the ASL language. Software developers and other Smarts users working with ASL will find this information useful.

EMC Smarts Perl Reference Guide

This guide describes how to develop Perl scripts that interact with Global Managers and Domain Managers. It includes information about the Perl Application Programming Interface (API) facilities (object and session) and the low-level primitives supported by the API. Software developers and other Smarts users working with Perl will find this information useful.

FLEXnet Licensing End User Guide or FLEXlm End Users Guide

For licensing and license management, EMC Smarts products rely on a third-party licensing software product from Macrovision Corporation. The licensing software is installed automatically during the EMC Smarts installation process.

Depending on the EMC Smarts software that you install, one of the following documents is included with the EMC Smarts documentation in the BASEDIR/smarts/doc/pdf directory:

- The *FLEXnet Licensing End User Guide* (LicensingEndUserGuide.pdf)
- The *FLEXlm End Users Guide* (flex_ug.pdf)

For information about setting up licensing with EMC Smarts products, see the *EMC Smarts System Administration Guide*.

EMC Smarts IP Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts IP Management Suite:

- *EMC Smarts IP Management Suite Release Notes*
- *EMC Smarts IP Management Suite Installation Guide*
- *EMC Smarts IP Management Suite Migration Guide*
- *EMC Smarts Quick Start Guide*
- *EMC Smarts IP Management Suite Deployment Guide*
- *EMC Smarts IP Management Suite Configuration Guide*
- *EMC Smarts IP Management Suite Discovery Guide*
- *EMC Smarts IP Availability Manager User's Guide*
- *EMC Smarts IP Performance Manager and Server Performance Manager User's Guide*
- *EMC Smarts IP Availability Manager Extension for IPv6 User's Guide*
- *EMC Smarts IP Availability Manager Extension for NAS User's Guide*
- *EMC Smarts IP Adapters User's Guide*

EMC Smarts IP Management Suite Release Notes

The release notes offer an overview of the new products and features of the EMC Smarts IP Management Suite release. As a courtesy to our existing customers, the release notes highlight enhancements and changes to the software or its supported platforms. The notes also describe any known software issues and their resolutions.

EMC Smarts IP Management Suite Installation Guide

This guide explains how to install and uninstall EMC Smarts IP Management Suite products. In addition, it identifies supported platforms for the IP products and summarizes the preinstallation hardware and software requirements of each. Requirements include those of third-party applications (for example, Hewlett Packard OpenView and IBM/Tivoli NetView) that can interface with this suite's products.

EMC Smarts IP Management Suite Migration Guide

This guide explains how to migrate older versions of EMC Smarts IP Management Suite products. This guide is a supplement to the *EMC Smarts IP Management Suite Installation Guide*.

This document is only available from the EMC Powerlink website: http://powerlink.EMC.com.

EMC Smarts Quick Start Guide

This guide provides quick start tasks and procedures for EMC Smarts IP and Service Assurance Manager software products.

EMC Smarts IP Management Suite Deployment Guide

This guide explains how to successfully deploy the EMC Smarts IP Management Suite products, and includes important considerations when the EMC Smarts Service Assurance Management Suite is also deployed. The deployment process is described as a phased approach that encompasses information gathering, designing, installing, validating, and tuning your deployment. Sales engineers, support personnel, integrators, network consultants, network and system administrators will all find this document useful.

EMC Smarts IP Management Suite Configuration Guide

This guide provides an architectural and functional overview of the EMC Smarts IP Management Suite. It describes the configuration tasks required for the Domain Managers and the Global Manager to communicate properly.

EMC Smarts IP Management Suite Discovery Guide

This guide describes the IP discovery process and the various methods to add topology to your EMC Smarts IP Management Suite domain. It explains how to interpret discovery results and resolve discovery errors. It also explains how to perform rediscovery, manage topology, configure discovery of network partitions, and customize discovery post-processing to meet your needs. This guide is relevant for network or EMC Smarts administrators who will discover and maintain IP topology.

EMC Smarts IP Availability Manager User's Guide

This guide describes the elements discovered and managed by IP Availability Manager along with the connectivity-related failures diagnosed for each. It includes IP Availability Manager's default polling and threshold groups and the default settings associated with each group. The guide also describes how the elements are assigned membership in these groups. Finally, this document provides instructions for administrators who wish to modify groups, tailor settings, or create new groups. Operators will also find the element and failure information useful.

