IBM Tivoli Training
Netcool/Proviso 4.4.3

Diagnostic reports

Tivoli. software

This IBM Education Assistant module describes diagnostic reports.

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Objectives

Upon completion of this module, you should be able to:

- View diagnostic reports

- Add diagnostic reports to a report user

Upon completion of this module you should be able to navigate to diagnostic reports and add these reports to a report user.

Assumptions

Before adding diagnostic reports:

- You must log in to the DataMart host as **pvuser**
- You must have a report user created

Diagnostic reports

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Before adding diagnostic reports:

•You must log in to the DataMart host as **pvuser.**

•And you must have a report user created.

Diagnostic reports

Valuable data flow information can be found using a diagnostic report. This information includes:

- The collection formula used in the report
- The resource used in the report, and the related group

Diagnostic Report
Daily report for May 6, 2009 through May 6, 2009

Current resource

Resource Type	Resource ID	Resource Name	Alias	Type	State	Date of last action	Last action	Origin	User
group	200000095	192.168.14.61	--	generated	on	04/22/09 12:35	Insert	inventory	pvuser
subelement	200000086	192.168.14.61_IF: 24 "100 Mbps" "Fa0/24 "	192.168.14.61_IF: 24 "100 Mbps" "Fa0/24 "	fixed	on	04/22/09 12:34	Insert	inventory	pvuser

Current resource metric counts

Metric Name	Metric ID	Time zone offset	Raw count	Daily RA count	Weekly RA count	Monthly RA count	Daily GA Count	Weekly GA count	Monthly GA count
Availability Unknown (percent)	10426	-18000	8	1	--	--	1	--	--
Inbound Throughput (bps)	2208	-18000	8	1	--	--	1	--	--
Inbound Utilization (percent)	2206	-18000	8	1	--	--	1	--	--

Diagnostic reports

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A diagnostic report is an alternate view of a Netcool/Proviso report. The diagnostic view of a report shows data as it is stored in the database. Diagnostic reports are helpful when troubleshooting data flow problems, especially when a table or chart in a report is unable to display metric data. Troubleshooting information includes:

•The collection formula used to obtain the metric in the report

•And the resource used in the report, along with group membership information

To view a diagnostic report, the account of the report user must be modified. After the report user account has the diagnostic feature added, the user will have a **Diagnose** button at the top of their portal. When viewing any Netcool/Proviso report, you can click the **Diagnose** button to see the report in the diagnostic view.

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Diagnostic reports prerequisites

Before you add diagnostic reports, you must gather the following information using resource manager (**resmgr**):

1. The database index of the report user who will be able to see diagnostic reports

2. The name of the user property that enables diagnostic reports

3. The database index of the diagnostic report

Diagnostic reports

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Before adding diagnostic reports, you must gather the following three values from the database using resource manager, or **resmgr**. The **resmgr** command is a DataMart tool that interacts with the Netcool/Proviso database.

The three values are:

1.The database index of the report user who will be able to see diagnostic reports

2.The name of the user property that enables diagnostic reports

3.The database index of the diagnostic report

You will now look at three **resmgr** commands that will display these values. Use the **resmgr** command as the UNIX® user **pvuser**.

Finding the report user database index

```
$ resmgr -export rusr -colNames "dbIndex name"
…
#
# cmdLine = -export rusr -colNames "dbIndex
  name"
49000008|_|SSSW\\SuperUser|_|
100003411|_|SSSW\\customer_a|_|
100003412|_|SSSW\\customer_z|_|
100003414|_|SSSW\\noc|_|
```

This first command displays the database index and name of all report users. In this example you will add diagnostic reports to the **noc** user. The **noc** user has the database index of 100003414.

Finding the user property

```
$ resmgr -export ruprp -colNames "name" | grep -i Troub
DV_UserTroubleShootingReport|_|
```

This second command displays a list of available user properties. Because the output of this command is long, it is filtered for the string **Troub**. The name of the user property is **DV_UserTroubleShootingReport**.

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Finding the diagnostic report database index

```
resmgr -export app -colNames "dbIndex name" | grep -i diag
49000026|_|Diagnostic Report|_|<E>
49000033|_|Metric Diagnostic Report|_|<E>
```

Diagnostic reports

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This third command displays a list of all reports with their database index. Because the output of this command is long, it is filtered for the string **diag**. The name of the report is **Diagnostic Report**. In this example, the report has the database index of 49000026.

diag_reporting.ppt

Adding diagnostic reports to a Web user

After you have gathered these three values, create a relationship among them in the database by combining them in the following command.

```
$ resmgr -import rusr -colNames "dbIndex ruprp.name
  ruprp.value" -line "Report User DB Index|_|Property
  Name|_|Diagnostic Report DB Index|_|"
```

After you have gathered these three values, create a relationship among them in the database by combining them into this **resmgr** command.

In this command:

Report User DB Index is the numeric database index associated with the user who will be able to view the diagnostic report page.

Property Name is the text string name of the user property.

Diagnostic Report DB Index is the numeric database index assigned to the diagnostic report.

Command example

```
resmgr -import rusr -colNames "dbIndex ruprp.name ruprp.value"
  -line "100003414|_|DV_UserTroubleShootingReport|_|49000026|_|"
```

```
Info : === insert : nothing  ON Report User ( SSSW\\noc )
  (exists)
Info : === insert : nothing  ON property (
  DV_UserTroubleShootingReport ) (exists)
Info : === insert : INSERT ON Ruser property ( 100003414
  49000028  49000026 ) (does not exist)
```

In this example of the previous command, **resmgr** is used to create a link in the database between:

•Report user 100003414

•The user property DV_UserTroubleShootingReport

•And the diagnostic report 49000026.

The last line of output indicates that a link between these three values was inserted into the database. The user will now be able to use diagnostic reports.

Summary

You should now be able to:

- Use diagnostic reports
- Add diagnostic reports to a report user

You should now be able to:

•Use diagnostic reports.

•And add diagnostic reports to a report user.

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Training roadmap for *Netcool/Proviso*

http://www.ibm.com/software/tivoli/education/edu_prd.html

Diagnostic reports

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Use this link to explore the training roadmap for IBM Tivoli Netcool/Proviso.

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