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PRODUCT
GUIDE

Unify OpenScape Fault Management

Unify OpenScape Fault Management V12, Control Center Plugin

User Guide
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Contents

1 Preface 5
1.1 Purpose 5
1.2 Audience 5
1.3 Terminology 5
1.4 Organization of This Guide 5
1.5 Conventions Used in This Guide 6
2 Introduction 7
3 First Steps 9
3.1 Installation and Initialization 9
4 Working with the Control Center 11
4.1 Default Control Center Views 11
4.1.1 Event Overview 11
4.2 Create New Virtual Container 12
4.3 Configure Virtual Container 13
4.3.1 Defining the Search Tree 13
4.3.2 Defining the Properties 13
4.3.3 Defining the Search Criteria for the Object Search 14
4.4 Object Control Center Context Menu 14
4.5 Additional Symbol Properties: Representing Objects by a Chart Window 15
A Rights 17
B Hardware and Software Requirements 19

Contents

1 Preface

This chapter discusses the following aspects:

- purpose and audience of this manual
- terminology
- organization of this manual
- conventions used in this manual

1.1 Purpose

This User Guide describes the **Control Center**, an extension component for the OpenScape Fault Management.

1.2 Audience

This guide addresses users who want to learn how to use **Control Center** for the OpenScape Fault Management. The reader should know how to use the OpenScape Fault Management. A detailed description of this program can be find in the *OpenScape Desktop User Guide*.

1.3 Terminology

- **OpenScape FM** stands for OpenScape Fault Management
- **Server** identifies the OpenScape FM Server, i.e. the server, where the OpenScape FM with the Control Center is installed.
- **Client** identifies the OpenScape FM Client. Usually a web browser where the OpenScape FM client has been started.

1.4 Organization of This Guide

This guide is organized as follows:

- *Chapter 2, "Introduction"* offers an overview of the functionalities of the Control Center.
- *Chapter 3, "First Steps"* gives information about installation and licensing of the Control Center**.**
- *Chapter 4, "Working with the Control Center"* describes the usage and configuration of the Control Center.

1.5 Conventions Used in This Guide

The following font conventions are used in this document:

Bold Font: indicates that a word is a new or important term:

Example: **JavaDB**.

Bold Computer Font: indicates data to be entered by the user:

Example: **`java`**.

Computer Font: indicates computer output, including UNIX prompts, an explicit directory or a file name:

Example: `prompt%`.

Italics: indicates a reference to another manual or to a different section within the current manual:

Example: *OpenScape Desktop User Guide.*

Italics type is also used for examples:

Example: *All users will be affected*.

2 Introduction

The **Control Center** is a part of the OpenScape Fault Management. It provides the user with a quick and comprehensive overview about the object and event status of the monitored network.

3 First Steps

3.1 Installation and Initialization

The Control Center will be installed during the installation of the OpenScape FM. It will be initialized automatically.

Information about the **Server->Control Center** menu can be found in *Chapter 4, "Working with the Control Center"*.

Additionally an object representing the Control Center is added to the hierarchy with the path **Root->System->Server->Control Center**. The new object offers the same menu entries like the main menu **Server->Control Center**.

4 Working with the Control Center

There are two main concepts that are introduced with the Control Center Plugin: **Virtual Containers** and **Chart Windows**.

Virtual containers allows to bundle objects which meet specific search criteria. They are characterized by the fact that their child objects are dynamically determined on the basis of the defined search criteria. If an attribute of an object changes so that this object meets the defined search criteria, it will be added to the virtual container's submap. In case an object does not meet the defined search criteria anymore, it will be removed from the virtual container's submap. Virtual containers can be used for example to create a submap that contains all critical IP nodes or to define a special set of objects for which statistical data should be collected and evaluated.

Statistical data of an object, e.g. a virtual container object, can be represented graphically by the use of **Chart Windows** for example via pie charts, bar charts or tables. Different chart windows can be placed on one submap. More about chart windows can be found in *Section 4.5, "Additional Symbol Properties: Representing Objects by a Chart Window"*.

After the Control Center has been installed and initialized a set of default Control Center virtual containers is available which allow to start working immediately. More about the predefined Virtual Containers can be found in *Section 4.1, "Default Control Center Views"*.

It is also possible to change existing Control Center Virtual Containers or to create new ones. More about the creation and configuration of Control Center Virtual Containers can be found in *Section 4.2, "Create New Virtual Container"* and *Section 4.3, "Configure Virtual Container"*.

More about the menu **Open->Control Center** can be found in *Section 4.4, "Object Control Center Context Menu"*.