EMC Smarts IP Performance Manager and Server Performance Manager User's Guide

This guide describes the elements discovered and managed by IP Performance Manager and IP Server Performance Manager along with the performance faults and exceptions diagnosed for each. It includes IP Performance Manager's and IP Server Performance Manager's default polling and threshold groups and the default settings associated with each group. The guide also describes how the elements are assigned membership in these groups. Additionally, this document provides instructions for administrators who wish to modify groups, tailor settings, or create new groups. An appendix of MIBs polled and SNMP traps processed completes this document. Operators will also find the element and fault information useful.

EMC Smarts IP Availability Manager Extension for IPv6 User's Guide

This guide describes how to configure the IP Availability Manager to discover IPv6 addresses in the network. It includes information on using the Global Console to monitor IPv6-related events.

EMC Smarts IP Availability Manager Extension for NAS User's Guide

This manual describes how to configure the NAS Extension of the IP Availability Manager to discover and model network-attached storage devices as IP devices. Supported systems include EMC Celerra systems (Data Movers and Control Stations), and Network Appliance (NetApp) Filers.

To understand the NAS topology, the IP Availability Manager discovers configuration information within the Celerra Network Server using the HTTPS Adapter, an XML/HTTPS discovery probe. The EMC Smarts Global Console displays the topology, notifications and maps related to both the IP and NAS elements.

EMC Smarts IP Adapters User's Guide

This guide describes how to configure, start, stop, and use the EMC Smarts Adapter for HP OpenView NNM and the EMC Smarts Adapter for IBM/Tivoli NetView. Troubleshooting tips about these adapters are also provided. Network administrators will find this information useful.

EMC Smarts MPLS Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts MPLS Management Suite:

- *EMC Smarts MPLS Management Suite Release Notes*
- *EMC Smarts MPLS Management Suite Installation Guide*
- *EMC Smarts MPLS Manager User's Guide*
- *EMC Smarts MPLS Manager Configuration Guide*
- *EMC Smarts MPLS Manager Discovery Guide Supplement*
- *EMC Smarts Adapter for Cisco ISC User's Guide*

EMC Smarts MPLS Management Suite Release Notes

The release notes offer an overview of the new features in this software release. The notes also describe any known software issues and their resolutions. In addition, the notes contain instructions for installing the Global Manager point patch.

EMC Smarts MPLS Management Suite Installation Guide

This guide explains how to install and uninstall the EMC Smarts MPLS Management Suite products. Installation instructions are available using the Wizard mode, the Command Line Interface (CLI) mode, and the Unattended (Silent) mode of installation. In addition, this guide provides instructions to start the products and verify proper installation.

EMC Smarts MPLS Manager User's Guide

This guide provides detailed information about the MPLS Manager. It describes the MPLS VPN elements and relationships, lists the failures that are diagnosed, and explains the MPLS Manager cross-domain impact correlation analysis. In addition, it includes instructions for customizing MPLS polling and viewing MPLS topology in maps.

EMC Smarts MPLS Manager Configuration Guide

This guide provides an architectural and functional overview of the EMC Smarts MPLS Management Suite. It describes the configuration tasks required for the MPLS Manager and the Global Manager to communicate properly.

EMC Smarts MPLS Manager Discovery Guide Supplement

This guide supplements the information available in the *EMC Smarts IP Management Suite Discovery Guide* with information specific to MPLS Manager. It describes the concepts of discovering logical routing topology using MPLS Manager, explains how to customize and initiate discovery for MPLS Manager, and provides troubleshooting tips for resolving discovery errors. It also describes the MPLS Manager data models and identifies the discovery MIB objects and the CLI commands used by MPLS Manager to discover the logical routing topology.

EMC Smarts Adapter for Cisco ISC User's Guide

This guide provides an overview of the EMC Smarts Adapter for Cisco ISC (ISC Adapter), configuration instructions, procedures for administration, and a list of event notifications provided by the adapter. It includes an explanation of the special map and topology browser functionality that is available when the ISC Adapter is installed in conjunction with the MPLS Manager.

EMC Smarts Network Protocol Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts Network Protocol Management Suite:

- *EMC Smarts Network Protocol Management Suite Release Notes*
- *EMC Smarts Network Protocol Management Suite Installation Guide*
- *EMC Smarts Network Protocol Manager Configuration Guide*
- *EMC Smarts Network Protocol Manager Discovery Guide Supplement*
- *EMC Smarts Network Protocol Manager for BGP User's Guide*
- *EMC Smarts Network Protocol Manager for EIGRP User's Guide*
- *EMC Smarts Network Protocol Manager for IS-IS User's Guide*
- *EMC Smarts Network Protocol Manager for OSPF User's Guide*

EMC Smarts Network Protocol Management Suite Release Notes

The release notes offer an overview of the new features in this software release. The notes also describe any known software issues and their resolutions.

