

ESA Data Collection Guideline

Ericsson SNMP Agent 18.0.1 ICP 18-01

OPERATING INSTRUCTION

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1 General

The purpose of this document is to provide the necessary troubleshooting data that shall be collected and enclosed in a Customer Service Request (CSR) in case the following problems is experienced with the product:

- Malfunctioning ESA services
- Product fault
- 3PP issues
- Performance Issue

1.1 Purpose and Scope

This guideline is applicable for the following product release:

- Ericsson SNMP Agent

The target groups for this document are as follows:

- Ericsson Support Personnel

1.2 Prerequisites

ESA must be installed.

1.3 Typographic Conventions

This document follows a set of typographic rules that make the document consistent and easy to read.

To improve readability, the following convention applies throughout this document:

- Ericsson SNMP Agent is henceforth referred to as ESA.





2 Workflow

The workflow for collecting troubleshooting data is as follows:

1. Collect Mandatory data. Refer to Section 3 on page 5.
2. Collect data for specific type of issue. Refer to Section 4 on page 7.





3 Mandatory Data

The data described in this chapter should always be included in a CSR.

ESA Version

The ESA version in which the fault occurs must be specified.

Execute the following command to know the ESA version.

```
{esa_basedir}/lib -> # java -jar esa.jar
```

Example

```
Name=Ericsson SNMP Agent  
NameAbbrev=ESA  
Version=4.0  
Build=4.0.5.2274  
BuildDate=2015-09-01 09:12:16
```

ESA Configuration

Attach the ESA configuration. Execute the following command to get the configuration details.

```
{esa_basedir}/bin/esabackup -b <target_directory>
```

Example



```
[root@vmx2285 bin]# ./esabackup -b /tmp
Copying /opt/esa/conf/mainCfg.xml to /tmp/20170522_154407/conf/mainCfg.xml
Copying /opt/esa/conf/log4j.dtd to /tmp/20170522_154407/conf/log4j.dtd
Copying /opt/esa/conf/usmCfg.xsd to /tmp/20170522_154407/conf/usmCfg.xsd
Copying /opt/esa/conf/log4jPmAgent.xml to /tmp/20170522_154407/conf/log4jPmAgent.xml
Copying /opt/esa/conf/vacmCfg.xml to /tmp/20170522_154407/conf/vacmCfg.xml
Copying /opt/esa/conf/usmCfg.xml to /tmp/20170522_154407/conf/usmCfg.xml
Copying /opt/esa/conf/infoSystem.xml to /tmp/20170522_154407/conf/infoSystem.xml
Copying /opt/esa/conf/trapDestCfg.xsd to /tmp/20170522_154407/conf/trapDestCfg.xsd
Copying /opt/esa/conf/proxyCfg.xml to /tmp/20170522_154407/conf/proxyCfg.xml
Copying /opt/esa/conf/infoSystem.xsd to /tmp/20170522_154407/conf/infoSystem.xsd
Copying /opt/esa/conf/JGroups-3.4.xsd to /tmp/20170522_154407/conf/JGroups-3.4.xsd
Copying /opt/esa/conf/communityCfg.xsd to /tmp/20170522_154407/conf/communityCfg.xsd
Copying /opt/esa/conf/vacmCfg.xsd to /tmp/20170522_154407/conf/vacmCfg.xsd
Copying /opt/esa/conf/communityCfg.xml to /tmp/20170522_154407/conf/communityCfg.xml
Copying /opt/esa/conf/clusterCfg.xml to /tmp/20170522_154407/conf/clusterCfg.xml
Copying /opt/esa/conf/trapDestCfg.xml to /tmp/20170522_154407/conf/trapDestCfg.xml
Copying /opt/esa/conf/log4jMasterAgent.xml to /tmp/20170522_154407/conf/log4jMasterAgent.xml
Copying /opt/esa/conf/log4jFmAgent.xml to /tmp/20170522_154407/conf/log4jFmAgent.xml
Copying /opt/esa/conf/proxyCfg.xsd to /tmp/20170522_154407/conf/proxyCfg.xsd
Copying /opt/esa/conf/mainCfg.xsd to /tmp/20170522_154407/conf/mainCfg.xsd
Copying /opt/esa/conf/fmAlarmDefinitions/fmAlarmDefinition.xsd to
/tmp/20170522_154407/conf/fmAlarmDefinitions/fmAlarmDefinition.xsd
Copying /opt/esa/conf/fmAlarmTranslations/fmAlarmTranslation.xsd to
/tmp/20170522_154407/conf/fmAlarmTranslations/fmAlarmTranslation.xsd
Copying /opt/esa/conf/pmCounters/example_pmcounter.xml to
/tmp/20170522_154407/conf/pmCounters/example_pmcounter.xml
Copying /opt/esa/conf/pmCounters/pmCounter.xsd to
/tmp/20170522_154407/conf/pmCounters/pmCounter.xsd
Copying /opt/esa/conf/pmThresholds/pmThreshold.xsd to
/tmp/20170522_154407/conf/pmThresholds/pmThreshold.xsd
Copying /opt/esa/conf/pmJobs/example_pmjob.xml to
/tmp/20170522_154407/conf/pmJobs/example_pmjob.xml
Copying /opt/esa/conf/pmJobs/pmJob.xsd to
/tmp/20170522_154407/conf/pmJobs/pmJob.xsd
Copying /opt/esa/bin/esa.policy to /tmp/20170522_154407/bin/esa.policy
Copying /opt/esa/bin/esapma.vmoptions to /tmp/20170522_154407/bin/esapma.vmoptions
Copying /opt/esa/bin/esafma.vmoptions to /tmp/20170522_154407/bin/esafma.vmoptions
Copying /opt/esa/bin/esama.vmoptions to /tmp/20170522_154407/bin/esama.vmoptions
Successfully backed up configuration files to /tmp/20170522_154407
```

DEBUG logs of esama, esafma, esapma

Attach the DEBUG logs of esama, esafma, esapma. The DEBUG logs can be enabled by making changes to the respective log4j files in the {esa_basedir}/conf directory.

- 1 Set the MaxFileSize to 512MB.
- 2 Add a new parameter MaxBackupIndex and set the value to 5 to enable log file rotation.
- 3 Change the log level of com.ericsson.esa to DEBUG.

Note: Log4j changes are dynamic and restart of ESA services are not required.



4 Data Collection for Specific Problem Types

The data described in this chapter should be included in a CSR, depending on what type of problem is experienced.

4.1 High Disk/Memory Usage

1. Attach the outputs from the following commands:

```
# prstat
```

```
# vmstat
```

```
# top
```

```
# ps -ef
```

2. Attach the heap dump captured when this issue occurs.

4.2 3PP Issue

Table 1 3PP Issue

3PP	Logs Required
JGroups/Akka	<ul style="list-style-type: none"> • Attach the DEBUG log of JGroups/Akka. Change the log level value to DEBUG for <code>org.jgroups</code> or <code>org.akka</code> • Attach the output of <code>esaclusterstatus</code> command Example: <pre>{esa_basedir}/bin -> #./esaclusterstatus M * vmx2345 xx.yy.zz.ww (M)vmx1234 aa.bb.cc.dd</pre>
SNMP4j	<ul style="list-style-type: none"> • Attach the DEBUG log of SNMP4j. Change the log level value to DEBUG for <code>org.jgroupsorg.snmp4j</code> • Attach the <code>snmpwalk</code> of the oid





Glossary

CSR

Customer Service Request

ESA

Ericsson SNMP Agent

SNMP

Simple Network Management Protocol

3PP

Third Party Product