4.1 Default Control Center Views

The Control Center provides an overview of all predefined containers. The main menu entry **Server->Control Center->Open Submap...** opens the Control Center. Initially the containers „*Event Overview*" (see *Section 4.1.1, "Event Overview"*) and „*Virtual Container*" are found here. New containers can be found on this submap after a new plugin has been installed and initialized. These containers provide technology specific information. More information about the plugin specific containers can be found in the respective user documentation.

The container „*Virtual Container*" provides the possibility to create user specific views. More information about this can be found in *Section 4.2, "Create New Virtual Container"* and *Section 4.3, "Configure Virtual Container"*.

4.1.1 Event Overview

By default the Control Center plugin provides the option to get a quick overview about the event status of the monitored network.

By using the main menu entry **Server->Control Center->Event Overview...** the Control Center submap opens that contains the following chart windows:

- **IP Nodes With Most Unacknowledged Events**: This window lists up to ten IP Nodes to which the most unacknowledged events are assigned to. It doesn't matter which severity these events have.
- **IP Nodes With Most Critical Unacknowledged Events**: This window lists up to ten IP Nodes to which the most critical unacknowledged events are assigned.
- **Last 10 non normal Events**: This window shows the last events of status *Warning* or higher.
- **Events Over Status**: This window contains a pie chart showing the status distribution of all unacknowledged events.
- **Events Over Time**: This window contains a bar chart showing the distribution of events over time.

Changes in the event situation of the monitored objects will be reported immediately by refreshing the corresponding chart window.

4.2 Create New Virtual Container

With the Control Center some predefined Virtual Containers are provided that allow to instantly work with the Control Center. In addition new Virtual Containers can be created to meet demands of specific information about the monitored network.

To create a new virtual container different methods are possible:

- The main menu entry **Server->Control Center->New->Virtual Container...** can be selected. Doing this sets the object „*Root*“ as root object, and if necessary another object can be selected as root object via the configuration (see Section 4.3.1, “Defining the Search Tree”).
- The entry **New->Virtual Container...** can be selected from the context menu of the object „*Virtual Container*“. Doing this sets the object „*Root*“ as root object, and if necessary another object can be selected as root object via the configuration (see Section 4.3.1, “Defining the Search Tree”).
- The entry **New->Virtual Container...** can be selected from the context menu of any object in which a Virtual Container can be created. In this case the selected object will be set directly as root object and the Virtual Container will be created on the submap of the object.

Instead of starting from scratch it is possible to duplicate an existing virtual container and customize the configuration of the newly created Virtual Container. To duplicate a Virtual Container, the entry **Edit->Duplicate** can be used within the context menu of the container that should be duplicated.

In all cases a dialog window **Object Name** appears to define the label of the new Virtual Container. A new Virtual Container will be created on the submap
`System->Server->Control Center->Virtual Container`
or on the submap of the current object. If a container is duplicated, the new Virtual Container will be created on the same submap on which the original container is located.

It has to be kept in mind that various symbols can be used to display Virtual Containers. Information to display a Virtual Container in the form of a chart window can be found in *Section 4.5*.

Information about the configuration of Virtual Containers can be found in *Section 4.3*.

4.3 Configure Virtual Container

In this section the configuration of Control Center Virtual Containers will be described. The window for the configuration of a Virtual Container opens by using the menu entry **Configure...** from the context menu of the respective container.

The configuration consists of three parts, which will be described in the following sections: **Search Tree**, **Properties** and **Object Search**. The latter also includes the Event Search.

The menu item **Object List** from the context menu of a virtual container can be used at any time to trigger the configured search and view the current search result.

Important Note:
If events instead of expected objects or objects instead of expected events appear in the list, the wrong tab was probably opened when saving the object search (see *Section 4.3.3*).
If expected objects or events do not appear in the list, the maximum number of hits may have been set too low (see *Section 4.3.2*).

4.3.1 Defining the Search Tree

The **Search Tree** panel of the configuration browser is used to define the root object of the object tree that should be included in the object search. Only objects belonging to this object tree will be included in the search for the Virtual Container.

4.3.2 Defining the Properties

On the panel **Properties** the table headings for Virtual Containers displaying tables can be configured. These headings will be used if a Virtual Container is displayed in the form of a chart window with a table (ChildList). More about the representation of Virtual Containers as chart windows can be found in *Section 4.5*.

- **Left Column**: The heading of the left table column.
- **Right Column**: The heading of the right table column.

If no headings are specified, default headings will be used.

The **Properties** panel is also used to define the properties for the selection of possible result entries:

- **Comparison**: This parameter defines if the highest or the smallest results should be selected.
- **Attribute Type**: A selection list is available for this parameter to select the type of object attribute to be analyzed. It is also possible to define own type values which must exist in the OpenScape FM database.
- **Maximum Count**: Maximum number of objects that should be shown.