EMC Smarts Network Protocol Management Suite Installation Guide

This guide explains how to install and uninstall the Network Protocol Management Suite and how to implement the next release. In addition, it identifies the supported platforms for the Network Protocol Manager products and summarizes the preinstallation hardware and software requirements of each.

EMC Smarts Network Protocol Manager Configuration Guide

This guide provides procedures for configuring the IP Availability Manager, Global Manager, and Network Protocol Manager applications involved in a Network Protocol Manager deployment. It also provides procedures for customizing SNMP and CLI polling and identifies the MIBs, SNMP traps, syslog messages, and CLI commands used by Network Protocol Manager to diagnose routing-protocol connectivity problems.

EMC Smarts Network Protocol Manager Discovery Guide Supplement

This guide supplements the information available in the *EMC Smarts IP Management Suite Discovery Guide* with information specific to Network Protocol Manager. It describes the concepts of discovering logical routing topology using Network Protocol Manager, explains how to customize and initiate discovery for Network Protocol Manager, and provides troubleshooting tips for resolving discovery errors. It also describes the Network Protocol Manager data models and identifies the discovery MIB objects and the CLI commands used by Network Protocol Manager to discover the logical routing topology.

EMC Smarts Network Protocol Manager for BGP User's Guide

This guide describes how to use the Global Console to view the Network Protocol Manager for BGP analysis results and discovered BGP topology. It also provides detailed descriptions of the connectivity-related problems and impacts diagnosed by Network Protocol Manager for BGP. Both operators and administrators should find this guide useful.

EMC Smarts Network Protocol Manager for EIGRP User's Guide

This guide describes how to use the Global Console to view the Network Protocol Manager for EIGRP analysis results and discovered EIGRP topology. It also provides detailed descriptions of the connectivity-related problems and impacts diagnosed by Network Protocol Manager for EIGRP. Both operators and administrators should find this guide useful.

EMC Smarts Network Protocol Manager for IS-IS User's Guide

This guide describes how to use the Global Console to view the Network Protocol Manager for IS-IS analysis results and discovered IS-IS topology. It also provides detailed descriptions of the connectivity-related problems and impacts diagnosed by Network Protocol Manager for IS-IS. Both operators and administrators should find this guide useful.

EMC Smarts Network Protocol Manager for OSPF User's Guide

This guide describes how to use the Global Console to view the Network Protocol Manager for OSPF analysis results and discovered OSPF topology. It also provides detailed descriptions of the connectivity-related problems and impacts diagnosed by Network Protocol Manager for OSPF. Both operators and administrators should find this guide useful.

EMC Smarts Optical Transport Management Suite documentation

In addition to the sets of documents described earlier in this catalog, the following documents are distributed with the EMC Smarts Optical Transport Management Suite:

- *EMC Smarts Optical Transport Management Suite Release Notes*
- *EMC Smarts Optical Transport Management Suite Installation Guide*
- *EMC Smarts Optical Transport Management Suite Configuration Guide*
- *EMC Smarts Optical Transport Manager User's Guide*
- *EMC Smarts XD Manager for OTM-to-IP AM User's Guide*

EMC Smarts Optical Transport Management Suite Release Notes

The release notes offer an overview of the new products and features of this software release. The notes also describe any known software issues and their resolutions.

EMC Smarts Optical Transport Management Suite Installation Guide

This guide explains how to install and uninstall the EMC Smarts Optical Transport Management Suite. In addition, it identifies supported platforms for the EMC Smarts Optical Transport Management Suite products and summarizes the preinstallation hardware and software requirements of each.

EMC Smarts Optical Transport Management Suite Configuration Guide

This guide focuses on how to configure the Optical Transport Manager. It also discusses deployment considerations. System administrators responsible for configuring the EMC Smarts Optical Transport Management Suite will find this guide useful.

EMC Smarts Optical Transport Manager User's Guide

This document provides an introduction to SONET and WDM, and to the Optical Transport Manager (OTM). This guide is intended for administrators who are responsible for configuring and administering the Optical Transport Manager, and for operators who are monitoring the OTM.

EMC Smarts XD Manager for OTM-to-IP AM User's Guide

This guide describes the optional EMC Smarts XD Manager OTM-to-IP AM 1.0 (XD Manager OTM-to-IP AM), which correlates failures between the underlying optical network domain and the IP network domain. When a failure in one network impacts a device in the other network, cross-domain correlation identifies both the root cause and the impacted device. The XD Manager OTM-to-IP AM creates a cross-domain topology and then monitors and correlates alarms regarding changes to elements in the topology.

