

Summarizing the Bidirectional Integration

What are some of key features of the bidirectional integration via Spectrum Gateway (spectrumgtw) probe?

| Integration using SBGW component/ snmpgtw probe | Integration using spectrumgtw probe |
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| The existing integration is unidirectional (CA UIM to CA Spectrum) | The new integration is bidirectional (CA UIM to CA Spectrum and CA Spectrum to CA UIM.) |
| Uses the SNMP/ Southbound gateway component to send alert data from UIM to Spectrum. | The Spectrum gateway integration replaces the use of the SNMP/southbound interface integration for alarms. |
| CA UIM alarms were pushed to CA Spectrum from CA UIM probes. Alarms were viewed in CA Spectrum alone. | When alarms are created/generated on UIM on, it passes them to Spectrum; and vice versa. All alarms can be viewed and managed by both sides. |
| VMware and Host Server related alarms from UIM were suppressed by Root Cause Alarm in CA Spectrum | CA UIM alarms are asserted as new alarms in CA Spectrum. |
| Integration probe also does inventory sync from UIM to Spectrum via nisapi-wasp | Inventory sync from UIM to Spectrum still occurs via nisapi-wasp additionally, Inventory synchronization happens from Spectrum to UIM using Global Collections via spectrumgtw probe |
| Launch in context is available for both alarms and devices. | Launch in context is available only for alarms. |
| No synchronization of Ticket ID | Bi-Directional Ticket ID synchronization |
| Alarm sync happens only one way, i.e. CA UIM to CA Spectrum | Option to select Bidirectional or uni-directional synchronization of alarms. |

How does the integration with Spectrumgtw probe work?

- Spectrum provides a Global Collection to pull the Inventory including Physical interfaces. Defining a GC to pass inventory from Spectrum to UIM ensures alarms associated with the GC will be correlated to a device view in UIM.

Global Collections help organize operator views of network devices that span containers or landscapes. OneClick administrators create Global Collections, and operators monitor Global Collections by selecting them in the Explorer tab, and then viewing the Alarms, Events, and List tabs in the Contents panel. OneClick administrators maintain Global Collections and grant or restrict access to them.

- It is recommended that the Global Collection (to be synchronized) include only network devices. Users should not add physical interfaces by themselves, the bidirectional integration will handle physical interfaces for the devices.
- When Spectrum alarms go to UIM, unless they can be correlated to a UIM device, they will only be visible in the UIM global alarm view.
- When UIM alarms go to Spectrum, unless they can be correlated to a Spectrum device, they will be associated with a Spectrum event model.

What key capabilities/features of Spectrum are supported in the bidirectional integration via spectrumtw?

- Spectrum alarms sent to UIM can indicate whether they are root cause or symptomatic. Root cause alarms will contain the list of associated symptomatic alarms.
- UIM hides symptomatic alarms in its global- and group-level alarm views. Symptomatic alarms, however, will be shown in the device alarm view.
- Root cause alarms cause a new “Symptom” tab to appear in the alarm view. Clicking the Symptom tab shows the associated symptomatic alarms (using the list in the root cause alarm).
- Alarm acknowledgements from CA Spectrum are not sent to CA UIM, while alarm acknowledgment from CA UIM is sent to clear alarms in CA Spectrum. In CA UIM acknowledging the alarm clears it in CA Spectrum, while in CA Spectrum acknowledging the alarm recognizes the presence or existence of the alarm.

Servers Management

- Has removed dependency on dedicated role
- Added Ability to monitor VM as a server without dependency on Vmware probe
- Pulls inventory with one of the role in database as DatabaseServer, Host, VirtualMachine, VirtualMachineHost, WebServer, vCenter.

VMware Management

- Handle Flapping inventory/relationships from UIM
 - Unreported inventory by UIM will be kept in a separate container in Spectrum and can be deleted by user when no more needed

Mapping Alarm Severity

The following table displays the alarm severity mapping between UIM and Spectrum, based on the severity of the alarm.

When the alarm is raised in Spectrum and viewed in UIM:

| Spectrum Severity Status | UIM Severity Status |
|--------------------------|---------------------|
| Minor | Minor |
| Major | Major |
| Critical | Critical |
| Suppressed | Informational |
| Initial | Informational |

When the alarm is raised in UIM and viewed in Spectrum:

| UIM Severity Status | Spectrum Severity Status |
|---------------------|--------------------------|
| Informational | Event |
| Warning | Event |
| Minor | Minor |
| Major | Major |
| Critical | Critical |

Mapping Alarm Actions:

The following table displays the corresponding mapping of alarm action between CA Spectrum and CA UIM:

| Spectrum Alarm Action | UIM Alarm Action |
|------------------------------|-------------------------|
| Assign | Assign |
| Unassign | Unassign |
| Acknowledge | Not Applicable |
| Clear | Acknowledge |

Frequently asked questions:

Can we view all the details available for Spectrum alarms in UIM?

The Spectrum detail available for alarms in Spectrum (probable cause, etc.) does not get sent to UIM.

Does the inventory synchronization happen both ways, i.e. Spectrum-UIM as well as UIM-Spectrum?

- UIM does not automatically monitor Spectrum inventory sent to UIM. No inventory is sent from UIM to Spectrum.
- Spectrum inventory does not seed discovery processes in UIM. Spectrum inventory is reconciled to the corresponding UIM inventory by the UIM discovery server.
- This creates a Spectrum “perspective” in the UIM inventory associated with a UIM “master perspective”. The UIM “master perspective” (essentially the UIM CS or computer system) is what gets displayed in UIM; this perspective relationship is what allows the Spectrum alarms to be correlated to a UIM device.

Can I filter Alarms in UIM based on Alarm Type?

Filtering Alarms based on Alarm Type is not available in the bidirectional integration.

Are Maintenance and Invisible alarms viewable in UIM?

- By default, Maintenance Alarms from Spectrum are not populated in UIM.
- By default, Alarms that are invisible in UIM will not be synchronized in CA Spectrum.

Does the bidirectional integration using spectrumgtw probe support synchronization of Troubleshooting Ticket ID?

- The Ticket ID synchronization functionality will only work if the ticketing system is configured on either CA Spectrum or CA UIM. If both have a ticketing system configured, the synchronization will not work and will result in unexpected system behavior.
- When the ticketing system is configured on CA UIM, ensure that the custom property (selected in the spectrumgtw Admin Console), matches the custom property configured in the Ticketing gateway probe.

Additional Information

- The use of the NIS DB for VM discovery from UIM to Spectrum is unchanged.

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- Spectrum will create alarm on Event admin model, if no model is discovered with the Alarm IP address.
- The Impacts view from Spectrum is not shown as part of UIM view.

Limitations to the CA Spectrum -CA UIM Integration in the current release

This integration doesn't support:

- CA UIM Multi-tenant environment capabilities
- Ticketing system configured on both sides (Spectrum & UIM)
- SSL/HTTPS configured environment
- Multiple Global Collections
- Standalone ESX Servers' hierarchy (without Vcenter)
- Servers monitored only by RSP probe