4.3.3 Defining the Search Criteria for the Object Search

The search criteria defined for the Virtual Container's object search on the panel **Object Search** will be combined with the configurations described in *Section 4.3.1, "Defining the Search Tree"* and *Section 4.3.2, "Defining the Properties"*. This means, all configurations made for a Virtual Container are only used for those objects matching the search criteria defined for the Virtual Container object.

The object search provides the option to search for objects that contain a common characteristic. Information about the object search can be found in the *OpenScape Desktop User Guide in Chapter 7*.

On the page **Object** the object properties can be defined, which the objects displayed by the Virtual Container should have.

If the configuration is saved while the **Object** page is open, the virtual container will display the corresponding objects.

On the page **Events** event properties can be defined.

If the configuration is saved while the **Event** page is open, the virtual container will not display objects but events. The events that have the configured event properties and at the same time are assigned to an object that has the object properties configured on the **Object** page.

The configuration browser to define search criteria can also be accessed by using the menu entry **Open->Object Search...** from the Virtual Container's context menu.

4.4 Object Control Center Context Menu

The context menu of an object provides access to object statistical data described below, selecting the menu item **Open->Control Center**. Depending on the object properties the object context menu may offer the following entries within the sub menu **Control Center**:

Status Distribution of unacknowledged Events: This window contains a pie chart showing the status distribution of all unacknowledged events assigned to the corresponding object. Only unacknowledged events are included to get a status overview about all open issues. For each status presented in the pie chart the number of events having this status is shown in a tooltip.

Event Distribution over Time: This window contains a bar chart showing the distribution of events over time of all events assigned to the corresponding object. Each bar offers a tooltip showing the number of events per status and the total number of events for the respective day.

Object Distribution over Status: This window contains a pie chart showing the status distribution of all child objects belonging to the object. For each status presented in this pie chart the number of child objects having this status is shown in a tooltip.
The specific handling of Virtual Containers has to be considered: Configuring a Virtual Container defines a special set of objects whose statistic data should be included. To meet the Virtual Container's requirements, only those objects and their direct child objects are taken into account, if this menu item is chosen for a Virtual Container. Further hierarchy levels will not be taken into account. This applies also to the symbol presentation of Virtual Containers with corresponding symbol properties (i.e. with shape "ChartWindow" and bitmap "Objects_Over_Status"). Further information about new symbol properties can be found in *Section 4.5, "Additional Symbol Properties: Representing Objects by a Chart Window"*.

Event Distribution over Objects (compound): This window contains a bar chart showing the child objects with the highest occurrence of events. The object itself will also be included. Up to twenty objects are shown. For each object all events assigned to the object itself and all events assigned to one of its child objects are included. Each bar offers a tooltip showing the number of events per status and the total number of events for the respective object.

Event Distribution over Objects (single): This menu entry corresponds to the menu entry **Event Distribution over Objects (compound)** described above. In this case, for each object only events assigned to the object itself are included.

4.5 Additional Symbol Properties: Representing Objects by a Chart Window

After the Control Center has been installed a new symbol properties shape **ChartWindow** is available with special symbol properties bitmaps (e.g. ChildList). More information about symbol properties can be found in the *OpenScape Desktop User Guide.*

With these new symbol properties it is possible to represent an object by a chart window within a submap. More about chart windows can be found in *Chapter 4, "Working with the Control Center"*.

An iconized chart window can be restored by clicking the maximize button in the icon's upper right corner.

A Rights

The plugin’s access rights are integrated into the general access management (*see OpenScape Desktop User Guide*).

The description of the individual rights can be found within the tooltipps for the corresponding right symbols (tree or submap).

The names of the rights for this plugin begin with the plugin designation *ControlCenter*.

B Hardware and Software Requirements

The Control Center is a plugin for OpenScape FM and runs on OpenScape FM V7 Rel.0 or above.

Detailed information about the required hardware and software can be found in the *OpenScape Desktop User Guide*.

Index

C
Chart Window 11, 15
Client 5
Context Menu 14
Control Center
  Context Menu 14

D
Default View 11

E
Event Distribution
  Compound Objects 15
  Single Objects 15
  Time 14
Event Overview 11
Event Search 14

I
Initialization 9
Installation 9

M
Menu 14

O
Object Distribution
  Status 14
Object Search 14
Overview
  Events 11

P
Properties 13

R
Rights 17

S
Search Criteria 14
Search Tree 13
Server 5
Status Distribution 14

T
Terminology 5

V
Virtual Container 11
Configuration 13
Creation 12
Properties 13
Search Tree 13