EMC Smarts Application Connectivity Monitor documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with EMC Smarts Application Connectivity Monitor:

- *EMC Smarts Application Connectivity Monitor Release Notes*
- *EMC Smarts Application Connectivity Monitor Installation Guide*
- *EMC Smarts Application Connectivity Monitor Configuration Guide*
- *EMC Smarts Application Connectivity Monitor User's Guide*

EMC Smarts Application Connectivity Monitor Release Notes

The release notes provide an overview of new features in this software release. Release notes also describe any known software issues and their resolutions.

EMC Smarts Application Connectivity Monitor Installation Guide

This guide explains how to install and uninstall Application Connectivity Monitor. Installation instructions are available using the Wizard mode, the Command Line Interface (CLI) mode, and the Unattended (Silent) mode of installation. In addition, this guide provides instructions to start the products and verify proper installation.

EMC Smarts Application Connectivity Monitor Configuration Guide

This guide describes how to deploy and configure Application Connectivity Monitor. It describes how to deploy Application Connectivity Monitor in conjunction with other EMC Smarts products and how to configure and invoke the discovery and monitoring of applications.

EMC Smarts Application Connectivity Monitor User's Guide

This guide describes the analysis provided by Application Connectivity Monitor and describes the notifications it generates. In addition, this guide includes several scenarios that illustrate how Application Connectivity Monitor analyzes problems in different contexts.

EMC Smarts Service Assurance Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts Service Assurance Management Suite:

- *EMC Smarts Service Assurance Management Suite Release Notes*
- *EMC Smarts Service Assurance Management Suite Installation Guide*
- *EMC Smarts Service Assurance Management Suite Migration Guide*
- *EMC Smarts Quick Start Guide*
- *EMC Smarts Service Assurance Manager Introduction*
- *EMC Smarts Service Assurance Management Suite Deployment Guide*
- *EMC Smarts Service Assurance Manager Operator's Guide*
- *EMC Smarts Service Assurance Manager Configuration Guide*
- *EMC Smarts Service Assurance Manager Dashboard Configuration Guide*
- *EMC Smarts Service Assurance Manager Adapter Platform User's Guide*
- *EMC Smarts Service Assurance Manager Failover System User's Guide*
- *EMC Smarts Business Impact Manager User's Guide*
- *EMC Smarts Service Assurance Manager Notification Adapters User's Guide*
- *EMC Smarts XML Adapter User's Guide*

EMC Smarts Service Assurance Management Suite Release Notes

The release notes offer an overview of the new products and features of the Service Assurance Management Suite release. As a courtesy to our existing customers, the release notes highlight enhancements and changes to the software or its supported platforms. The notes also describe any known software issues and their resolutions.

EMC Smarts Service Assurance Management Suite Installation Guide

This guide explains how to install and uninstall EMC Smarts Service Assurance Management Suite products. In addition, it identifies supported platforms for the EMC Smarts Service Assurance Management Suite products and summarizes the preinstallation hardware and software requirements of each. Requirements include those of third-party applications (for example, Java, browser versions) that can interface with this suite's products.

EMC Smarts Service Assurance Management Suite Migration Guide

This guide explains how to migrate older versions of EMC Smarts Service Assurance Management Suite products. This guide is a supplement to the *EMC Smarts Service Assurance Management Suite Installation Guide*.

This document is only available from the EMC Powerlink website: http://powerlink.EMC.com.

EMC Smarts Quick Start Guide

This guide provides quick start tasks and procedures for EMC Smarts IP and Service Assurance Manager software products.

EMC Smarts Service Assurance Manager Introduction

This introductory document offers an architectural and functional overview of Service Assurance and its modules. It describes two implementation scenarios, which illustrate how Service Assurance can easily meet the needs of either the enterprise service provider or the network service provider. Anyone interested in gaining a general understanding of the Service Assurance solution should read this document.

EMC Smarts Service Assurance Management Suite Deployment Guide

This guide explains how to deploy the EMC Smarts Service Assurance Management Suite products. The deployment process is described as a phased approach that encompasses information gathering, designing, installing, validating, and tuning your deployment. Sales engineers, support personnel, integrators, network consultants, network and system administrators will all find this document useful.

EMC Smarts Service Assurance Manager Operator's Guide

The operator's guide begins with an overview of the notification log, topology browser, summary, map, and status table consoles available through the Global Manager. It then focuses on typical operator tasks. For example, this document describes how to start a session (including how to run the console as a Java applet), navigate and examine console contents, use tools, respond to notifications, and customize the appearance and views in a console. Operators and others responsible for acting upon failures will find this document useful.

EMC Smarts Service Assurance Manager Configuration Guide

This guide focuses on how to configure the Global Manager, including how to set up notification lists, users, user profiles, tools, and escalation policies. Service providers and system administrators responsible for configuring Service Assurance will find this guide useful.

EMC Smarts Service Assurance Manager Dashboard Configuration Guide

This guide describes the EMC Smarts Business Dashboard and how to configure it. Configuration includes how to set up Jakarta Tomcat, create and save EMC Smarts viewlets, and how to write HTML to load the viewlets to a Web page or third-party portal. Service providers, system administrators and anyone who needs to configure the Business Dashboard functionality will find this guide useful.

EMC Smarts Service Assurance Manager Adapter Platform User's Guide

This guide offers an architectural overview of the Service Assurance Adapter Platform which imports and normalizes topological and event information from sources other than EMC products. Detailed instructions are provided for network administrators or others who need to configure the Adapter Platform, the SNMP Trap Adapter, or the Syslog Adapter. This guide also includes information on using the sm_ems command line utility to convert information from third-party applications into events.

EMC Smarts Service Assurance Manager Failover System User's Guide

This guide begins by describing the Service Assurance Failover System, its components, and how and when a secondary Global Manager becomes activated. The guide then focuses on how to get your failover system up and running. It covers special considerations when implementing the failover system, such as how to install the broker, the primary, and secondary Global Manager, configure the failover start-up scripts, and secure your failover system. System or network administrators responsible for deploying the failover system should refer to this guide.

EMC Smarts Business Impact Manager User's Guide

Business Impact Manager extends the capability of Service Assurance Manager to calculate the business impact of events and to propagate the impacts to the affected business elements in your topology. This user's guide describes how to import service topology and how to customize your business impact analysis. This guide also discusses ICIM, with emphasis on the business-related ICIM classes. Administrators or others who need to implement and use Business Impact Manager should refer to this guide.

EMC Smarts Service Assurance Manager Notification Adapters User's Guide

This guide is relevant to network administrators. It describes the notification adapters, how to configure them, and how to operate them. Notification adapters include the SNMP Trap Notifier Adapter, Log File Notifier Adapter, Email Notifier Adapter, Script Notifier Adapter, and TIBCO Rendezvous Adapter. These adapters pass notifications to other applications or users. This guide also includes an example of how to customize a notification adapter.

EMC Smarts XML Adapter User's Guide

This guide introduces the XML Adapter and explains how to use it to exchange topological information with other applications. Topology elements are exchanged using an XML document, expressed in a format that complies with the ICIM/XML standard described in this document. The XML Document Type Definition (DTD) is specified and both the XML import and export functions are explained.

EMC Smarts Service Assurance Management Adapters Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the Service Assurance Management Adapters Suite:

- *EMC Smarts SAM Adapters Suite and Report Manager Release Notes*
- *EMC Smarts SAM Adapters Suite and Report Manager Installation Guide*
- *EMC Smarts Adapters Event-to-Notification Templates Tutorial*
- *EMC Smarts Report Manager User's Guide*
- *EMC Smarts SQL Data Interface Adapter User's Guide*
- *EMC Smarts Adapter for Remedy ARS User's Guide*
- *EMC Smarts Adapter for Concord eHealth User's Guide*
- *EMC Smarts Adapter for InfoVista VF2 User's Guide*
- *EMC Smarts Adapter for NetIQ AppManager User's Guide*
- *EMC Smarts Adapter for Microsoft Operations Manager User's Guide*
- *EMC Smarts Adapter for BMC Patrol User's Guide*
- *EMC Smarts Adapter for HP-OVO/U User's Guide*
- *EMC Smarts Adapter for SiteScope User's Guide*

EMC Smarts SAM Adapters Suite and Report Manager Release Notes

The release notes offer an overview of the new products and features of the Service Assurance Management Adapters Suite release. As a courtesy to our existing customers, the release notes highlight enhancements and changes to the software or its supported platforms. The notes also describe any known software issues and their resolutions.

EMC Smarts SAM Adapters Suite and Report Manager Installation Guide

This guide explains how to install and uninstall Service Assurance Management Adapters Suite products. In addition, it identifies supported platforms for the Service Assurance Management Adapters and Report Manager products and summarizes the preinstallation hardware and software requirements of each. Requirements include those of third-party applications (for example, Remedy ARS or Concord eHealth) that can interface with this suite's products.

EMC Smarts Adapters Event-to-Notification Templates Tutorial

This tutorial introduces the event-to-notification templates that are provided with adapters based on the EMC Smarts Adapter Toolkit Framework. It describes adapter processing and explains how to customize the adapter for the needs of your deployment using the templates and selection rules.

EMC Smarts Report Manager User's Guide

Report Manager complements the extensive capabilities of Service Assurance Manager by enabling network administrators to produce and display or print network operations, management, and business impact reports. Reports can be produced either through Crystal Enterprise or another user-selected report application.

This guide begins by describing the Report Manager system architecture and its component processes. It also explains how to install and configure the Report Manager and how to set up Crystal Enterprise. The pre-defined reports provided with Report Manager are illustrated and explained. The reports are in Crystal Enterprise format and can be used with Crystal Enterprise Reports, or they can serve as templates for reports in another report application. The database schema and the views used by Report Manager are also included in this document.

EMC Smarts SQL Data Interface Adapter User's Guide

This guide explains how to set up, configure and use the Structured Query Language (SQL) Data Interface Adapter. The adapter subscribes to Global Manager notifications, passes them to an ODBC driver, and stores the notification information in a relational database.

EMC Smarts Adapter for Remedy ARS User's Guide

This guide explains how to configure and use the Adapter for Remedy ARS. This adapter translates Service Assurance notifications into open, get, and close Remedy ARS tickets. Remedy ARS requirements are defined in this document as well.

EMC Smarts Adapter for Concord eHealth User's Guide

This guide explains how to configure and use the Adapter for Concord eHealth. This adapter permits the Global Console to display eHealth reports and performance-related notifications from eHealth.

EMC Smarts Adapter for InfoVista VF2 User's Guide

This guide explains how the Adapter for InfoVista VF2 product operates in conjunction with the new versions of InfoVista products that run on InfoVista's Vista Foundation 2 (VF2). The adapter is capable of exporting specific EMC Smarts objects for import by the InfoVista VistaDiscovery Product. The adapter receives InfoVista performance traps from VF2 Servers and displays them as notifications in the Global Console. The adapter also allows the Global Console user to access and retrieve VF2 reports.

EMC Smarts Adapter for NetIQ AppManager User's Guide

This guide explains how the EMC Smarts Adapter for NetIQ AppManager product imports event data generated by the NetIQ AppManager. Events are retrieved from the AppManager SQL database and processed into notifications that can be displayed in the Global Console. The adapter can optionally create notifications associated with existing topological elements for subsequent correlation and may be extended to create such elements using custom ASL hook scripts.

EMC Smarts Adapter for Microsoft Operations Manager User's Guide

This guide describes how to configure and use the Adapter for Microsoft Operations Manager 2005 product. The adapter retrieves alerts generated by MS-MOM Management Packs from MS-MOM 2005. In addition, the adapter extracts topology data from the MS-MOM database for use by the EMC Smarts Service Assurance Manager Adapter Platform. The adapter uses both event and topology data to create notifications, which it sends to the Global Manager for consolidation and display in the Global Console.

EMC Smarts Adapter for BMC Patrol User's Guide

This guide explains how to configure and start the Adapter for BMC Patrol. This adapter allows the client to map and forward BMC Patrol events for viewing as notifications in the Global Console.

EMC Smarts Adapter for HP-OVO/U User's Guide

This guide explains how to configure and use the Adapter for HP-OVO/U. This adapter extracts events from HP Openview Operations for UNIX and translates them into notifications and topology. These notifications and topology may in turn be imported into the EMC Smarts Service Assurance Manager Adapter Platform for use by other EMC Smarts Managers such as the Global Manager for display in the Global Console.

EMC Smarts Adapter for SiteScope User's Guide

This guide explains how to configure and use the Adapter for SiteScope. This adapter extracts both events and custom alerts from SiteScope and translates them into notifications and topology. These notifications may in turn be imported into the EMC Smarts Service Assurance Manager Adapter Platform for use by other EMC Smarts Managers such as the Global Manager for display in the Global Console.

EMC Smarts Storage Insight Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts Storage Insight Management Suite:

- *EMC Smarts Storage Insight Management Suite Release Notes*
- *EMC Smarts Storage Insight Management Suite Installation and Configuration Guide*
- *EMC Smarts Storage Insight Management Suite Discovery Guide*
- *EMC Smarts Storage Insight for Availability User's Guide*
- *EMC Smarts Storage Insight for Availability Performance and Scalability Guidelines*

EMC Smarts Storage Insight Management Suite Release Notes

The release notes offer an overview of the new products and features of the EMC Smarts Storage Insight Management Suite. The notes highlight enhancements and changes to the software or its supported platforms and describe any known software issues and their resolutions.

EMC Smarts Storage Insight Management Suite Installation and Configuration Guide

This guide explains how to install the Storage Insight Management Suite, how to configure the ControlCenter, IP Availability Manager, Global Manager, and Storage Insight for Availability applications involved in a Storage Insight for Availability deployment, and how to start the applications in the deployment. Some configuration tasks are performed before starting the applications, and some are performed through the Global Console after the applications are started.

EMC Smarts Storage Insight Management Suite Discovery Guide

This guide describes the concepts of discovering storage area network (SAN) and network-attached storage (NAS) topology using Storage Insight for Availability, explains how to initiate discovery for Storage Insight for Availability, and provides troubleshooting tips for resolving discovery errors. It also describes the Storage Insight for Availability data models used to represent the discovered storage topology.

EMC Smarts Storage Insight for Availability User's Guide

This guide describes how to use the Global Console to view the Storage Insight for Availability analysis results and discovered storage topology. It also provides detailed descriptions of the connectivity-related problems and impacts diagnosed by Storage Insight for Availability, and identifies the ControlCenter alerts that Storage Insight for Availability uses to diagnose the problems and impacts. Both operators and administrators should find this guide useful.

EMC Smarts Storage Insight for Availability Performance and Scalability Guidelines

This document contains information to help users set up Storage Insight for Availability for optimal performance and scalability. It provides guidance on measuring the size of the configuration to be managed and presents sizing, resource requirements, and placement options for the ControlCenter infrastructure, ControlCenter API NG Server, Storage Insight for Availability, and supporting EMC Smarts applications. It also provides guidance on topology discovery and alert-processing frequency.

This document is only available from the EMC Powerlink website: http://powerlink.EMC.com.

EMC Smarts Multicast Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the Multicast Management Suite:

- *EMC Smarts Multicast Manager Release Notes*
- *EMC Smarts Multicast Manager Installation Guide*
- *EMC Smarts Multicast Manager User's Guide*

EMC Smarts Multicast Manager Release Notes

The release notes offer an overview of the new features of the Multicast Management Suite. The notes highlight enhancements and changes to the software or its supported platforms and describe any known software issues and their resolutions.

EMC Smarts Multicast Manager Installation Guide

This guide explains how to install and uninstall the Multicast Manager product. Installation instructions are available using the Wizard mode, the Command Line Interface (CLI) mode, and the Unattended (Silent) mode of installation. In addition, this guide provides instructions to start the Multicast Manager product and to verify proper installation.

EMC Smarts Multicast Manager User's Guide

This guide describes the elements discovered by Multicast Manager, the connectivity-related failures diagnosed by Multicast Manager for each element, and the MIBs polled by Multicast Manager to discover the elements and to diagnose the problems and impacts. It also describes how to use the Global Console to view the Multicast Manager analysis results and discovered topology. It includes Multicast Manager's default polling and threshold groups and the default settings associated with each group, and provides instructions for administrators who wish to modify groups, tailor settings, or create new groups. Both operators and administrators should find this guide useful.

EMC Smarts Software Development Kit documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the Software Development Kit (SDK):

- *EMC Smarts Software Development Kit Release Notes*
- *EMC Smarts Software Development Kit Installation Guide*
- *EMC Smarts Software Development Kit Remote API for Java* (in HTML format)
- *EMC Smarts Remote API Programmer's Guide* (in HTML format)
- *EMC Smarts MODEL Reference Guide*
- *EMC Smarts Dynamic Modeling Tutorial*

EMC Smarts Software Development Kit Release Notes

The release notes offer an overview of the new products and features of this software release. As a courtesy to our existing customers, the release notes highlight enhancements and changes to the software or its supported platforms. The notes also describe any known software issues and their resolutions.

EMC Smarts Software Development Kit Installation Guide

This guide explains how to install and uninstall the EMC Smarts Software Development Kit. In addition, it identifies supported platforms for the Software Development Kit and summarizes the preinstallation hardware and software requirements of each. Requirements for the C++ compiler are also included.

EMC Smarts Software Development Kit Remote API for Java

This documentation is distributed in HTML format and describes the programmer's interface to the Java classes used to develop remote applications. It provides detailed descriptions of the Java packages and classes.

The *EMC Smarts Software Development Kit Remote API for Java* distributed in HTML format is installed to BASEDIR/smarts/doc/html/remoteapi. To open the document, double-click on index.html. SDK documentation distributed as PDF is installed to BASEDIR/smarts/doc/pdf.

EMC Smarts Remote API Programmer's Guide

This guide describes the development environment and procedures needed to create application programs using the Remote API. It also describes general concepts of remote programming and the remote application development process.

The *EMC Smarts Remote API Programmer's Guide* distributed in HTML format is installed to BASEDIR/smarts/doc/html/rclt. To open the document, double-click on index.html. SDK documentation distributed as PDF is installed to BASEDIR/smarts/doc/pdf.

EMC Smarts MODEL Reference Guide

This guide describes the MODEL language syntax and how to develop programs using the MODEL language. Software developers and those EMC Smarts users working with the SDK will find this information useful.

This document is distributed in both PDF and HTML formats.

The *EMC Smarts MODEL Reference Guide* distributed in HTML format is installed to BASEDIR/smarts/doc/html/modelref. To open the document, double-click on index.html. Documentation distributed as PDF is installed to BASEDIR/smarts/doc/pdf.

EMC Smarts Dynamic Modeling Tutorial

This guide presents a tutorial introduction to the concepts and methods of Dynamic Modeling. It is intended for users who want to extend ICIM to meet requirements specific to their deployments. This guide provides examples and detailed explanations for developing Dynamic Models.

EMC Smarts Dynamic Model documentation

The following documents are distributed with Dynamic Model, the EMC Smarts IP Management Suite, and the EMC Smarts Service Assurance Management Suite:

- *EMC Smarts Dynamic Modeling Tutorial*
- *EMC Smarts MODEL Reference Guide*

EMC Smarts Dynamic Modeling Tutorial

This guide presents a tutorial introduction to the concepts and methods of Dynamic Modeling. It is intended for users who want to extend ICIM to meet requirements specific to their deployments. This guide provides examples and detailed explanations for developing Dynamic Models.

EMC Smarts MODEL Reference Guide

This guide describes the MODEL language syntax and how to develop programs using the MODEL language. Software developers and those Smarts users working with Dynamic Model, IP Performance Manager products, and Service Assurance products will find this information useful.

EMC Smarts VoIP Management Suite documentation

In addition to the first set of documents described in this catalog, the following documents are distributed with the EMC Smarts VoIP Management Suite:

- *EMC Smarts VoIP Management Suite Release Notes*
- *EMC Smarts VoIP Management Suite Installation Guide*
- *EMC Smarts VoIP Manager User's Guide*
- *EMC Smarts Enablement Pack for Avaya Communication Manager 1.0 User's Guide*
- *EMC Smarts Enablement Pack for Nortel CS1000 User's Guide*
- *EMC Smarts Enablement Pack for Cisco Call Manager User's Guide*

EMC Smarts VoIP Management Suite Release Notes

The release notes provides a summary of enhancements and fixes for the EMC Smarts VoIP Management Suite.

EMC Smarts VoIP Management Suite Installation Guide

This guide provides instructions for installing and uninstalling components of the EMC Smarts VoIP Management Suite as well as migrating earlier versions of this suite to the current version. It also describes software and hardware requirements for this suite as well as compatibility with other EMC Smarts products. Configuration instructions for the EMC Smarts VoIP Manager are also provided.

EMC Smarts VoIP Manager User's Guide

This guide provides an architectural and functional overview of the EMC Smarts VoIP Manager. In addition to providing a general understanding of the EMC Smarts VoIP Manager, it explains how to view notifications and topology maps as well as work with the Topology Builder. It further includes summaries of faults for the VoIP Manager elements and an explanation of VoIP object classes.

EMC Smarts Enablement Pack for Avaya Communication Manager 1.0 User's Guide

This guide provides an architectural and functional overview of the EMC Smarts Enablement Pack for Avaya Communication Manager 1.0 solution. In addition to configuration instructions, it contains information on discovering Avaya-related VoIP elements and monitoring events in the Avaya environment.

EMC Smarts Enablement Pack for Nortel CS1000 User's Guide

This guide provides an architectural and functional overview of the EMC Smarts Enablement Pack for Nortel CS1000 solution. In addition to configuration instructions, it contains information on discovering Nortel-related VoIP elements and monitoring events from the Nortel CS1000 environment.

EMC Smarts Enablement Pack for Cisco Call Manager User's Guide

This guide provides an architectural and functional overview of the EMC Smarts Enablement Pack for Cisco Call Manager VoIP solution. In addition to configuration instructions, it contains information on discovering Cisco-related VoIP elements and monitoring events from the Cisco Call Manager.